



LISI GROUP (HOLDINGS) LIMITED
利時集團(控股)有限公司

(Incorporated in Bermuda with limited liability) (於百慕達註冊成立之有限公司)
Stock Code 股份代號 : 526

Environmental, Social and Governance Report
環境、社會及管治報告
2024

TABLE OF CONTENTS

ABOUT THIS REPORT	2
Reporting Scope	2
Reporting Standard	3
Contact and Feedback	3
STAKEHOLDER ENGAGEMENT	4
MATERIALITY ASSESSMENT	5
ESG GOVERNANCE	7
Governance Structure	7
ESG Risk Management	8
SUSTAINABLE BUSINESS	9
Strengthening Quality Management	9
Responsible Procurement	11
Ethical Business	12
Engaging the Community	13
RESPONSIBLE EMPLOYMENT	14
Employment Practices	15
Labour Standards	16
Care for Employees	17
Training and Development	18
Employee Health and Safety	19
ENVIRONMENTAL SUSTAINABILITY	21
Climate Resilience	22
Resource Conservation	24
Emission Management	27
Minimising Our Impacts on the Environmental and Natural Resources	29
Our Sustainability Targets	29
HKEx ESG REPORTING GUIDE INDEX	30

ABOUT THIS REPORT

Lisi Group (Holdings) Limited (hereafter the “Company”) together with its subsidiaries (hereafter the “Group”, “we” or “our”) operates businesses including manufacturing and trading of plastic and metallic household products, retailing, wholesaling and investments holding. The Group is committed to establishing sustainability principles in daily operations and building an environmentally friendly community.

Having a belief that the environmental, social and governance (“ESG”) is critical for the Group to build long-term trusted relationships with stakeholders, we are very pleased to publish our eighth ESG report (the “Report”), which demonstrates our policies, approaches and practices towards sustainable development. The Report serves as a communication medium which enables our stakeholders to have a better understanding of the progress and performance of the Group’s ESG development. The board of directors of the Company (the “Board”) has reviewed and approved this Report.

Reporting Scope

The Report covers the ESG management approaches and focuses on the environmental and social performance of the Group from 1 April 2023 to 31 March 2024 (the “Reporting Period”, “FY2024”) with the scope of our core operations in Ningbo and Hong Kong as listed in the table below:

Business Segments	Locations	Companies
Head office	Hong Kong	Lisi Group (Holdings) Limited
Investment holding	Ningbo, the People’s Republic of China (the “PRC”)	Ningbo Lisi Household Products Company Limited
Manufacturing and trading of plastic and metallic household products		Ningbo New JoySun Corp. Ningbo New JoySun HVAC Equipment Limited
Wholesaling		
Retailing		Ningbo New JoySun Supermarket Chain Limited

The reporting boundary is determined based on the materiality of the businesses involved. Specifically, operations that generate significant revenue are selected to ensure a comprehensive presentation of the Group’s impact and sustainability performance.

ABOUT THIS REPORT

Reporting Standard

This Report has been prepared in accordance with the “Comply or Explain” provisions of the ESG Reporting Guide under Appendix C2 to the Rules Governing the Listing of Securities on the Hong Kong Exchanges and Clearing Limited (“HKEx”), effective since 31 December 2023.

Throughout the Report, we adopt the reporting principles of materiality, quantitative, balance and consistency, as described below:

Reporting Principles	Descriptions
Materiality	We made a consensus on the material topics throughout internal discussion and participation of key stakeholders. The outcome is summarised in the section – Materiality Assessment.
Quantitative	To ensure that the competence of our ESG policies and management systems can be evaluated and validated, we presented our ESG performance with the aid of environmental and social key performance indicators (“KPIs”) using robust methodologies, with reference to the ESG Reporting Guide.
Balance	All environmental and social KPIs were computed and presented with reference to the ESG Reporting Guide and robust methodologies were adopted as illustrated in the respective sections of the Report. Data comparisons over years have been made to provide an objective comparison of our ESG performance from time to time.
Consistency	The Report has been prepared on the same methodologies and standards as compared to the previous years. Starting from FY2024, we have separated Ningbo New JoySun HVAC Equipment Limited from Ningbo New JoySun Corp. due to its growing revenue.

Contact and Feedback

The Group welcomes your feedback and suggestion on this ESG Report. Please feel free to provide your comments via email at info@lisigroup.com.hk.

STAKEHOLDER ENGAGEMENT

Stakeholder engagement is an important aspect of the ESG management of the Group, and we attach great importance to the diverse opinions and views from our stakeholders. To continuously improve our ESG performance and sustainable operations, we kept a close communication with internal and external stakeholders in various forms to fully understand their expectations, requirements and feedback.

During the Reporting Period, we have identified the key stakeholder groups and engaged them through various channels. The following table summarised our communication channels and their concerned issues.

Stakeholder Groups	Concerned Issues	Communication Channels
Investors and Shareholders	<ul style="list-style-type: none"> Economic performance ESG performance Compliant operation 	<ul style="list-style-type: none"> Company website Company's announcements Annual general meeting Annual and interim reports
Customers	<ul style="list-style-type: none"> Safe and environmentally friendly products Customer privacy and data confidentiality Quality service 	<ul style="list-style-type: none"> Company website Customer direct communication Customer feedback and complaints
Employees	<ul style="list-style-type: none"> Remuneration and benefits Safe and healthy working environment Training and development Work-life balance 	<ul style="list-style-type: none"> Training and orientation Email and opinion box Regular meetings Employee performance evaluation Employee activities
Suppliers and Business Partners	<ul style="list-style-type: none"> Responsible sourcing Integrity and mutual benefit Fair trade 	<ul style="list-style-type: none"> Selection assessment Procurement process Performance assessment Regular communication with business partners (e.g. emails, meetings, on-site visits etc.)
Government Authorities and Regulators	<ul style="list-style-type: none"> Lawful operation Pay taxes according to the law Work safety Environmental protection 	<ul style="list-style-type: none"> Documented information submission Compliance inspections and checks Forums, conferences and workshops
Non-governmental Organisations	<ul style="list-style-type: none"> Environmental protection Labour rights 	<ul style="list-style-type: none"> Email Phones Charity donations
Communities	<ul style="list-style-type: none"> Charity donation Community building and development 	<ul style="list-style-type: none"> Company website Community activities
Media	<ul style="list-style-type: none"> Environmental protection Labour rights Business integrity 	<ul style="list-style-type: none"> Company website Company's announcements

MATERIALITY ASSESSMENT

We have conducted a materiality assessment through an online survey in order to identify the priority of material issues to the Group. In the survey, 34 ESG-related issues were listed, including environmental protection, operational practices, community involvement and human resources. Different stakeholder groups were invited to rate the relative importance of the ESG issues to the Group's development as well as to the stakeholders.



Identification

Based on the ESG Reporting Guide, international standards, and peer benchmarking, we successfully identified 34 issues that are closely related to the Group's business and impact.



Engagement

We invited internal and external stakeholders to rate those 34 identified ESG issues via online survey. The scoring criteria include the significance to stakeholders as well as the significance to the Group's business and operation.



