



First Shanghai Investments Limited

Stock Code: 227



Environmental,
Social and
Governance
Report
2021



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ABOUT FIRST SHANGHAI

First Shanghai Investments Limited (the “Company”) and its subsidiaries (together “First Shanghai” or the “Group”) are engaged in integrated businesses with years of operational experience in financial services, property development, property investment and hotel, medical and healthcare and direct investment sectors, offering professional products and services for customers in Hong Kong, Mainland China and overseas.



Due to the social and economic turbulence caused by the outbreak of the COVID-19 pandemic since early 2020, certain businesses of the Group were also negatively impacted by the global pandemic. As the pandemic continued to overshadow the global society and economy, the Group managed to stabilize its business development by leveraging its extensive experiences, and made strenuous efforts to maintain business growth and service quality with its professional products and services, making its contributions to restore social stability.

ABOUT THIS REPORT

With increasing sustainability requirements by the State and international society, the investors also emphasize the environmental, social and governance (ESG) performance of the enterprises. The Group recognizes the stakeholders' concerns on the ESG-related progress and development direction of the Group's business operation, and presents its own policies, measures and performance through this ESG Report (the "Report"), with an aim to boost the stakeholders' confidence in the Group's operation. The Report has been prepared in both Chinese and English and is available on the website of The Stock Exchange of Hong Kong Limited (the "Stock Exchange") and the Group's website (www.firstshanghai.com.hk).

SCOPE OF THE REPORT

The Report presents the Group's ESG performance during the period from 1 January to 31 December 2021 (the "Year"). The scope of the Report comprises the Group's places of business of the financial services, property and hotel as well as medical and healthcare sectors in Hong Kong, Wuxi and Paris, France ("Each Place of Business").

Financial Services Sector

- The Group's headquarter office in Hong Kong ("Hong Kong Headquarter").

Medical and Healthcare Sector

- The Hong Kong International Medical Centre located in Central, Hong Kong ("Hong Kong International Medical Centre").

Property and Hotel Sector

- The "First Shanghai Plaza" developed by Wuxi Sunshine Real Estate Limited ("Wuxi Property Investment Office") of the Group, which is located in Wuxi, Jiangsu Province, PRC and comprises the DoubleTree by Hilton Hotel Wuxi ("Wuxi Hotel"), the operation of which is entrusted to the Hotel Manager by the Group.
- A boutique hotel – M Gallery ("Golf Hotel") as well as a golf course and a clubhouse ("Gold Club and Golf Course") are operated by the Group in L'Isle Adam, Paris, France (collectively referred to as "L'Isle Adam, Paris").

ABOUT THIS REPORT

REPORTING STANDARDS

The Report is prepared in accordance with the four reporting principles (materiality, consistency, quantitative and balance) as set out in the “Environmental, Social and Governance Reporting Guide” (the “Guide”) in Appendix 27 to the Listing Rules issued by the Stock Exchange, which have been used as the basis of preparation of the Report.

Materiality

- During the Year, the Group invited the directors and some employees to take part in questionnaire surveys and scored the ESG issues relating the Group's operation, so as to identify the material issues in respect of operation and development.

Consistency

- The Group adopts the statistical methodologies consistent with that used for the previous reports.

Quantitative

- The Group records its environmental and social performance in a quantitative manner, and discloses the relevant data as well as the standards and methods of measurement.

Balance

- With the preparation principles of objectiveness and balance, the Group gives a clear picture of the positive and negative impacts and the opportunities and challenges faced with during the Year.

CONFIRMATION AND APPROVAL

The information disclosed herein is sourced from the Group's official documents and statistics, and has been reviewed and approved by the Board of the Group on 20th May 2022.

OPINION FEEDBACK

The Group values the opinions of all stakeholders and encourages the stakeholders to provide feedback through various means, with an aim to continuously improve its operation performance. You are welcome to send us any of your doubts or recommendations regarding the content and reporting approach of the Report via the following methods:

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MESSAGE FROM THE CHAIRMAN

The outbreak of COVID-19 brought a pressing crisis to the global society and economy, which has impacted the development of all industries and the daily lives of the civilian. In order to safeguard the safety of the public citizens and mitigate the crisis of public health brought by the pandemic, the governments of all countries have implemented a series of policies and measures to reduce human-to-human transmission. Due to the significant change in economic and lifestyle pattern, business activities and the tourism industry were severely hit. Consequently, the Group's property and hotel sector was also impacted. Leveraging its extensive operation experience, the Group succeeded in mitigating the impacts brought by the pandemic through the implementation of a series of contingency measures to monitor and control the uncertainties arising therefrom.

Meanwhile, the Group understands the importance in restoring social and economic stability, and it determined to assist and serve the society from various aspects, and assist various stakeholders and citizens to stabilize and maintain their development. As the society and the public began to adapt to the lifestyle amidst the pandemic, various industries and business sectors also gradually restored to the pre-pandemic or normal operation, while the impact on the Group's property and hotel sector was also mitigated. Against the aforesaid background, the Group still conscientiously carried out its duties and spared no efforts to safeguard the health and safety of the customers and employees through stringent pandemic prevention measures. In addition, the Group's medical and healthcare sector provides professional medical services for Hong Kong civilian and also helps to relieve the pressure on the medical system in Hong Kong, making its contribution to the local fight against the pandemic.

In addition to the significant changes brought by the outbreak of the pandemic to the international society, and in response to the issue of climate change concerned by the governments and organizations around the world, the Chinese government and the HKSAR government also have successively come up with their respective goals of emission peak and carbon neutrality, with an aim to address the challenging risks arising from climate change. In response to the targets and initiatives introduced by the international, national and local governments and organizations, the Group has developed mitigation measures covering various aspects to strategically strengthen its operation supervision and reduce the burden on the environment. The Group also intends to establish its sustainability strategies and targets, so as to monitor its performance and operating results in an all-round manner and further promote the development of low-carbon operation.

With hindsight and looking ahead, the Group will continue to review its business operation and pursue for continuous improvement, in an effort to achieve the expected progress in respect of the environment, society and governance. Efforts will be made to better understand and fulfill stakeholders' expectations on the Group and further improve our performance in sustainability.

LO Yuen Yat

Chairman

First Shanghai Investments Limited

SUSTAINABILITY GOVERNANCE

Effective and solid sustainability governance policies are essential to maintain the stable performance of the Group, laying a solid foundation for its future operation and development. The Group emphasizes the implementation of systematic sustainability governance, with an aim to achieve long-term and stable development. The Board accepts full responsibility for the management of the ESG issues during our operation, and is responsible for supervising various departments' work and approving ESG reports. In addition, the Board will also act as the leader in the ESG management and development, and review the relevant policies, measures, risk management approaches and targets on a regular basis, with an aim to achieve stable development.

In addition, the Board is responsible for supervising the assessment and management of relevant environmental and social risks by various departments, reviewing ESG policies and other relevant issues, and further optimizes the implementation of such policies and measures with reference to feedbacks collected, so as to maintain a high level of corporate governance. The Board also keeps smooth communication with departments implementing relevant policies and measures to ensure that such policies and measures are carried out effectively, reviews and makes adjustments to the sustainability policies on a timely manner.

Under the stringent supervision of the Board, the Group will continue to refine and regularly review its sustainability governance policies, and establish relevant strategies and targets as appropriate, so as to further improve operational performance and achieve stable development.

RISK MANAGEMENT

In order to facilitate stable development and business operation, the Board accepts full responsibility for monitoring the risk management and internal control system, while the Audit Committee regularly reviews such system and submits reports annually to ensure its effectiveness. The Group's established risk management process comprises four procedures, under which the senior management of various operational departments are responsible for the identification and assessment of material risks as well as the formulation of risk-mitigation strategies and the implementation of such strategies and measures. Furthermore, the Risk Committee shall also meet regularly to review the risk management framework and report to the Audit Committee to ensure its effectiveness and implementation.