Prioritisation

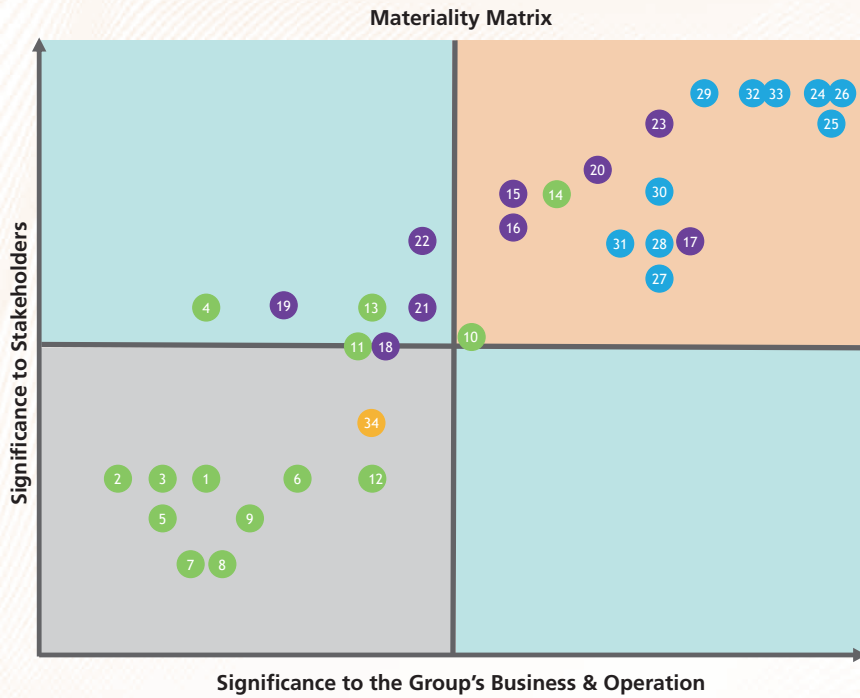
We reviewed and consolidated the stakeholders' feedback and opinions. Based on the results of the survey, we determined the materiality level and ranking of each issue.



Review

The ESG Monitoring Committee reviewed and approved the prioritisation of such ESG issues as our material issues of the Reporting Period.

MATERIALITY ASSESSMENT



Environment	Social	
	Employment	Operation
1. Air emission	15. Labour rights	24. Customer satisfaction
2. Greenhouse gas emission	16. Labour/management relations	25. Product and service quality and complaints handling
3. Decarbonisation	17. Employee retention	26. Customer health and safety
4. Conservation of ecosystem	18. Diversity and equal opportunity	27. Marketing and product and service labelling compliance
5. Nature-related risk and opportunity management	19. Non-discrimination	28. Intellectual property
6. Circular economy	20. Occupational health and safety ("OHS")	29. Customer privacy and data protection
7. Environmental data management	21. Employee training	30. Responsible supply chain management
8. Climate change mitigation	22. Employee development	31. Fair operating practices on supplier
9. Climate risk management	23. Prevention of child labour and forced labour	32. Business ethics
10. Energy efficiency		33. Socio-economic compliance
11. Water and effluents		Community
12. Use of materials		34. Community involvement
13. Waste management		
14. Environmental compliance		

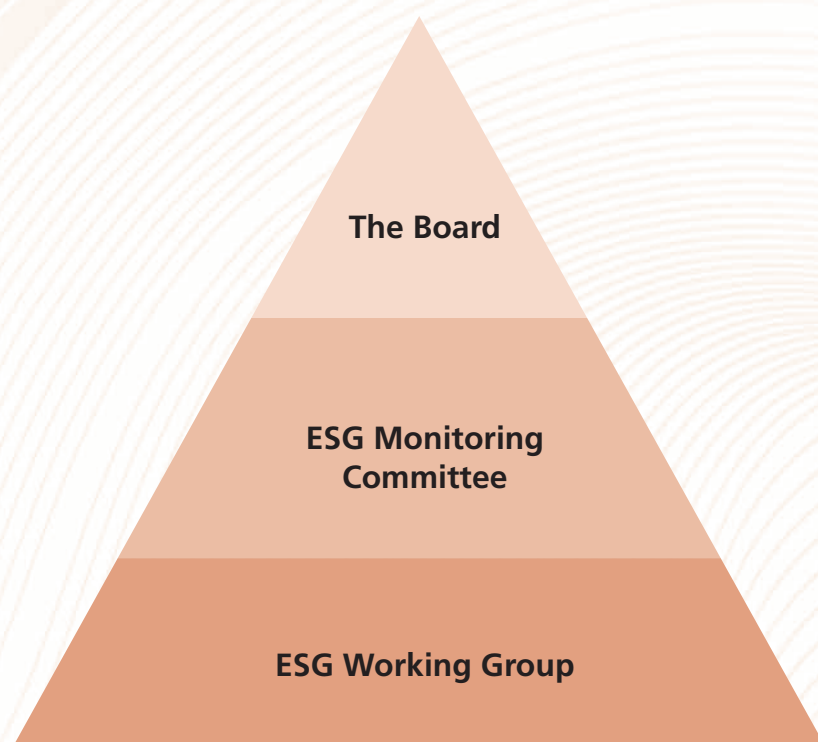
The assessment result shows that the stakeholders have highlighted sustainable operations as an area to prioritise. In particular, they emphasised issues relating to customer satisfaction, customer health and safety, product and service quality and complaints handling, business ethics, and socio-economic compliance. This allows us to prioritise our effort in improving various aspects of our ESG policies and forward-looking strategy.

ESG GOVERNANCE

With our vision of “Create Better Living”, environmental commitments and goals have been set up to promote environmentally sustainable development in our operations.

Governance Structure

Our ESG governance structure adopts a top-down management approach, clarifying the division of responsibilities at three levels of governance, management to execution, and integrating ESG work into daily operations.



The Board is ultimately responsible for overseeing all ESG matters of the Group. Under the Board, an ESG Monitoring Committee has been tasked with the following functions:

1. Reviewing the Group’s ESG strategies, risks, opportunities and material issues
2. Assessing the Group’s progress and performance in implementing ESG policies and initiatives, and devising plans for improvement
3. Discussing and reviewing the recommendations by the ESG Working Group
4. Making recommendations to the Board regarding ESG strategies and policies

An ESG Working Group is formed, consisting of core members of the administrative department, safety committee, environmental protection, human resources, internal control and procurement. The Working Group is responsible for:

1. Executing the Group’s ESG policies
2. Setting up ESG targets and plans
3. Collecting and analysing the Group’s ESG data to track the Group’s performance in various ESG aspects
4. Monitoring the implementation of ESG policies and improvement plans in each department

ESG GOVERNANCE

ESG Risk Management

Ensuring effective management of ESG risks is crucial for our long-term sustainability and success. With the objective in mind, we have implemented a robust “Risk and Opportunity Response Control Procedure” that enables us to promptly identify, access, and address potential risks and opportunities. This year, we took a proactive approach by engaging an external consultant to conduct a comprehensive ESG risk assessment and analysis of our operations. Through a meticulous evaluation of the likelihood and severity of various ESG risks, we have identified the potential material ESG risks that require our attention as below:

Risks	Impacts	Our Responses
Changing Consumer Needs Risk	As environmental awareness and focus on sustainable development is on the rise in the market, consumers might change their consumption preferences and shift towards favouring companies that demonstrate better environmental and social responsibilities.	We have continuously collected customer feedback via electronic customer satisfaction survey. We will conduct regular market research to keep up with consumer needs and expectations, and ensure timely planning to meet the growing ESG requirements.
Competition Risk	Our clients across China, the United States, and Europe are placing greater emphasis on ESG performance throughout their value chains. Failure to meet the evolving ESG expectations of our clients may result in a loss of business opportunities, as they may choose to switch to suppliers with stronger ESG performance.	As part of our proactive approach, we have set a target to reduce GHG emissions intensity by 15% by 2030. This not only aligns with our sustainability strategies but also positions us as a preferred partner for clients seeking suppliers with strong ESG performance.
Health and Safety Risk	Failure to prioritise and adequately address health and safety risks can result in severe consequences for the Group. Workplace accidents and injuries could lead to disruptions in production and operations, causing delays, increased costs, and reputational damage.	We attach great importance to the health and safety of our employees. As such, we have obtained ISO 45001 certification to identify and mitigate potential OHS risk. We also provide sufficient personal protective equipment for our workers in hazardous environment, ensuring their health and safety as our first priority. This year, we have significantly lower of work-related incidents as well as the lost days due to work-related injuries.