During the Year, the Group's risk management and internal control system has been proven to be effective. Within the existing risk identification framework, the Group has taken into consideration, including but not limited to, the ESG-related factors to formulate relevant management policies and measures, in an effort to comprehensively mitigate the Group's operational risks.



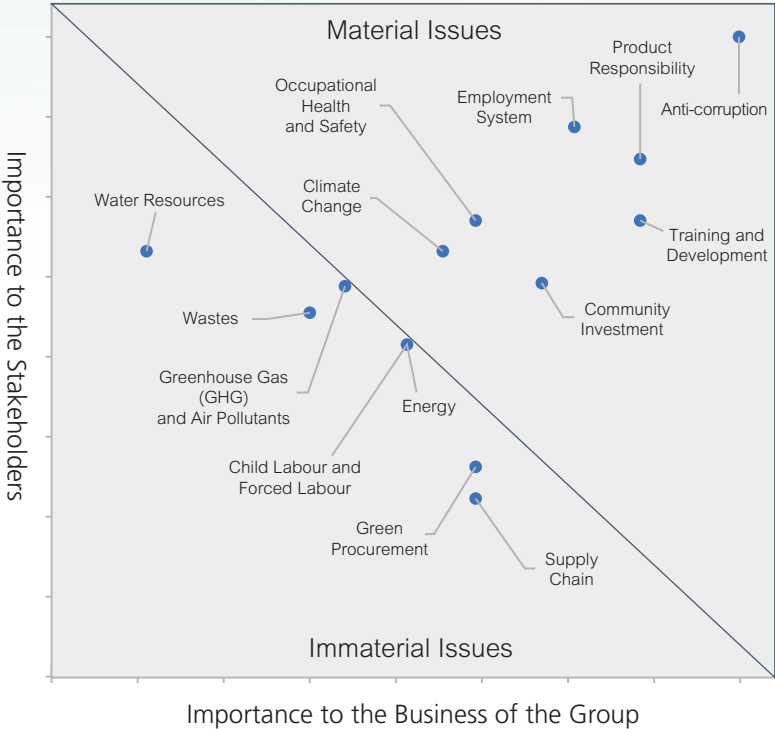
STAKEHOLDER ENGAGEMENT AND MATERIALITY ASSESSMENT

As an enterprise providing integrated products and services, First Shanghai gets in touch with various industries and stakeholders. In order to promote comprehensive business development, the Group attaches importance to the opinions of its stakeholders and wishes to have an understanding of the concerns of the market and the society through close communication with the stakeholders, with an aim to enhance its comprehensive and stable operation. During the Year, the Group continued to communicate with various stakeholders via diverse manners to collect their opinions on a regular basis and maintain a positive and close relationship.

Stakeholders group	Communication channels
Investors and shareholders	<ul style="list-style-type: none"> • Annual general meeting • Company's website • Announcement and notice • Annual and interim statements • ESG report
Directors and employees	<ul style="list-style-type: none"> • Internal communication • Organization of employee activity • Board meeting • Symposium • Dining with senior management • Company's email and other social platforms • Performance evaluation
Suppliers	<ul style="list-style-type: none"> • Routine review mechanism of suppliers • Regular communication and meetings • Bidding and procurement process
Business partners	<ul style="list-style-type: none"> • Regular report on hotel business by Wuxi Hotel Manager • Seminar for industry players
Customers	<ul style="list-style-type: none"> • Customer's opinion collection box and complaint mechanism • Questionnaire • Customer service hotline
Regulators	<ul style="list-style-type: none"> • Lectures • Regular reporting
Non-governmental organizations	<ul style="list-style-type: none"> • Incentive plan and charter • Sponsorship and donation
Communities	<ul style="list-style-type: none"> • Volunteer activities • Company's website

STAKEHOLDER ENGAGEMENT AND MATERIALITY ASSESSMENT

At the same time, the Group also conducted questionnaire surveys during the Year, under which the Group invited the Board members and some employees to score 14 ESG issues under four categories namely “environmental protection”, “employment and labor practice”, “operation practice” and “society”, so as to identify the material issues. In order to ensure the independence of these material issues, the Group engaged an independent consultancy firm to collect and analyze the feedbacks from the internal stakeholders. Based on the results and analysis of the questionnaire surveys, we identified a total of 7 material issues for the Year, which cover the relevant issues under the aforesaid four categories. The materiality matrix and a list of the material issues identified for the Year are set out as follows:



Material issues	<ul style="list-style-type: none"> • Anti-corruption • Product responsibility • Employment system • Training and development • Occupational health and safety • Community investment • Climate change
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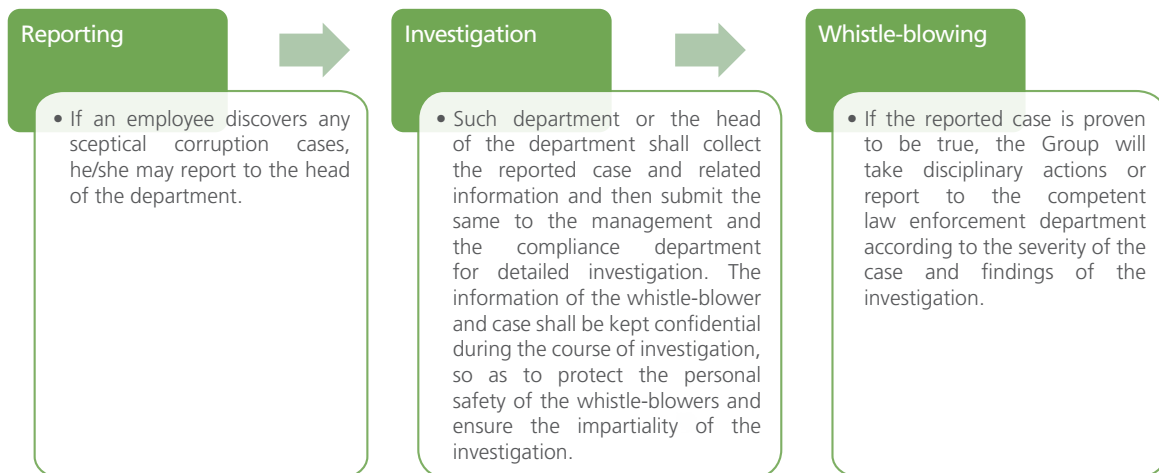
Compared with that of last year, community investment has been identified as an additional material issue by the Group during the Year while the other material issues remained unchanged, highlighting the overall consistency in the sustainability issues raised by the stakeholders of the Group and indicating greater emphasis on community contribution. The Report will provide deep-dive presentations on the aforesaid material issues to reflect the requirements of materiality principle by the Stock Exchange.

PROFESSIONAL OPERATION

Compliant and professional operation are expected to lay a solid foundation for the development of the Group, thereby contributing to its long-term and stable growth. The Group manages and supervises its business operations in good faith, and strictly complies with relevant laws and regulations such as the "Personal Data (Privacy) Ordinance", "Prevention of Bribery Ordinance" and "Anti-Money Laundering and Counter-Terrorist Financing Ordinance". Besides, the Group has formulated various policies for Each Place of Business and business segment, including the "Prevention of Bribery and Anti-Money Laundering Policy", "Prevention of Fraud and Blackmail Policy", "Supply Chain Management Policy", "Supply Chain Policy relating to Environmental Risk Management" and "Responsible Procurement Policy". During the Year, no reported instance of non-compliance with the relevant laws and regulations by the Group was noted. The Group is dedicated to maintaining its professional operation mode and providing high quality services by implementing stringent internal control procedures.

CONDUCT OF OPERATION

The Group has been committed to compliance and integrity operation, and adopts a zero-tolerance attitude towards any bribery, extortion, blackmail, fraud and money laundering. The Group has developed corresponding rules and regulations for Each Place of Business according to their respective operation characteristics and approaches, so as to ensure a compliant operation. Employees are required to perform their daily duties in accordance with the provisions under the "Compliance Manual", are strictly prohibited from soliciting or accepting advantages, and shall avoid unnecessary misunderstandings. For financial business, relevant licensed staff are required to comply with the business guidance of the Hong Kong Securities and Futures Commission (the "SFC"), which prohibit the staff or their family members from accepting any benefits through improper means. In addition, the Group has established complaint and anonymous whistle-blowing channels in accordance with the "Prevention of Fraud and Blackmail Policy" and other policies and regulations, with an aim to strengthen its monitoring over operational performance.