SUSTAINABLE BUSINESS

Adhering to the values of “Create Better Living”, the Group remains dedicated to consistently offering exceptional products and services that cater to the diverse requirements of our esteemed customers. We acknowledge the paramount importance of fostering trust among our customers, employees, suppliers, and business associates as a fundamental pillar for the longevity of our enterprise. Hence, we prioritise integrity and ensure that our customers receive top-notch services and environmentally conscious products while opposing any manifestations of unethical business conduct. We are proud to share that several of our products have already obtained certificates as eco-friendly solutions, demonstrating our commitment to sustainable practices.

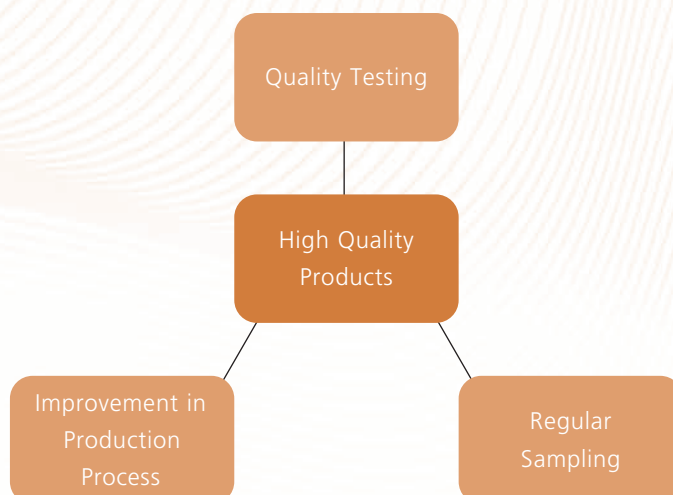
Strengthening Quality Management

Being one of the leading household products suppliers in Asia, the Group is committed to strengthening quality management and ensuring the health and safety of our customers. We strictly comply with the Product Quality Law of the PRC, the Copyright Law of the PRC, the Patent Law of the PRC, the Trademark Law of the PRC, the Law on Protection of the Rights and Interests of Consumers of the PRC, and other relevant national laws and regulations.

During the Reporting Period, we did not receive products- or services-related complaints. There were no sold or shipped products that needed to be recalled for safety and health reasons. The Group was not aware of material non-compliance with relevant laws and regulations relating to health and safety, advertising, labelling and privacy matters relating to products and services provided.

Raw Materials

Quality control of raw materials is an important process in product quality assurance. To ensure the suitability and quality of materials from our suppliers, we carry out comprehensive testing measures before commencing production. Specifically, for plastic materials, we employ thermal testing, dynamic stability control, and thermomechanical analysis. These assessments are instrumental in evaluating the materials’ performance and suitability of our household products. Our commitment to delivering exceptional quality extends to our production line, where we employ a robust quality control process. Regular random sampling is conducted to detect any potential product defects. If any defective items are identified, they are immediately segregated for further inspection.



SUSTAINABLE BUSINESS

Product Manufacturing

At our household products manufacturing facilities, we have successfully implemented a product quality management system that obtained ISO 9001 certificate, as well as Integration of Informatisation and Industrialisation Management System certificate. This proactive measure ensures that our manufacturing processes are adhered to globally recognised benchmarks, keeping consistent high-quality products delivered to our valued customers.

We take great pride in providing our customers with a wide range of eco-conscious household products, including food storage and kitchenware, knowing that these products play a significant role in their daily lives. Recognising the importance of product safety and quality, we have implemented a stringent testing process to ensure that every item we deliver meets the highest standards. These tests are designed to evaluate and validate the safety, durability, and performance of our products, guaranteeing that they not only met but surpass industry benchmarks. By subjecting our household products to such meticulous scrutiny, we instil confidence in our customers, assuring them our products are not only environmentally friendly but also reliable and long-lasting. We firmly believe that by offering superior-quality products, we contribute to the overall well-being and satisfaction of our customers, enhancing their daily experiences in a sustainable and responsible manner.



The Group is dedicated to protecting the health and resilience of forests worldwide. To this end, we are certified by Forest Stewardship Council (“FSC”), the Chain of Custody Certification ensures our forest-based materials products are strictly according to the rigorous standards from sourcing to distribution. It also enables us to display globally recognised FSC label on our finished products.

Customer Satisfaction

We highly value our customers’ feedback and actively seek their input to improve our offerings. We invite our customers to participate in an electronic customer satisfaction survey, which serves as a valuable tool for identifying areas where we can enhance our products and services. In the event of a complaint, our dedicated customer service team will conduct a thorough investigation to determine the underlying cause. If the complaint is valid, we promptly arrange a refund or replacement of the product, prioritising our customers’ satisfaction.

SUSTAINABLE BUSINESS

Data Privacy and Intellectual Property Rights

We are fully committed to safeguarding our customers' confidential information and data from any form of direct and indirect disclosure. As part of our employment terms, every employee is required to sign a confidentiality agreement, which serves as a clear indication of the importance we place on maintaining the privacy and security of our customers' information. We strictly comply with relevant laws and regulations, including China's Personal Information Protection Law and Data Security Law. These regulations provide a legal framework for safeguarding personal information and data security. Our dedication to compliance ensures that we meet the requirements set forth by these laws.

To further enhance our data protection measures, we have established a comprehensive documents and data control system. Customer data, records, and proprietary documents are stored either electronically or in secure archives. Access to this sensitive information is restricted solely to authorised personnel, who have been granted the necessary permissions based on their roles and responsibilities. To minimise the risk and impact of data breaches, we have implemented a compartmentalised data management system. Different individuals are assigned specific responsibilities for managing and accessing different aspects of our data. This segregation of duties adds an extra layer of security, ensuring that data is handled only by authorised individuals with a legitimate need for access.

Responsible Procurement

Establishing and nurturing a dependable and enduring relationship with our supply chain is crucial for the prosperity of the Group. Our primary objective is to deliver high quality products that precisely cater to our customers' needs. To achieve this, we have implemented an efficient procurement management system that focuses on selecting suppliers who provide top-notch raw materials for our products.

During the Reporting Period, the Group worked with a total of 599 suppliers, all of which were from Mainland China.

Supplier Selection

We are unwavering in our commitment to fostering sustainable and socially responsible business practice across our entire supply chain. In order to ensure alignment with our ESG principles, we have integrated these standards to every aspect of our supplier engagement processes. This encompasses our selection and evaluation criteria as well as our expectations regarding ethical business conduct.