To remind and enhance our employees' recognition and awareness towards an integrity society, the Group provides a wide variety of anti-corruption trainings. During the Year, the Group has provided licensed employees of the financial services sector with anti-money laundering and anti-corruption trainings, while other employees could receive relevant information via internal communications of the Group to refresh their knowledge and ensure compliant operation. With stringent monitoring and training activities, the Group did not receive any report regarding violations against anti-corruption laws and regulations during the Year. The Group is committed to maintaining integrity and compliant operation while providing reliable and professional services.

PRODUCT AND SERVICE QUALITY

In order to provide customers with high quality and professional products and services, First Shanghai has established corresponding control measures and procedures for different operations and segments, with an aim to set up a sophisticated management system. In addition to compliance with local laws and regulations such as the "Trade Descriptions Ordinance", "Prevention of Copyright Piracy Ordinance", "Personal Data (Privacy) Ordinance", "Securities and Futures Ordinance", "Code of Conduct for Persons registered with the Securities and Futures Commission", the Group has developed a series of policies including the "Environmental, Social and Governance Customer Policy" and "HACCP Food Safety Procedures Manual", which also set out explicit requirements and standards regarding each area.

PROFESSIONAL OPERATION

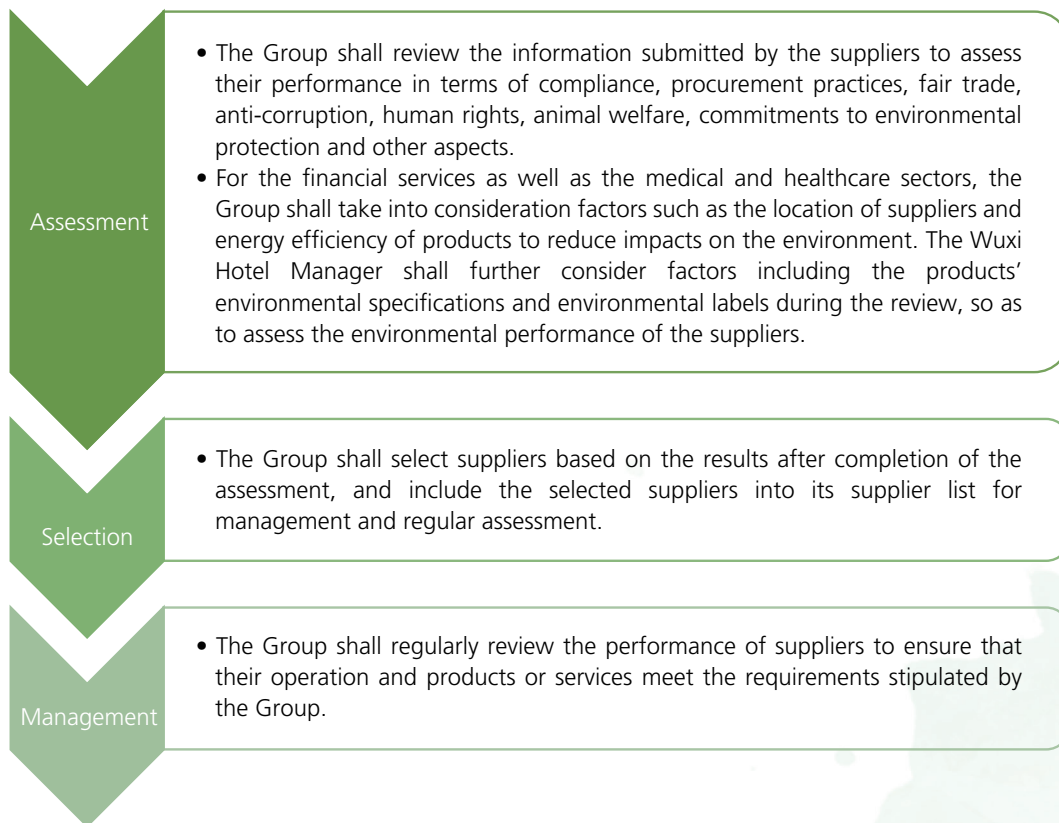
<p>Product and service safety</p>	<ul style="list-style-type: none"> To ensure customers' health and safety, Each Place of Business has set out policies on management and control of food safety and service quality, which specified food safety standards and preparation process, providing explicit guidance for the relevant staff, so as to ensure the achievement of edible food safety standards and avoid potential health and safety risks. Each Place of Business carries out regular inspections and maintenance on the operation facilities to avoid potential risks to the customers. Appropriate adjustments will also be made to the operation of its golf course and other outdoor venues and facilities according to the weather conditions and other conditions, with an aim to offer customers with the safest and most professional products and services. The managers of the Places of Business or hotels regularly conduct random safety inspection on food to avoid providing customers with substandard food or products. The Group will also make prompt responses upon identification of potential hazards in products or facilities, in an attempt to avoid or reduce adverse impact. In order to help customers to have a clear understanding of the investment risks and trading procedures on the financial services and products, the Group has set out relevant process and information in the "Compliance Manual" and "Operation Manual", enabling the customers to make appropriate investment decisions. Meanwhile, the Group has set up new procedures for due diligence of financial products and customer suitability assessment to provide the most suitable services and products.
<p>Promotion materials and labelling compliance</p>	<ul style="list-style-type: none"> Given the nature of certain businesses, the Group may use advertisements or promotion materials during the operation. To ensure the accuracy of the contents therein, the Group has established corresponding internal control documents and procedures based on relevant laws and regulations, so as to ensure that all promotion materials shall be approved by relevant departments and heads of such departments before publication on websites and social media platforms. In accordance with relevant laws, regulations, policies and measures, labels on the dietary supplements and other products sold by First Shanghai shall give explicit description of the ingredients, and efforts shall be made to ensure compliance with such regulations in terms of label contents. For the financial services sector, relevant advertisements are further subject to the code of conduct and guidelines issued by the SFC to ensure the accuracy of the contents and inclusion of relevant warning notices. Relevant departments and staff conduct regular review on the compliance of promotion materials and labels, so as to ensure that the contents therein are free from any misleading descriptions. If any published promotion materials or advertisements are found to be in violation of local laws, the Group will immediately cease using such promotion contents and publish relevant statements. In the case of labeling violations, staff from the relevant department will immediately cease purchasing goods from or cooperating with such suppliers after performance assessment, so as to avoid continuous use of non-compliant labels or products. For the financial services sector, the Group has further developed policies on product risk disclosure and complied with the review procedures as set out in the "Compliance Manual", in an aim to ensure service and product compliance, compliance with the code of conduct and guidelines on advertising issued by the SFC and no inclusion of false information.
<p>Intellectual property rights</p>	<ul style="list-style-type: none"> Except for those independently developed or owned by the Group, all publications, products, music, videos and other materials may only be used and published with the approval of relevant departments and heads of such departments and consent from the intellectual property owners (if applicable). In addition, the software used by the Group shall be downloaded from legitimate sources and shall not be used through illegal channels, thereby showing respect for the rights of intellectual property owners. The Group will conduct regular review on the implementation of relevant measures and procedures to ensure compliant operation. Upon identification of any non-compliance practice, the Group will immediately cease using such materials, deal with the issue through established procedures and formulate improvement measures.
<p>Information privacy</p>	<ul style="list-style-type: none"> Given that our business operation involves extensive customer information and data, the Group attaches great importance to the protection of relevant information for the purpose of safeguarding their privacy. All customer personal information as well as credit card and other data obtained during the business operation shall be properly kept or destroyed in an approved manner after use, so as to ensure that relevant information will not be kept or illegally used in any way. Regardless of any business segments, the Group shall only collect relevant personal information with consent from the customers, which shall be processed and kept in a proper manner.
<p>Network security</p>	<ul style="list-style-type: none"> To ensure the operation free from hackers or malware attacks, all software used by the Group shall be downloaded from legitimate and safe sources, and shall not be downloaded or used via unauthenticated or unofficial sources. To further enhance its security, the Group shall install firewalls on electronic equipment and also install physical firewalls in the server rooms of the hotels to protect its network security.

Any complaints made by external and internal stakeholders regarding product and service safety, intellectual property rights, personal data privacy and other aspects shall be lodged through our dedicated platform. Upon receipt of any complaint, the Group will arrange relevant departments or staff to conduct investigation, make response and develop rectification measures based on investigation findings. Customers may also provide feedback on the products and services through telephone, email, questionnaire and other channels, thereby helping us to improve service quality.

During the Year, the Group received a total of 60 complaints from customers, which were mainly attributable to the catering services provided by its hotel in Paris, France, but not including any complaints relating to product recalls due to safety or health reasons. The Group has carried out investigation and follow-up actions in respect of these complaints and formulated improvement measures.

SUPPLY CHAIN MANAGEMENT

In order to maintain stable supply of raw materials and services, and to ensure high quality products and services, the Group has established long-term and positive cooperation relationship with the suppliers. We have strengthened the stability of our supply chain through relevant internal control policies such as the “Responsible Procurement Policy”, “Supply Chain Management Policy”, “Supply Chain Policy Related to Environmental Risk Management” and “Supply Chain Policy Related to Social Risk Management”, thereby contributing to a friendly and cooperative relationship.



During the Year, the Group has cooperated with 921 suppliers in total, of which 283 product and service providers were based in Hong Kong, 290 in Mainland China and 348 in France. The Group will continue to monitor the performance of its supply chain, conduct regular reviews and develop improvement measures to improve its monitoring mechanism.

PROFESSIONAL OPERATION

SHARING – SUSTAINABLE MANAGEMENT OF SUPPLY CHAIN

The industry globalization and economic development facilitates a more comprehensive way of thinking among the society, which entails enhancement of monitoring and performance of various organizations. Amidst the diversified development of the global society and economy, the supply chain also undergoes diversified expansion to incorporate products and service providers from various regions and countries. As the product and service supply has expanded from single market source to global market supply, greater emphasis has been placed on the environmental and social performance of the Company's supply chain. In addition to the quality and performance of the products and services supplied, environmental and social performance also represents a key factor to be taken into consideration.

Due to the increasing emphasis on the quality of products and services by the public, a variety of standards on social and environmental aspects have also been introduced. Regional and global standards have been developed in respect of the corresponding environmental and social issues, and assistance has been provided to various organizations and industries in compliance with such requirements, with an aim to create a sustainable supply chain. The industries and enterprises will also develop standards that are in line with relevant operation mode with reference to the relevant standards, so as to promote more comprehensive supervision over the performance and sustainability of the supply chain.

Create a compliant and green supply chain

The management of supply chain involves many challenges such as climate change, environmental pollution, resource utilization, human rights, child labour and other issues. The Group is aware of the changes in requirements for suppliers by the market, especially the obviously more stringent requirements on the environment aspect. In order to reduce impact on the environment, and based on the existing procurement mode, First Shanghai further refined its supplier selection criteria to include specification requirements for green products, which is in line with the Group's sustainability strategy.

The upgrade in market requirements leads to enhancement of regulation on supply chain responsibility. Transportation is a key factor in the establishment of an efficient and integrated green supply chain. When providing raw materials or services, the distance between the origin of the supplied products and the operation site is an important factor to be taken into consideration. In selecting green products, the Group adheres to the principle of high energy efficiency and low-carbon emission. We have reviewed the suppliers' performance in environmental protection and sustainable development aspects, and it is determined to fulfilling our corporate mission of green operation through the implementation of comprehensive supervision over the carbon emission of the supply chain, in an effort to protect important environment and resources.

PEOPLE-ORIENTED PHILOSOPHY

Talents play an important role in the operation and development of the Group and serve as the cornerstone for long-term development of the enterprise in the future. The Group recognizes the importance of the establishment of a well-defined talent system as well as the provision of a safe working environment that offers potential development and training opportunities. First Shanghai strictly abides by the "Employment Ordinance", "Minimum Wage Ordinance", "Employees' Compensation Ordinance", "Occupational Safety and Health Ordinance", "Employment of Children Regulation", "Labor law of the People's Republic of China" and other laws and regulations. In addition, we have formulated various policies and measures such as "Staff Handbook", "Equal Opportunity Policy", "Policy on Prevention of Child Labor or Forced Labor" and "Policy on Caring the Mental and Physical Wellbeing of Employees", so as to further regulate relevant performance in our operation.

During the Year, the Group was not aware of any non-compliance with the laws and regulations in relation to employment, occupational health and safety and labor standards. The Group commits itself to maintaining a rigorous regulation system, reviews and assesses its operating performance on a regular basis, so as to come up with measures for improvement and refine its internal control system.

EMPLOYMENT SYSTEM

First Shanghai is committed to providing employees with an appropriate working environment and system for them to realize their potential and enhance their working performance. In compliance with employment-related laws and regulations as well as internal policies and system, the Group has developed explicit and well-defined policies on recruitment and dismissal, remuneration and promotion, benefits and welfares. We offer employees with attractive remuneration packages for their hard work and contributions to the development of the Group.

Recruitment and Dismissal

- The Group recruits employees only through lawful channels and prohibits use of child labor. During the recruitment process, the Group verifies the working eligibility of each applicant to avoid use of child labor by mistake. In addition, should any employee leave the job either voluntarily or involuntarily, the Group shall proceed with the dismissal process and make compensation or arrangement according to the established policy and provisions of the employment contract.
- All recruitment and dismissal procedures are carried out on the principle of fairness and impartiality, regardless of gender, sexual orientation, marital status, religion and race, etc..

Remuneration and Promotion

- Through periodical review of the working performance and attitude of employees, the Group re-examines the remuneration packages of its employees and makes adjustments to their remunerations and positions as and when appropriate.

Benefits and Welfares

- The Group offers employees with appropriate benefits and welfares, including annual leave, wedding leave, maternity and paternity leaves, examination leave and birthday leave, and other paid leaves, so as to ensure work and life balance.
- In order to safeguard the employees' rights to rest, the Group prohibits any form of forced labor. All employees shall not coerce other employees to work involuntarily during off-hours by seizing ID documents, deceiving, threatening and other means. Should voluntary overtime work be required to be provided, the Group will offer overtime allowance or compensatory leave in accordance with the provisions set out in the Staff Handbook.

Anti-discrimination and Equal Opportunities

- The Group strictly forbids any form of discrimination, sexual harassment or unequal treatment, regardless of gender, race, sexual orientation, religion, nationality and age, etc..

PEOPLE-ORIENTED PHILOSOPHY

Should any employee encounter any non-compliance practice, they may lodge a complaint in writing or via email. The Group will conduct a fair and impartial investigation according to the employee grievance mechanism, and then impose disciplinary actions and take rectification measures based on the findings of the investigation.

During the Year, the Group had a total of 518 employees, including 206 employees based in Hong Kong, 217 in Mainland China and 95 in Paris. In addition, due to the nature and conditions of its business operations, the Place of Business in Hong Kong and Wuxi hired 20 and 1,757 other workers, respectively, to facilitate the day-to-day operation of the Group. The Group is committed to improving the data collecting system related to the Group's employees and other workers, so as to facilitate the Group's review of the existing employment policy and safeguard the employee's rights and welfare.

OCCUPATIONAL HEALTH AND SAFETY

In order to ensure appropriate protection for the employees in the workplace, the Group sets out explicit safety work procedures and guidelines in the "Occupational Safety and Health Policy", "Policies on Concerning the Physical and Mental Health of Employees" and other policies, offering guidance for different posts and business operations to reduce the probability and potential risks of unexpected emergency and incidents.