We require potential suppliers to demonstrate their compliance with both legal obligations and our stringent supplier management requirements. Furthermore, we set high benchmarks for environmental stewardship and social responsibility, which demand our suppliers surpass basic standards. This ongoing commitment to ESG considerations in supplier management reflects our dedication to promoting sustainable business practices and driving positive outcomes throughout our supply chain.

SUSTAINABLE BUSINESS

Supplier Evaluation

When it comes to our existing suppliers, we place a strong emphasis on partnering with those who have consistently demonstrated commendable environmental performance. Regular review and evaluation processes are conducted to assess our suppliers based on various criteria, including product quality, safety, service professionalism, and their commitment to eco-consciousness in their business operations. By prioritising such suppliers, we ensure that our products are sourced from environmentally responsible partners. In line with our commitment to sustainability, we also prioritise sourcing from local or neighbouring provinces whenever possible. This deliberate approach helps us minimise the carbon footprint associated with transportation, thereby reducing our environmental impact.

In addition, we have formulated the Supplier Code of Conduct which clearly states our stringent standards that all suppliers must adhere to. We maintain a zero-tolerance policy for suppliers who fail to meet any of the below requirements. By upholding these stringent criteria, we actively promote ethical business practices and create a safe and fair working environment for all involved in our supply chain.

Supplier Code of Conduct	
✓	Legal obligations
✓	Governance
✓	Ethical business
✓	Environmental protection
✓	OHS
✓	Equal opportunity
✓	Labour practices
✓	Confidential information and privacy
✓	Intellectual Property

Ethical Business

The Group is dedicated to upholding the highest standards of business integrity and accountability, as we recognise that maintaining the trust of our employees, business partners, and customers is paramount. We have implemented stringent measures to prevent any forms of business misbehaviour, ensuring our long-term growth and sustainability. We strictly comply with all relevant laws and regulations, including the Criminal Law of the PRC and Anti-money Laundering Law of the PRC.

We maintain a zero-tolerance policy towards corrupt practices such as bribery, extortion, fraud, and money laundering. From the onset of employment, we communicate this policy to all of our employees, and new hires are required to sign an integrity commitment letter. To provide clear guidance and prevent any breaches of our codes and national anti-corruption laws, we have included comprehensive guidelines on business integrity and expectations in the Staff Handbook. We strictly prohibit our employees from disclosing any business or trade information to third parties, and we explicitly forbid them from exploiting their positions for unauthorised personal benefits. Furthermore, we hold our supply chain and business partners to the same high standards of business integrity and practices that we adhere to.

SUSTAINABLE BUSINESS

In our efforts to foster a culture of integrity, we have established an anonymous reporting mechanism for employees to raise concerns to management. Confidentiality is maintained throughout the process, and the identities of employees reporting issues are protected. We collect complaints on a weekly basis and strive to complete investigations within three working days, promptly reporting to the relevant department head. Written feedback is provided to employees within ten working days, and for sensitive cases, we make appropriate arrangements on a case-by-case basis. During the Reporting Period, we offered 52 hours of anti-corruption training to the Board and staffs.

During the Reporting Period, the Group was not aware of any non-compliance with relevant laws and regulations relating to bribery, extortion, fraud and money laundering in Hong Kong and PRC. There was no concluded legal case regarding corrupt practice brought against the Group or employees.

Engaging the Community

We are committed to actively engaging with the communities in which we operate and making a positive impact through community investment. The Group believes that education is a key driver of sustainable development, and we support initiatives that empower individuals to provide resources and support programs that enhance educational opportunities, we aim to equip students with the skills and knowledge necessary for success and contribute to the overall development of the community. Besides, we acknowledge the importance of health and safety among our employees and stakeholders. This year, we have donated over one million RMB to Kweichow Moutai Charity Foundation, Ningbo Yinzhou District Charity Federation, and Ningbo Yinzhou District Zhengshi Middle School Education Development Foundation.



RESPONSIBLE EMPLOYMENT

We firmly believe that responsible employment practices are essential for nurturing a positive and inclusive work environment. We prioritise the well-being and professional development of our employees, recognising that they are our most valuable asset. With a commitment to fair treatment, equal opportunities, and healthy work-life balance, we strive to create an atmosphere where individuals can thrive and contribute their best. As of 31 March 2024, the Group had a total of 1,208 employees, where female employees accounted for 53.1%. Our workforce figures by gender, employment type, age, position, and geographical region are as follows:

Total Workforce	
	FY2024
By Gender	
Male	566
Female	642
By Employment Type	
Full-time	1,187
Part-time	21
By Age Group	
18-29	214
30-50	753
> 50	241
By Position	
Senior Management	41
Management/Supervisor	161
General Staff	1,006
By Geographical Region	
China	1,203
Hong Kong	5
Total	1,208
Turnover Rate ¹	
	FY2024
By Gender	
Male	48.76%
Female	36.92%
By Age Group	
18-29	76.64%
30-50	35.19%
> 50	34.85%
By Geographical Region	
China	42.31%
Hong Kong	80.00%
Total	42.47%

¹ The turnover rate is calculated by using the formula below:

$$\text{Turnover rate} = \frac{\text{The total number of employees who left during the Financial Year}}{\text{The total number of employees as of the Financial Year End}} \times 100\%$$

RESPONSIBLE EMPLOYMENT

Employment Practices

We are committed to being a responsible employer. Our labour management policies are guided by people-oriented principle, which is designed to attract and retain talents. We understand that our employees are the foundation of our success, and we prioritise their well-being and satisfaction. During the Reporting Period, the Group was not aware of any breaches of relevant laws and regulations that have a significant impact on the Group relating to compensation and dismissal, recruitment, and promotion, working hours, rest periods, equal opportunities, diversity, anti-discrimination, and other benefits and welfare.

Recruitment and Dismissal

As part of the hiring process, job candidates are subject to screening and shortlisting for interviews. To ensure the authenticity of their documentation, the human resources department will conduct verification checks. In addition to background checks, written tests, and personality assessments may be administered as needed. Selected candidates will also be required to provide a medical report confirming their physical fitness to perform the job. All employment terms and conditions, including termination, are detailed in the employment contracts, which are prepared in accordance with applicable laws and regulations.

Work Hours and Rest Period

Ensuring the well-being and work-life balance of our employees is of utmost importance to us. We are committed to adhering to the relevant laws and regulations governing working hours at all our operational locations. In addition to complying with legal requirements, we recognise the significance of providing our employees with sufficient time for rest and personal pursuits. Thus, we offer a comprehensive range of leave entitlements, including annual leave, sick leave, statutory leave, marriage leave, maternity leave, bereavement leave, and injury leave, among others. This ensures that our employees have the necessary time off to recharge, take care of personal matters, and maintain a healthy work-life balance. Furthermore, for our non-local workers, we also grant home leave to allow them to reconnect with their families and loved ones.

Remuneration and Benefits

Our commitment to fair and equitable remuneration and benefits is a cornerstone of our employment practices. We ensure that our salary packages not only meet but exceed the minimum wage requirements stipulated by relevant laws and regulations. Recognising the value of our employees' time and dedication, any overtime hours worked on weekdays, weekends, and statutory holidays are appropriately compensated.

All our employees are covered by social security statutory requirements and are entitled to free meals or meal subsidies. Additionally, we understand the significance of effective communication in the modern workplace, which is why we provide subsidies for telecommunication fees, ensuring seamless connectivity for our employees. To cater the needs of our non-local employees, we take the extra step by offering affordable employee dormitory at a rate lower than market average. This helps alleviate the financial burden and provides a comfortable living arrangement for those who have relocated for work.