The Group has in place the Sites Crisis Team Manual and other documents which sets out solutions to deal with safety accidents, so as to ensure prompt response and measures taken upon occurrence of such accidents, including injury treatment, and medical aide, etc. Furthermore, the Places of Business will also carry out risk assessments according to the operation conditions every year to formulate relevant safety procedures and measures. First Shanghai has developed safety codes of work and provided training programmes for employees at different posts, ensuring that the employees understand and put into practice the ideas of occupational health and safety. Meanwhile, the Places of Business conduct regular inspection and replacement or maintenance for equipment, making sure that the equipment is in good working conditions, so as to prevent accidents.

Due to the potential health and safety risks brought by the pandemic, all staff are required to wear masks at work within the Company's premises, and we also provide masks for in-house personnel in need at Each Place of Business. In addition, First Shanghai also enhances cleaning and disinfection at all Places of Business, provides personal disinfection supplies and equipment and puts up posters to remind employees the importance of personal hygiene. Certain Places of Business, if permitted, also implement flexible or shift-based working arrangements, with an aim to cut off the chain of transmission among people.

During the Year, the Group recorded a total of 11 work-related injury cases, which resulted in a total of 608 working days lost. The Group has dealt with such cases in accordance with the established procedures and strengthened relevant trainings and measures, so as to prevent reoccurrence of similar incidents. Taking a look at its health and safety performance over the past three years, the Group is not aware of any work-related fatality. First Shanghai will continue to maintain a safe working environment and provide its employees with a comfortable working environment.

TRAINING AND DEVELOPMENT

The improvement of the employees' capabilities and occupational skills are essential in guaranteeing the service and product quality and achieving stable development of the Group. The Group has in place the "Employee Training Policy", "Employee Training and Development Policy" and other policies, which lay out the training opportunities and benefits enjoyed by the employees. The Group provided tailor-made training programmes for the existing and newly hired employees to enhance their understanding of their respective positions and improve their professional skills, empowering them to give full play to their strength at their job positions.

Orientation Trainings for New Employees

- New recruits of First Shanghai receive trainings on their posts and the operations of the Group, as well as relevant manuals so as to strengthen their knowledge on the Group and understandings of the requirements of the Group, and equip them with basic knowledge and skills necessary for the day-to-day operation and their positions, helping them to adapt to the Group.

Annual Trainings

- In order to facilitate comprehensive development of the employees, and prepare them for future career and competence development, the Group works with the employees to mutually develop necessary trainings and development plans for the employees based on their individual performance and career expectation, and offers in-house trainings or opportunities for project development if necessary.

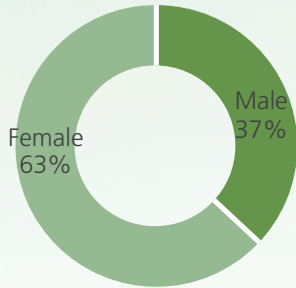
Professional Skill Trainings

- In order to ensure provision of professional and compliant products and services to our customers, the Group arranges licenced employees of the financial services sector to participate in professional trainings on finance and insurance businesses, and offers courses related to financial products, accounting and financial standards.
- Employees from the medical and healthcare sector are also required to participate in dedicated trainings regularly to enhance their knowledge on emergency response, drug and vaccine application, etc., so as to provide safe and professional services and products to our clients. Due to the outbreak of the pandemic, the Group arranged employees to participate in trainings on special skills for pandemic prevention, reducing health and safety risks at work.
- According to the training needs of relevant departments, employees of the property and hotel sector of the Group receive training programmes covering various fields such as client relationship management, financial management, occupational skill trainings and language, etc.. At the same time, in order to safeguard the safety of the employees and clients, First Shanghai also arranges its employees to participate in pandemic prevention trainings to strengthen their awareness of pandemic prevention.

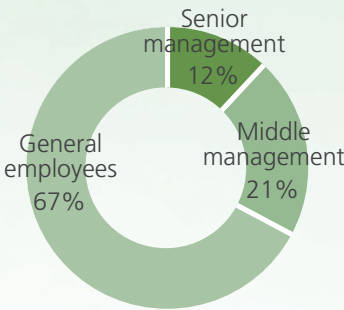
During the Year, the Group has provided various training programmes for 350 employees to enhance their knowledge on different operational skills and awareness.

PEOPLE-ORIENTED PHILOSOPHY

Employees Trained by Gender



Employees Trained by Rank



SHARING – ACTIVELY PROMOTING THE DEVELOPMENT OF EMPLOYEES

Amidst the fast and ever-changing global market, new information brings business opportunities for all walks of life, but also add to the uncertainties surrounding our business operation. The emergence and wide application of big data in a variety of fields such as daily life, communication equipment, lifestyle and technology industry reflect the rapid development of the market and society, empowering enterprises to make targeted response to market changes. As such, the Group has been providing our employees with diverse trainings and opportunities to keep abreast of market trends, so as to push forward the development of the Group.

Make continuous improvement for future advancement

Technological advancement, change of lifestyle and fast pace of the market entail improvement of operation modes of different industries. Efforts have been made to adapt to the current trend, such as the adoption of online meeting instead of face-to-face meeting, advocacy of e-business and promotion of application of up-to-date technologies, etc. In the meantime, it is the Group’s policy to support the continuous development of its employees by honing their skills and knowledge, with an aim to facilitate the diverse and long-term development of the Group and strengthen the Group’s soft power. As an important player in the industrial chain, and amidst the current development trend, the Group is dedicated to offering employees with a diversity of opportunities, strengthening their capability in adapting to changes in the market environment. Therefore, First Shanghai attaches great emphasis to continuous trainings, so as to maintain its competitive strength and take the lead in pushing forward innovative development of the industry. Continuous training courses will be provided by the Group in collaboration with various institutions, and employees are encouraged to constantly engage in continuing education.

In 2021, in order to ensure employees’ performance in the continuous training courses, the human resources department of the Group co-held a series of online courses with the Hong Kong Securities and Investment Institute, allowing the employees to continue studying during the pandemic for self-breakthrough. In order to enhance the employees’ understanding of the global economy, First Shanghai provided its employees with information in relation to international trade sanction and development in 2021, and raised its employees’ knowledge of and sensitivity towards the international market through trainings. In addition, the Group also provided those employees who would be required to handle clients’ securities accounts and banks accounts during business operation with trainings related to the Anti-Money Laundering and Counter-Terrorist Financing Ordinance, helping the employees consolidate their knowledge and grasp the latest information. The trainings during the Year included a series of relevant regulatory information, concepts and risks, etc., so that the employees would receive comprehensive trainings.

In addition, due to the outbreak of the COVID-19 pandemic, uncertainties loom over the global market, and employee safety has again become a major concern. The synergies between the society and technology application not only mitigated the impacts of the pandemic, but also created brand new business operation mode, leading to significant change in the global economic pattern.

Facilitate steady operation with the safety-first principle

The COVID-19 pandemic exerted significant impacts on the world and greatly affected the safety of the Places of Business. Regardless of industry, business and profession, people from all walks of life make great efforts to fight against the pandemic, and the Group also commits itself to fulfilling the expectations of the society and its employees, and it is determined to providing employees with a safe working place.

In order to reduce risks of transmission in the working place, apart from suspending the operation of its hotels and other relevant Places of Business for a short period of time, the Group also formulated measures to reduce person-to-person contacts and in turn the risks of transmission, including the adoption of flexible working hours or home-office arrangements. Employees may apply to work at home due to their conditions. In addition, the Group also organizes activities such as lectures on diet, exercise and health, emphasizing the importance of individual health and facilitating effectiveness of exercises.