As a token of appreciation, we believe in recognising and celebrating our employees' contributions on special occasions. To that end, we provide a year-end bonus based on performance, acknowledging their hard work and dedication throughout the year. During Spring Festival, employees' birthday, and other major celebrations, we also extend our gratitude by sending gifts and cash vouchers.

RESPONSIBLE EMPLOYMENT

Anti-discrimination

The Group is dedicated to fostering an inclusive and discrimination-free workplace, we have formulated the Anti-discrimination Policy, which serves as a guiding framework, outlining our unequivocal commitment to promoting equality and preventing any forms of discrimination, including those based on sex, sexual orientation, age, colour, nationality, disability, religion, pregnancy, political views, union membership, or socioeconomic status, are strictly prohibited. It serves as a clear statement of our values and expectations, emphasising that discrimination has no place within the Group.

Equal Opportunity

We hold a steadfast commitment to upholding equal opportunity for all employees. As part of this commitment, we prioritise the safeguarding of labour rights and the assurance of a safe working environment. We firmly prohibit any form of dismissal based on factors such as menstruation, pregnancy, childbirth, or nursing for female employees.

Recognising the unique needs of working mothers with infants, we strive to provide comprehensive support. To facilitate the delicate balance between work and family responsibilities, we offer two 30-minute nursing breaks per day to new mothers until their infants reach 12 months of age. This provision ensures that working mothers have the necessary time and space to attend to their infants' nursing requirements while meeting their professional commitments. By offering these nursing breaks, we aim to support the well-being of both the mother and the child, fostering an environment where working mothers can thrive and contribute their best. We believe that by providing the necessary support and accommodations, we create an environment that values work-life integration and enables individuals to achieve their full potential, irrespective of their familial responsibilities.

Labour Standards

We strive to upholding human rights and fulfilling our social responsibility. To guide our efforts and ensure consistency in managing various aspects of operations, we have established the Approach to Social Responsibility. This framework outlines the guiding principles that underpin our commitment to human rights and responsible business practices. We maintain a zero-tolerance policy towards any form of forced labour and child labour.

Central to our social responsibility is the unwavering adherence to relevant laws and regulations. We prioritise compliance with the Labour Law of the PRC and the Provisions on the Prohibition of Using Child Labour. During the Reporting Period, the Group was not aware of any material non-compliance with laws and regulations relating to child and forced labour in Hong Kong and Mainland China.

RESPONSIBLE EMPLOYMENT

Prevention of Forced Labour

The Group is committed to ensuring that all employees enter into a voluntary contractual agreement with us, safeguarding their rights and upholding the principles outlined in relevant labour legislation. To strengthen our commitment, we have implemented several key measures. Firstly, we prohibit the practice of demanding deposit payments from job applicants and employees, as well as withholding their identification documents. This ensures that individuals are not subject to coercion or exploitation as a condition of their employment. Furthermore, we ensure that wage deductions are not taken as a punitive measure.

To promote transparency and understanding, we maintain an open and regular communication with employees, ensuring that they have a complete understanding of their remuneration package. Employees are also paid their wages and other monetary benefits directly in cash or by cheque, eliminating any intermediaries that may compromise their financial security.

Protecting Children Rights

To protect children's rights, we conduct thorough examinations during the recruitment process to verify that new employees are of legal working age and fit to work. We collect supporting evidence, including identity documents, qualification certificates, and work references, as part of our screening process. In the event that we discover any instances of child labour within our workplace, we take immediate remedial actions. These actions include documenting the incident and reviewing our recruitment processes to prevent any future occurrences. Additionally, we provide education subsidies to support the schooling of affected individuals.

For juvenile workers between the ages of 16 and 18, we assign appropriate tasks that do not expose them to hazardous environments and that do not interfere with their academic studies. We prioritise their well-being, ensuring they can balance their work responsibilities with their educational commitments.

Care for Employees

We strongly believe in fostering a caring and supportive environment for our employees. Understanding their needs requires developing friendly relationships and facilitating open communication. The Group places immense value on our relationship with employees, actively promoting work-life balance and fostering a sense of belonging within the Group. To nurture these connections, we organise a range of recreational and team-building activities, including an annual dinner party. These initiatives serve multiple purposes, such as relieving stress and cultivating closer bonds with our employees.

RESPONSIBLE EMPLOYMENT

In line with our commitment to fair labour practices, we fully respect employees' right to collective bargaining and membership in labour unions. We recognise these as reasonable means for negotiating favourable labour conditions. We guarantee that employees who engage in such activities will not face discrimination, harassment, or any form of punishment.

We view our employees not just as interchangeable workers, but as companions on our journey towards growth. By building a close relationship with our staff, we aim to share in their joys and offer assistance whenever necessary. To achieve this, we have established the "5 Must-Visit" policy:



1. We must visit employees who are hospitalised due to serious illness or injuries
2. We must visit employees who encounter major disasters
3. We must visit employees who are facing abrupt family difficulties
4. We must visit employees who have given birth to a child
5. We must visit employees who are getting married

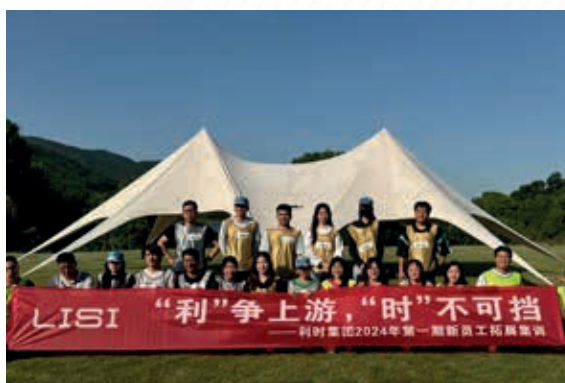
Training and Development

Talent cultivation is our main focus as we strive to enhance our training programmes continually. We recognise the importance of creating diverse channels for the growth of and advancement of our employees, while supporting them in maximising their full potential and creating a brilliant future.

To ensure exceptional service to our valued customers and facilitate the career progression of our employees, we provide a wide range of training opportunities. These include comprehensive induction training to familiarise new hires with the Group and its values, on-the-job training to enhance practical skills and knowledge, as well as professional development programmes to refine expertise in specific areas. By equipping our talented workforce with robust knowledge and professional skills, we not only remain competitive but also stay abreast of the latest industry developments.

To ensure targeted and effective training, we conduct training needs assessment within each functional department. These assessments involve questionnaires, interviews, and observations of employees, enabling us to identify specific areas for development. The findings are then reported to the Human Resources Department, allowing for strategic planning and resource allocation. At the end of each year, each of our subsidiaries' human resources departments takes the lead in preparing an annual training plan and budget, ensuring that training initiatives align with our goals and priorities.

For new employees, we recognise the importance of a smooth transition into the Group. Hence, we offer comprehensive orientation training programmes, which acquaint them with our corporate development and culture, corporate rules and regulations, as well as employee welfare and benefits. New hires are also required to pass a mandatory written test upon the completion of orientation training.



RESPONSIBLE EMPLOYMENT

A total of 4,142 hours of training were held in the Reporting Period. Our training data is summarised below:

	Employees Trained (%)	Average Training Hours
Total	914 (75.66%)	3.43
By gender		
Male	414 (73.14%)	3.88
Female	500 (77.88%)	3.03
By employment category		
Senior Management	10 (24.39%)	4.15
Management/Supervisor	101 (62.73%)	1.49
General Staff	803 (79.82%)	3.71

Employee Health and Safety

The safety and well-being of our employees are paramount within the Group, we strictly comply with the relevant laws and regulations, including the Work Safety Law of the PRC, the Law of the PRC on Prevention and Control of Occupational Diseases, and the Fire Control Law of the PRC. During the Reporting Period, the Group was not aware of any material breach of relevant laws and regulations relating to providing a safe working environment and protecting employees from occupational hazards.

Our adherence to the ISO 45001 standard enables us to identify potential OHS risks and provide necessary guidance for emergencies and accidents. To effectively manage these risks, we have developed comprehensive guidelines, procedures, and emergency plans. These measures aim to minimise the occurrence of OHS incidents and mitigate their impact. Our protocols encompass safe operation manuals for machinery, electrical safety regulations, and emergency procedures for fire and chemical leaks. Personal protective equipment, such as earplugs and goggles, is provided to workers in hazardous environments. We also regularly maintain safety facilities and fire safety equipment to ensure their efficacy.



RESPONSIBLE EMPLOYMENT

In the event of an accident, we conduct prompt investigations to identify the root cause and any non-compliance with safety regulations. Mitigation measures and safety approaches are implemented to prevent future incidents, and continuous improvement plans are developed when necessary. We prioritise fostering a culture of safety by providing OHS training to raise awareness and promote best practices.



	FY2024	FY2023	FY2022
Number of work-related incidents	3	8	11
Number of lost day due to work-related injuries	11	184	244
Number of work-related fatalities	0	0	0

ENVIRONMENTAL SUSTAINABILITY

Being one of the leading household products suppliers in Asia, we recognise the importance of environmental sustainability and have taken significant steps to integrate it into our operations. We have developed the Sustainable Development Policy and the Environmental Protection Policy to guide our efforts. Our commitment to protecting the planet and promoting green production is encapsulated in our environmental vision of “Create Better Living”. This vision extends beyond the present and encompasses the well-being of future generations. Embracing environmental sustainability means embracing responsibility. We strive to minimise our environmental footprint, conserve natural resources, and mitigate the impact of our operations on the ecosystem.

To ensure that we uphold our environmental vision, we have established a comprehensive set of environmental commitments and goals as follows. These commitments serve as guiding principles, driving our corporation towards sustainable development practice. During the Reporting Period, the Group was not aware of any non-compliance with the relevant laws and regulations including Environmental Protection Law of the PRC. The Group was not aware of any issue in sourcing water that is fit for purpose.



ENVIRONMENTAL SUSTAINABILITY

Climate Resilience

With the increasingly severe impacts of climate change, we proactively pinpoint the impact of climate risks on our operation and production and have formulated the Climate Change Policy to address the pressing issue. Recognising that energy consumption significantly contributes to our carbon footprint, we have made it a priority to reduce our energy usage. To achieve this, we actively seek innovative solutions to lower our carbon emissions, particularly in the realm of energy consumption. We invest in energy-saving technologies and integrate them into our product design and manufacturing processes. Additionally, we emphasise environmental education and knowledge sharing as crucial steps towards further reducing our carbon footprint.

In addition to reducing emissions, we understand the importance of monitoring climate-related risks and opportunities. To effectively manage these risks, we have established robust procedures for risk assessment, preparedness, and response to extreme climate events. Moving forward, we will continue to review and update the Climate Change Policy, ensuring that we stay on track with our commitment to reduce our carbon footprint and build climate resilience.

	Impacts	Our Responses
Climate Physical Risk	The continued global average temperature rise is unceasingly making physical impact of climate change an unneglectable threat. The potential impact can be assessed from the physical impacts of climate change, such as rising sea-level, increasing extreme temperature, rainfall, flooding, and typhoons.	The Group has formulated the Climate Change Policy, which prioritises reducing energy consumption as it accounts for a dominant proportion of our carbon footprint. We actively seek new and innovative ways to reduce our carbon emissions, including energy saving technologies in product design and manufacturing cycle.
Climate Transition Risk	The transition to a low-carbon economy induces environmental, political, and economic actions carried out by the different local governments and markets. In response to the Paris Agreement, given the short-term and long-term national goals, it is anticipated that the government authorities will begin to tighten the environmental laws and regulations.	The Group has established a GHG reduction target, aiming to reduce GHG emission intensity by 15% before 2030, and achieve net zero between 2050 and 2060. We work closely with internal and external stakeholders continuously to promote low carbon practices in their daily operations.

ENVIRONMENTAL SUSTAINABILITY

We understand the urgent need to control GHG emissions and mitigate the impact of climate change. To this end, we actively identify and monitor our GHG emissions inventory to facilitate reductions. Direct GHG emission (Scope 1) is generated from the consumption of stationary fuel in power generators, as well as the combustion of fuel for product delivery and other transportation. Indirect GHG emission (Scope 2) is mainly generated from the consumption of purchased electricity for production, which represents a significant amount of our carbon emissions. Additionally, methane gas generated from paper waste disposal in landfills and business air travel by employees contribute to other indirect GHG emission (Scope 3).

During the Reporting Period, our total GHG emissions were 34,589.85 tonnes of carbon dioxide equivalent ("tCO₂e"). Looking forward, we are committed to making continued efforts to reduce our GHG emissions and mitigate our impact on the environment. To achieve this goal, we have implemented several measures, such as improving our energy efficiency and avoiding unnecessary use of resources. We also encourage employee engagement in sustainability initiatives and regularly review and update our GHG reduction targets to ensure that we stay on track. By taking these actions, we are dedicated to playing our part in addressing the challenge of climate change.

GHG Emissions	Unit	FY2024	FY2023
Scope 1 ²	tCO ₂ e	652.90	764.38 ³
Scope 2 ⁴	tCO ₂ e	33,902.68	31,525.76
Scope 3 ⁵	tCO ₂ e	34.27	71.06
Total	tCO ₂ e	34,589.85	32,361.19³
Intensity	tCO ₂ e per m ² floor area	0.42	0.42³

² Scope 1 represents direct GHG emissions generated from the use of unleaded petrol and diesel oil by mobile vehicles.

³ Figures are restated for year-to-year comparison.

⁴ Scope 2 represents indirect GHG emissions generated from the use of purchased electricity and town gas.

⁵ Scope 3 represents other indirect GHG emissions caused by paper disposal and business travel. The calculation is made reference to the published emission factors of the "How to prepare an ESG Report Appendix 2: Reporting Guidance on Environmental KPIs" published by HKEx.

ENVIRONMENTAL SUSTAINABILITY

Resource Conservation

In response to the growing market demand for natural resource conservation, the Group recognises the importance of efficient resource utilisation. We understand our role in contributing to environmental protection and reducing our carbon footprint with a commitment to sustainable development and cost reduction, we actively encourage our employees to avoid wastage and implement various measures for resource utilisation.

To optimise resource consumption and promote efficiency, we have implemented energy-saving measures throughout our operations. This includes the use of efficient lighting systems and equipment designed to minimise energy usage. We continuously monitor and analyse our resource consumption data to ensure the effectiveness of our efforts. We are proud to announce that our manufacturing process has achieved certification under the ISO 50001 standard, reaffirming our commitment to energy management and sustainability. By promoting a culture of sustainability and empowering our employees to adopt eco-friendly practices, we aim to make significant contributions to environmental protection and the reduction of our carbon footprint. We firmly believe that these actions will not only benefit the environment but also contribute to the long-term sustainability of our business.