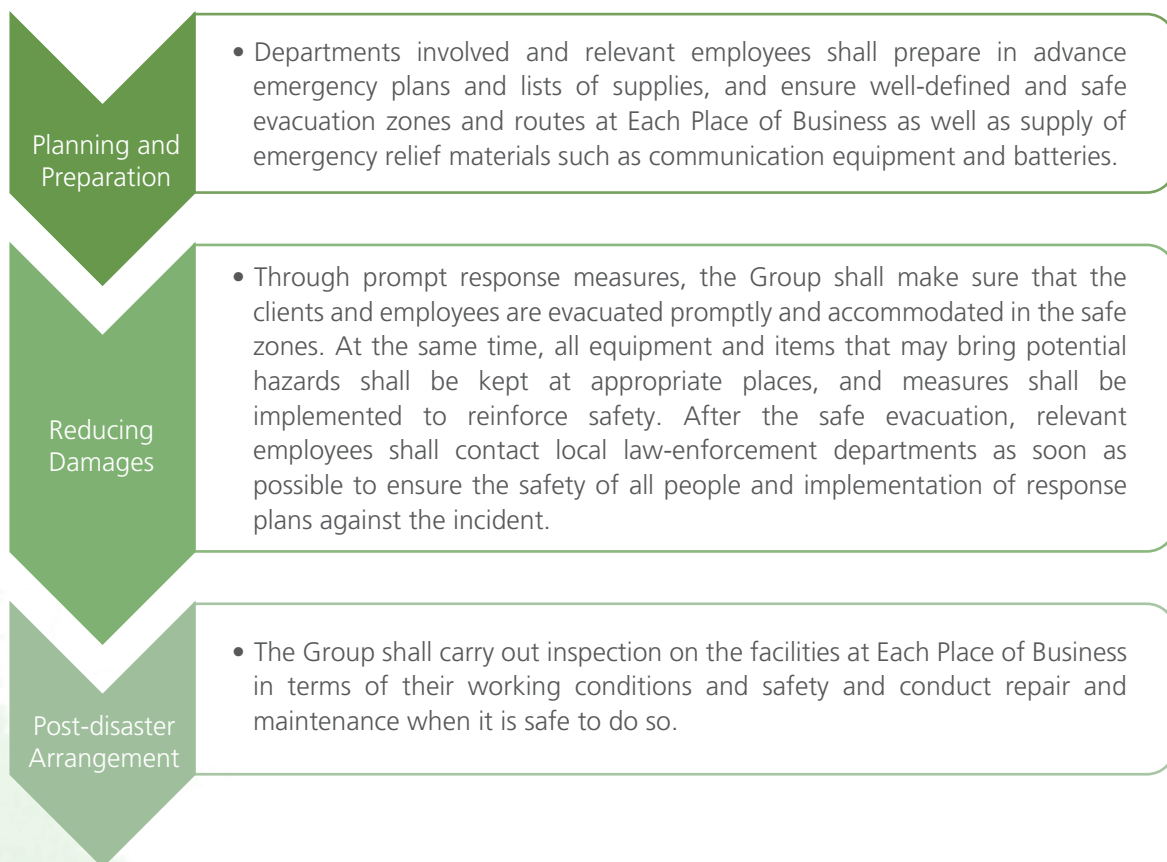
Attaching importance to employees' physical health, the Group arranges regular physical check-ups for its employees and reminds them of taking care of their physical fitness. Meanwhile, the employees may also use their medical insurance benefits to safeguard their health when necessary.

ENVIRONMENTAL PROTECTION

A variety of environmental issues gradually emerged along economic and social activities and development. Being aware of the importance of mitigation of the impacts on the environment by its operation and formulation of response measures, the Group proactively abides by the laws and regulations and standards of the places where it operates, and formulates internal policies and systems to monitor the impacts caused by its businesses and Places of Business. During the Year, First Shanghai strictly abides by relevant laws and regulations such as the "Waste Disposal (Clinical Waste) (General) Regulation" and the "Environmental Protection Law of the People's Republic of China", as well as the internal policies such as the "Climate Change Policy", "Policies on Wastewater Discharge Management", "Policies on Hazardous and Non-hazardous Waste Management", "Greenhouse Gas Policy", "Energy Management Policy", "Paper Management Policy" and "Exhaust Gas Emission Policy", with zero violation.

CLIMATE CHANGE

Climate change is one of the major issues of the modern society, which has led to a series of irreparable significant impacts, such as extreme weather, frequent occurrence of typhoon or rainstorm, and glacier meltdown. In addition to impacts on the daily life of the citizens, climate change also causes uncertainties to the Group's operation. The Group has established policies and procedures, with the expectation to mitigate risks brought by the climate change and provide explicit measures and procedures to cope with such events, should relevant incidents occur. In view of the increasingly frequent occurrence of typhoon and tornado, the Group has established relevant procedures to enhance monitoring and response plans.



In addition to enhancing our resilience to climate change, we strive to mitigate climate change by implementing our 4Rs environmental strategy to improve energy efficiency and setting long-term targets to reduce GHG emissions. We will review relevant policies and targets in due course and further improve relevant regulatory mechanisms and measures.

WASTE MANAGEMENT

The Group understands that certain amount of wastes will be generated from its operation, thus imposing some impact on the environment. In accordance with the internal control documents such as the “Policies on Disposal of Hazardous and Non-hazardous Wastes”, and based on the characteristics of each operating business, the Group has developed corresponding measures to reduce the production of hazardous and non-hazardous wastes and ensure legitimate and proper treatment of such wastes, with an aim to minimize its impact on the environment. Meanwhile, the Group undertakes to reduce paper consumption with the target of reducing paper consumption by at least 5% during the period from 2020 to 2025, in an effort to promote reduction, recycle and reuse as well as waste reduction from the source. The Group will review its current targets in due course and expand the policy scope to further reduce waste generated.

Recycle

- Set up collection bins for used paper, metal and plastic bottles at conspicuous places to collect wastes and extend the lifecycle of recyclables.
- Collect and dispose the recyclable items generated during the Mid-autumn Day and other festivals.

Reduction

- Promote the adoption of electronic operation, including reducing use of paper and printing of documents, so as to reduce resource consumption and waste generation.
- Set double-sided printing as default mode to reduce paper consumption.
- Reduce provision of bottled water for the customers.

Treatment

- Wastes are sorted based on their shared characteristics and stored separately, and qualified agencies are engaged to carry out subsequent treatment and disposal.

In addition to hazardous wastes such as used light tubes and electronic wastes, the Hong Kong International Medical Centre will generate inevitable medical wastes. Such wastes are sorted based on their characteristics and categories, and qualified contractors are engaged to collect and dispose such wastes to ensure compliant treatment. Waste residues, waste oil, waste chemicals and other hazardous wastes generated by the Places of Business of our property and hotel sector are also treated according to the established procedures, while other sewage will also be subject to segregation of grease in sewage before it is discharged into the public sewage canal, so as to mitigate impact on the environment. First Shanghai will record the production of wastes on a regular basis and review the relevant measures, so as to ensure the effectiveness of the policies and measures implemented by the Group, reduce the production of unnecessary wastes, and thereby mitigate the burden on the environment.

ENVIRONMENTAL PROTECTION

During the Year, the Group produced a total of 4.39 tonnes of hazardous wastes and 32,565.4 tonnes of non-hazardous wastes. In 2021, the Place of Business in Paris replaced its lighting system, leading to a substantial increase in the total amount of relevant hazardous wastes generated. In order to mitigate the impact on the environment, all fluorescent tubes were collected by qualified contractors for recycle. In addition, due to the implementation of more stringent standards on environmental and individual hygiene at all Places of Business of the Group, we recorded an increase in the consumption of cleaning products and personal protective equipment, thus leading to a significant increase in the production of relevant non-hazardous wastes. Furthermore, the Group also further improved the accuracy of relevant data, resulting in an increase in the total production volume of both hazardous and non-hazardous wastes.

Wastes	2021	Unit
Total hazardous waste ¹	4.39	tonnes
Hazardous waste intensity (in area)	0.002	tonnes/ thousand sq.m.
Total non-hazardous waste ²	32,565.4	tonnes
Non-hazardous waste intensity (in area)	18.5	tonnes/ thousand sq.m.