ENVIRONMENTAL SUSTAINABILITY



Electricity

- Use LED lights and natural light
- Reduce the use of air conditioner with better ventilation in building design
- Install energy-saving equipment
- Promote energy-saving practices among employees



Water

- Turn the faucets off when not in use
- Repair promptly when dripping, spraying and leaking faucet is discovered
- Inspection and maintenance faucet regularly



Paper

- Avoid unnecessary printing
- Promote e-platform for internal information circulation
- Encourage the use of recycled paper and double-sided printing



Equipment and Raw Materials

- Inspection and maintenance faucet regularly
- Use degradable plastics in manufacturing process
- Supervise raw and packaging material consumption to avoid wastage
- Purchase precise amount of raw material to avoid over ordering and wastage

ENVIRONMENTAL SUSTAINABILITY

Data of the main types of resources consumed by the Group are as follows:

Resource Consumption	Unit	FY2024	FY2023
Electricity	MWh	54,853.20	50,909.60
Intensity	MWh per m ² floor area	0.67	0.67
Stationary Fuel – Natural Gas	m ³	289,818.00	308,880.00
Mobile Fuel – Diesel	L	75,079.33	89,401.46
Mobile Fuel – Gasoline	L	4,871.00	1,490.00 ³
Energy by Fuel Type⁶			
Electricity	GJ	197,471.53	183,274.55
Stationary Fuel – Natural Gas	GJ	9,737.88	10,378.37
Mobile Fuel – Diesel	GJ	2,711.87	3,229.18
Mobile Fuel – Gasoline	GJ	159.68	48.85 ³
Total Direct Energy Consumption	GJ	210,080.96	196,930.94 ³
Intensity	GJ per m ² floor area	2.58	2.58 ³
Water	Tonne	278,436.14	264,248.82
Intensity	Tonne per m ² floor area	3.42	3.46
Paper	Tonne	8.01	10.13
Intensity	Tonne per employee	0.0066	0.0072
Packaging Materials	Tonne	21.50	41.92
Intensity	Tonne per m ² floor area	0.00026	0.00055

⁶ Energy values of non-electricity fuel consumption are converted with reference to the conversion factors published in the GHG Protocol – Emission Factors from Cross-Sector Tools March 2017.

ENVIRONMENTAL SUSTAINABILITY

Emission Management

Air Emissions

To tackle the issue of air emissions, we have identified the combustion of diesel and gasoline fuel in our vehicles, as well as dust particles released during the transportation and delivery of our houseware products, as the primary contributors. Recognising the importance of addressing these concerns, we have implemented a range of mitigation measures to reduce our air emissions. One of our key strategies involves a pollution-reduction scheme that focuses on minimising the potential generation of air pollutants. By employing best practices and adopting advanced technologies, we aim to mitigate the environmental impact of our operations. Additionally, in our production line, we utilise low-styrene content resins to reduce the emission of VOCs, further contributing to improved air quality.

To ensure the effectiveness of our efforts, we engage a trusted third-party service to regularly measure our air quality. These measurements provide valuable insights and enable us to assess our compliance with the Integrated Emission Standard of Air Pollutants (GB16297-2012) and fulfil our commitment to the prevention and control of atmospheric pollution.

Air Emissions ⁷	Unit	FY2024	FY2023
Nitrogen oxides ("NO _x ")	kg	464.84	666.39
Sulphur oxides ("SO _x ")	kg	1.28	1.46 ³
Particulate Matter ("PM")	kg	44.46	56.44

⁷ The air emissions figures were calculated with reference to the emission factors published in Appendix 2: Reporting Guidance on Environmental KPIs of the How to prepare an ESG Report Guidebook (March 2022) by HKEx.

ENVIRONMENTAL SUSTAINABILITY

Waste

Due to our business nature, the generation of solid waste is an inevitable challenge. We understand the importance of responsible waste management and compliance with the Law of the PRC on the Prevention and Control of Environmental Pollution by Solid Waste, we have formulated the Waste Control Management Programme, which clearly stipulated the three principles to provide guidance on our waste management.

Resource Utilisation	We prioritise the efficient use of waste as a resource whenever feasible. Through innovative approaches, we explore opportunities to repurpose, recycle, or recover materials from our solid waste streams.
Detoxification	In cases where waste cannot be effectively utilised or recycled, we prioritise detoxification methods. This involves implementing appropriate and scientific treatment processes to minimise the potential harm and environmental risks associated with hazardous or toxic waste. We aim to control the level of pollution within the boundaries of laws and national standards.
Minimisation	We actively work towards waste minimisation at its source. By implementing waste reduction strategies, optimising production processes, and promoting awareness among employees, we aim to minimise waste generation.

In our waste handling practices, the wastes generated are classified into recyclable waste, non-recyclable waste and hazardous waste. Clear classifications and waste handling instructions are listed in the waste management procedures for our employees to follow. For hazardous waste, the collection, transportation and disposal processes are handled by licensed collectors properly. Waste oil containers are stored in a designated location and surrounded by a cofferdam.

Waste Generated	Unit	FY2024	FY2023
Non-hazardous waste⁸	Tonne	192.61	335.47 ³
Intensity	Tonne per m ² floor area	0.0024	0.0044 ³
Hazardous waste⁹	Tonne	0.36	0.52
Intensity	Tonne per m ² floor area	0.0000045	0.0000068

Wastewater Discharge

The Group complies with all relevant laws and regulations including the Urban Drainage and Sewage Treatment Regulations, the Integrated Wastewater Discharge Standard of PRC (GB8978-1996) and Environmental Quality Standards for Surface Water (GB3838-2002). To ensure compliance with laws and regulations, environmental inspections and testing on domestic wastewater discharge quality are conducted every year by a third party. In addition, the wastewater is discharged into the municipal sewage system and handled by the government. During the Reporting Period, the Group had a total of 14,813.00 m³ of wastewater discharged.

⁸ The figure consists of wastepaper used in office, and discarded carton boxes recycled in our supermarket segment. The Group will continue to refine our data collection system and practices in the future.

⁹ The figure consists of toner cartridge and ink cartridge used in our business operations.

ENVIRONMENTAL SUSTAINABILITY

Minimising Our Impacts on the Environmental and Natural Resources

We believe that every business has a responsibility to minimise its impact on the environment. To achieve this, we have taken proactive steps to identify the environmental factors and hazard sources associated with our operations, products, and services. We have developed and implemented an assessment procedure that applies to all of our business locations and activities, which takes into account the scope, severity, frequency, and degree of public awareness of our impacts. Through this process, we have identified solid wastes, hazardous wastes, noise, and energy consumption as our key environmental factors. To manage these factors, we have established an Environmental Management System (“EMS”) with suitable measures in place across different departments. Our EMS policies are formulated based on the recognised international standard of ISO 14001. In the following sections, we will provide details on our current environmental performance and initiatives to improve our sustainability and manage our environmental impacts.



Noise Reduction

Effective noise management is crucial for our manufacturing operations, as inadequate noise control measures can cause disturbances to nearby communities and wildlife habitats. We recognise the importance of mitigating noise emissions, particularly from our comminution operations. To address this issue, we prioritise regular maintenance and inspection of our industrial equipment, with a specific focus on improving insulation for our comminution machines. Any equipment that cannot be repaired is promptly replaced to ensure optimal noise control measures are in place.

In addition, we engage external testing agencies to conduct annual monitoring tests in our factory area. These tests are conducted to ensure that we comply with relevant statutory regulations and standards, such as the Emission Standard for Industrial Enterprises Noise at Boundary (GB12348-2008), the Occupational Exposure Limits for Hazardous Agents in the Workplace Part 2: Physical Agents (GBZ2.2-2007), and the Environmental Quality Standard for Noise (GB3096-2008). By implementing these measures, we are committed to reducing our impact on the environment and surrounding communities while ensuring compliance with noise emission regulations.

Our Sustainability Targets

Environmental KPIs	Targets
GHG Emissions	<p><u>By 2030</u></p> <ul style="list-style-type: none"> Reduce GHG emissions intensity (per m² floor area) by 15% (2021 baseline) <p><u>By 2050/2060</u></p> <ul style="list-style-type: none"> Achieve net zero in Hong Kong and China operation
Air Emissions	<p><u>By 2030</u></p> <ul style="list-style-type: none"> Stop procuring fuel-based or hybrid power vehicle Study the feasibility of adopting electric model delivery vehicle
Energy	<p><u>By 2035</u></p> <ul style="list-style-type: none"> All facilities controlled by the Group consume renewable energy

HKEx ESG REPORTING GUIDE INDEX

HKEx ESG Reporting Guide General Disclosures & KPIs		Explanation/ Reference Section
Aspect A: Environmental		
A1 Emissions	<p>Information on:</p> <p>(a) the policies; and</p> <p>(b) compliance with relevant laws and regulations that have a significant impact on the issuer</p> <p>relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.</p> <p>Note: Air emissions include NO_x, SO_x, and other pollutants regulated under national laws and regulations.</p> <p>Greenhouse gases include carbon dioxide, methane, nitrous oxide, hydrofluorocarbons, perfluorocarbons and sulphur hexafluoride.</p> <p>Hazardous wastes are those defined by national regulations.</p>	Environmental Sustainability
KPI A1.1	The types of emissions and respective emissions data.	Environmental Sustainability – Emission Management
KPI A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Environmental Sustainability – Climate Resilience
KPI A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Environmental Sustainability – Emission Management
KPI A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Environmental Sustainability – Emission Management
KPI A1.5	Description of emission target(s) set and steps taken to achieve them.	Environmental Sustainability – Our Sustainability Targets
KPI A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction targets set and steps taken to achieve them.	Environmental Sustainability – Emission Management

HKEx ESG REPORTING GUIDE INDEX

HKEx ESG Reporting Guide General Disclosures & KPIs		Explanation/ Reference Section
A2 Use of Resources	<p>Policies on efficient use of resources including energy, water and other raw materials.</p> <p>Note: Resources may be used in production, in storage, transportation, in buildings, electronic equipment, etc.</p>	Environmental Sustainability – Resource Conservation
KPI A2.1	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 – Resource Conservation
KPI A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	Environmental Sustainability – Resource Conservation
KPI A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	Environmental Sustainability – Our Sustainability Targets
KPI A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them.	Environmental Sustainability – Resource Conservation – Our Sustainability Targets
KPI A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	Environmental Sustainability – Resource Conservation
A3 The Environment and Natural Resources	Policies on minimising the issuer's significant impacts on the environment and natural resources.	Environmental Sustainability – Minimising Our Impacts on the Environmental and Natural Resources
KPI A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Environmental Sustainability – Minimising Our Impacts on the Environmental and Natural Resources
A4 Climate Change	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.	Environmental Sustainability – Climate Resilience
KPI A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them.	Environmental Sustainability – Climate Resilience

HKEx ESG REPORTING GUIDE INDEX

HKEx ESG Reporting Guide General Disclosures & KPIs		Explanation/ Reference Section
Aspect B: Social		
B1 Employment	<p>Information on:</p> <p>(a) the policies; and</p> <p>(b) compliance with relevant laws and regulations that have a significant impact on the issuer</p> <p>relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.</p>	Responsible Employment – Employment Practices
KPI B1.1	Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region.	Responsible Employment
KPI B1.2	Employee turnover rate by gender, age group and geographical region.	Responsible Employment
B2 Health and Safety	<p>Information on:</p> <p>(a) the policies; and</p> <p>(b) compliance with relevant laws and regulations that have a significant impact on the issuer</p> <p>relating to providing a safe working environment and protecting employees from occupational hazards.</p>	Responsible Employment – Employee Health and Safety
KPI B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the Reporting Period	Responsible Employment – Employee Health and Safety
KPI B2.2	Lost days due to work injury.	Responsible Employment – Employee Health and Safety
KPI B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored.	Responsible Employment – Employee Health and Safety
B3 Development and Training	<p>Policies on improving employees’ knowledge and skills for discharging duties at work. Description of training activities.</p> <p>Note: Training refers to vocational training. It may include internal and external courses paid by the employer.</p>	Responsible Employment – Training and Development

HKEx ESG REPORTING GUIDE INDEX

HKEx ESG Reporting Guide General Disclosures & KPIs		Explanation/ Reference Section
KPI B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	Responsible Employment – Training and Development
KPI B3.2	The average training hours completed per employee by gender and employee category.	Responsible Employment – Training and Development
B4 Labour 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.	Responsible Employment – Labour Standards
KPI B4.1	Description of measures to review employment practices to avoid child and forced labour.	Responsible Employment – Labour Standards
KPI B4.2	Description of steps taken to eliminate such practices when discovered.	Responsible Employment – Labour Standards
B5 Supply Chain Management	Policies on managing environmental and social risks of the supply chain.	Sustainable Business – Supplier Management
KPI B5.1	Number of suppliers by geographical region.	Sustainable Business – Supplier Management
KPI B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored.	Sustainable Business – Supplier Management
KPI B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	Sustainable Business – Supplier Management
KPI B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	Sustainable Business – Supplier Management

HKEx ESG REPORTING GUIDE INDEX

HKEx ESG Reporting Guide General Disclosures & KPIs		Explanation/ Reference Section
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.	Sustainable Business – Strengthening Quality Management
KPI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Sustainable Business – Strengthening Quality Management
KPI B6.2	Number of products and service related complaints received and how they are dealt with.	Sustainable Business – Strengthening Quality Management
KPI B6.3	Description of practices relating to observing and protecting intellectual property rights.	Sustainable Business – Strengthening Quality Management
KPI B6.4	Description of quality assurance process and recall procedures.	Sustainable Business – Strengthening Quality Management
KPI B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored.	Sustainable Business – Strengthening Quality Management
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.	Sustainable Business – Ethical Business
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.	Sustainable Business – Ethical Business
KPI B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	Sustainable Business – Ethical Business
KPI B7.3	Description of anti-corruption training provided to directors and staff.	Sustainable Business – Ethical Business

HKEx ESG REPORTING GUIDE INDEX

HKEx ESG Reporting Guide General Disclosures & KPIs		Explanation/ Reference Section
B8 Community Investment	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.	Sustainable Business – Engaging the Community
KPI B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	Sustainable Business – Engaging the Community
KPI B8.2	Resources contributed (e.g. money or time) to the focus area.	Sustainable Business – Engaging the Community



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