RESOURCE UTILISATION AND POLLUTANT EMISSION

Electricity and energy consumption present the requisite resources used for the operation and daily life of the Group. Through the formulation of the “Energy Management Policies”, “Air Exhaust Emission Policies” and other policies, the Group ensures control over the emissions of air pollutants and GHG generated from mobile and immobile energy and reduce energy consumption. In addition, the Group has also set the target of reducing electricity consumption by at least 5% by 2025 from that of 2020, and wishes to enhance management performance to improve energy consumption and GHG emissions.

Operation Equipment

- Use energy-saving light tubes and energy-saving lamps;
- Give priority to energy-saving appliances;
- Clean dust screens and suction cup fans regularly;
- Use vehicles meeting the latest exhaust discharge standards; and
- Set the equipment into sleep mode.

Environmental Awareness

- Turn off the air-conditioners, lighting system and electronic products after use of the equipment or before leaving the work premises to reduce energy consumption; and
- Encourage the adoption of online meeting and reduce exhaust discharge of vehicles.

¹ It includes the recycled fluorescent tubes at the Place of Business in Paris, and the medical wastes generated by the Hong Kong International Medical Centre.

² It includes the recycled plastics, paper and kitchen waste, general garbage transported to the landfills, as well as the non-recyclable wastes generated from the restaurant and environment improvement at the Place of Business in Paris.

Emissions of air pollutants and GHG

During the Year, the emissions of air pollutants included 284.0 kg of nitrogen oxides, 0.8 kg of sulfur oxides and 34.1 kg of respirable suspended particulates, respectively. During the Year, as no emission of sulfur oxides generated from the use of vehicles was recorded by the Place of Business in Paris, emissions of nitrogen oxides and sulfur oxides decreased as compared with that of the previous years, except a substantial increase in the emissions of respirable suspended particulates. In addition, the total GHG emissions of the Group in 2021 amounted to 7,556.7 tonnes of CO₂e. The emissions of the Group for the Year increased by approximately 9.4% as compared with that of last year due to the increase in the consumption of purchased energy at the Place of Business in Paris and overall improvement of the environmental data collection system as compared to that of last year.

Air pollutants ^{3, 4}	2021	Unit
Nitrogen Oxides	284.0	kg
Sulfur Oxides	0.8	kg
Respirable Suspended Particulates	34.1	kg

GHG emissions ⁵	2021	Unit
Scope 1 ⁶	200.6	tonnes of CO ₂ e
Scope 2 ^{7, 8}	7,337.9	tonnes of CO ₂ e
Scope 3 ⁹	18.2	tonnes of CO ₂ e
Total GHG emissions	7,556.7	tonnes of CO ₂ e
GHG intensity (in area)	0.004	tonnes of CO ₂ e/ m ²
GHG intensity (in turnover)	14.3	tonnes of CO ₂ e/ HK\$ million

³ No fossil fuel combusted at the Place of Business in Hong Kong.

⁴ It includes air pollutants generated from the consumption of natural gas for cooking and gasoline by vehicles.

⁵ It is calculated with reference to “How to prepare an ESG Report – Appendix 2: Reporting Guidance on Environmental KPIs” issued by the Stock Exchange and the “Guidelines for Accounting and Reporting Greenhouse Gas Emissions China Public Building Operation Units (Enterprises) (Trial)” implemented in Mainland China.

⁶ It includes the mobile and immobile energy at the Places of Business in Wuxi and Paris as well as direct emission generated from the use of equipment at the Place of Business in Paris.

⁷ It includes the indirect emissions generated from the consumption of purchased electricity from third parties at Each Place of Business as well as the consumption of purchased heat at the Places of Business in Wuxi and Paris.

⁸ The emissions generated from the consumption of purchased heat at the Place of Business in Wuxi is estimated at normal pressure and temperature.

⁹ It includes the indirect emissions generated from the use of water and wastewater treatment at the Place of Business in Hong Kong, and business travel by the Place of Business in Wuxi.

ENVIRONMENTAL PROTECTION

Energy consumption

During the Year, the total energy consumption of the Group was 16,353.5 MWh, with the consumption intensity of 0.01 MWh/m². Since the recurrence of the pandemic posed potential threat to personal safety, Each Place of Business of the Group suspended operation or made home office arrangement at some point, leading to a significant decline in direct energy consumption by the Places of Business, with the overall energy consumption decreasing by approximately 25.4%.

Energy Consumption	2021	Unit
Direct energy ¹⁰	910.8	MWh
Indirect energy ^{8, 11}	15,442.7	MWh
Total energy consumption	16,353.5	MWh
Energy intensity (in area)	0.01	MWh/m ²

As a responsible enterprise, the Group recognizes the necessity to reduce water consumption to ensure the sustainability of water resources even if it never encountered any difficulty in sourcing water during its operation. In order to remind the employees to reduce water consumption and achieve the goal of “cherish fresh water and avoid water wastage”, the Group develops differentiated policies and measures for various Places of Business and encourages all departments and employees to join in the effort. The Group will review its established water efficiency targets from time to time and develop quantified targets to strengthen supervision of water consumption.

Reduce consumption from the source

- Post slogans at conspicuous places to encourage the employees to save water;
- Install water-saving devices;
- Carry out regular inspection and maintenance of water pipes and faucets to prevent water leakage; and
- Reduce possibility of water waste due to excessive water storage.

Make efficient use of resources

- Encourage employees to water plants with drinking water that is no longer to be used; and
- Use recycled water for basic cleaning.

¹⁰ It includes gasoline, diesel, natural gas and liquefied natural gas.

¹¹ It includes electricity and heat purchased from third parties.

ENVIRONMENTAL PROTECTION

Water resource consumption

During the Year, total water consumption by the Group stood at 176,533.6 m³, with a water consumption intensity of 0.10 m³/m². In 2021, due to the significantly shortened operation hours and the adoption of home office as certain Places of Business of the Group remained affected by the pandemic, the overall water consumption of the Group decreased by approximately 26.8%.

Water Resources Consumption	2021	Unit
Water consumption in total	176,533.6	m ³
Water consumption intensity (in area)	0.10	m ³ /m ²

ENVIRONMENT AND NATURAL RESOURCES

As a comprehensive enterprise engaged in diversified businesses, the Group may give rise to potential environment risks. In accordance with the “Policies for Minimizing the Significant Impact of the Operation on the Environment and Natural Resources”, “Hazardous Waste Environmental Emergency Plan” and other policies and regulations, the Group has formulated mitigation measures in relation to various operation segments and processes, with an aim to reduce the impacts on the environment and natural resources and implement monitoring over such impacts.

Prevention	Solution
<p>The Group adopted a positive attitude to reduce the possibility of such impacts in advance, with an aim to mitigate its burden on the environment.</p> <p>In terms of investments, First Shanghai shall make the most suitable investment decisions in accordance with the investment screening policy by assessing the environmental and social risks of the investment projects and striking a balance between its operation development and environmental protection.</p> <p>In addition, as to the wastes generated from other businesses, the Group also will develop respond measures in advance in accordance with the “Hazardous Waste Environmental Emergency Plan” to mitigate or prevent environmental pollution issue arising from leakage and pollution accidents.</p>	<p>As to the inevitable impacts on the environment, the Group shall take countermeasures in accordance with local laws or internal policies.</p> <p>In terms of chemical products used during the operation, the Group shall pay relevant pollution discharge taxes to the product suppliers and take responsibility for the use of such products. Meanwhile, First Shanghai shall promptly take response measures upon the occurrence of leakage or pollution accidents to ensure a compliant and safe solution, so as to reduce the possibility and impacts of environmental pollution.</p>

GIVING BACK TO THE SOCIETY

Upholding the motto of “Benefiting from the society, giving back to the society”, the Group understands that the sustainability of operation development positively correlates with the development of the society. Therefore, while pursuing stable development of our business, we also attach great emphasis to the environmental and social conditions of the places where we operate. Through the established community investment and public welfare policies and the wide variety of community investment projects, the Group is dedicated to supporting and catering to the expectations and needs of local communities.

Based on the needs of local communities, Each Place of Business of the Group has established focus areas of contribution and community investment projects.

Donations	Volunteer activities
HK\$60,000 in total	141 hours in total

Environmental Conservation

- The Group recognises that both its business operation as well as the social and economic development are expected to impose certain impact on the environment. In addition to a series of monitoring mechanisms and measures implemented to reduce impacts of its operation on the environment, the Group also provides assistance to the environmental conservation institutions and participates in relevant volunteer activities to support the development of local efforts in environmental conservation and mitigate the impacts brought by social and economic activities.
- During the Year, the Group donated HK\$50,000 in aggregate to World Wildlife Fund Hong Kong to provide financial assistance to its environmental conservation program. Meanwhile, the Group also participated in the mikania removal volunteer activity at Mai Po for a total of 3 hours, so as to reduce the threat brought by mikania to the local plants.

Volunteer Services

- By maintaining close partnership, conducting regular meetings and holding activities with Rotary International, the Group further enhanced its engagement and performance in facilitating community development. During the Year, the Group joined hands with Rotary International to organize the honey collection activity which lasted for a total of 8 hours .
- In addition, leveraging on its partnership with peer companies, the Group provided assistance to people in need to empower their development. During the Year, the Group and the disabled centers held activities to work on the vegetable garden of the hotel, which lasted for a total of 130 hours for the planting of vegetables, fruits and spice plants.

Education Programme

- The Group has been committed to supporting the development of “Wind Under the Wings III” Programme held by the Hong Kong Playground Association since 2017, with an aim to help the youth to form the correct financial management concepts and life planning. The employees of the Group serve as “Mentor” for the youth under this Growth Navigation Programme, and hold monthly meeting and regular communications with the youth to act as beacon of light along the way to help them grow up.
- During the Year, a total of three employees of the Group participated in this programme for three-year volunteer services, providing guidance in all aspects for the youth. Meanwhile, the Group also donated HK\$10,000 to support the operation of this programme, with an aim to guide the correct development direction for the future pillars of society.

APPENDIX

OVERVIEW OF KEY PERFORMANCE INDICATORS ENVIRONMENTAL KEY PERFORMANCE INDICATORS

	2021				2020	Unit
	Region			Total	Total	
	Hong Kong	Wuxi	Paris			
Air pollutant						
Nitrogen Oxides	N/A	84.3	199.7	284.0	309.6	kg
Sulfur Oxides	N/A	0.8	0.0008	0.8	2.9	kg
Respirable Suspended Particulates	N/A	1.7	32.4	34.1	17.5	kg
Greenhouse gas						
Scope 1	N/A	127.3	73.3	200.6	309.2	tonnes of CO ₂ e
Scope 2	904.0	5,767.2	666.7	7,337.9	6,562.7	tonnes of CO ₂ e
Scope 3	1.5	16.7	N/A	18.2	37.4	tonnes of CO ₂ e
Total GHG emissions	905.5	5,911.2	740.0	7,556.7	6,909.3	tonnes of CO ₂ e
GHG intensity (in area)	0.209	0.820	0.0004	0.004	0.010	tonnes of CO ₂ e/ m ²
GHG intensity (in turnover)	N/A	N/A	N/A	14.3	15.0	tonnes of CO ₂ e/ HK\$ million

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	2021				2020	Unit
	Region			Total	Total	
	Hong Kong	Wuxi	Paris			
Waste						
Total hazardous waste	0.39	N/A	4.00	4.39	0.37	tonnes
Hazardous waste intensity (in area)	0.091	N/A	0.002	0.002	0.0005	tonnes/ thousand sq.m.
Total non-hazardous waste	17.8	178.5	32,369.1	32,565.4	157.5	tonnes
Non-hazardous waste intensity (in area)	4.1	24.8	18.5	18.5	0.2	tonnes/ thousand sq.m.
Energy						
Direct energy	N/A	629.7	281.1	910.8	7,445.8	MWh
Indirect energy	1,273.2	11,983.6	2,185.9	15,442.7	14,463.0	MWh
Total energy consumption	1,273.2	12,613.3	2,467.0	16,353.5	21,908.8	MWh
Energy intensity (in area)	0.29	1.75	0.001	0.01	0.03	MWh/m ²
Water resource						
Total water consumption	2,417.9	109,919.7	64,196.0	176,533.6	241,172.0	m ³
Water consumption intensity (in area)	0.56	15.24	0.04	0.10	0.36	m ³ /m ²

SOCIAL KEY PERFORMANCE INDICATORS

		2021				2020
		Region			Total	Total
		Hong Kong	Wuxi	Paris		
Number of employees						
<i>Gender</i>	Male	78	102	62	242	247
	Female	128	115	33	276	290
<i>Age</i>	30 and below	51	89	43	183	180
	31-40	57	44	27	128	142
	41-50	48	47	17	112	115
	Above 50	50	37	8	95	100
<i>Rank</i>	Senior management	19	2	20	41	46
	Middle management	50	74	17	141	134
	General employees	137	141	58	336	357
<i>Employment type</i>	Full-time	203	211	95	509	536
	Part-time	3	6	0	9	1
Total		206	217	95	518	537
Number of other workers						
<i>Gender</i>	Male	13	Not available	0	Not available	Not available
	Female	7		0		
<i>Age</i>	30 and below	1	Not available	0	Not available	Not available
	31-40	3		0		
	41-50	4		0		
	Above 50	12		0		
Total		20	1,757	0	1,777	1,253
Number of new employees						
<i>Gender</i>	Male	33	69	5	107	78
	Female	76	73	4	153	117
<i>Age</i>	30 and below	41	110	5	156	89
	31-40	33	14	3	50	28
	41-50	21	5	0	26	32
	Above 50	14	13	1	28	46
Total		109	142	9	260	195

APPENDIX

		2021				2020
		Region			Total	Total
		Hong Kong	Wuxi	Paris		
Employee turnover rate						
<i>Gender</i>	Male	34	74	9	48%	48%
	Female	69	87	8	59%	47%
<i>Age</i>	30 and below	33	121	10	89%	78%
	31-40	42	13	4	46%	44%
	41-50	11	11	1	21%	18%
	Above 50	17	16	2	37%	33%
Total		50%	74%	18%	54%	48%
Health and safety						
<i>Number of work-related injuries</i>		0	2	9	11	9
<i>Lost days due to work-related injuries</i>		0	276	332	608	101
<i>Number of work-related fatalities</i>		0	0	0	0	0
<i>Work-related fatality rate</i>		0	0	0	0	0
Number of employees trained						
<i>Gender</i>	Male	12	94	22	128 (53%)	184 (74%)
	Female	59	129	34	222 (80%)	201 (69%)
<i>Rank</i>	Senior management	11	1	29	41 (100%)	30 (65%)
	Middle management	0	72	2	74 (52%)	102 (76%)
	General employees	60	150	25	235 (70%)	253 (71%)
Total		71	223	56	350	385
Average training hours (hour)						
<i>Gender</i>	Male	1.2	109.6	2.6	47.3	40.8
	Female	1.8	148.6	7.5	63.6	40.1
<i>Rank</i>	Senior management	5.5	48	10.2	9.9	11.2
	Middle management	0	91.2	0.4	47.9	53.6
	General employees	1.6	151.9	3.4	65.0	39.2
Total		1.6	130.3	4.3	56.0	40.4

		2021
Supply chain management		
<i>Region</i>	Hong Kong	283
	Mainland China	290
	France	348
Total		921
<i>Percentage of suppliers implementing the relevant practices</i>	Select cooperation suppliers	22.3%
	Identify and manage environmental risks of the supply chain	42.9%
	Identify and manage social risks of the supply chain	42.9%
<i>Suppliers obtaining various system certifications</i>	ISO 9000	3
	ISO 9001	7
	ISO 14000	4
	ISO 14001	3
	ISO 20000	4
	ISO 27001	9
	ISO 27017/27018	5
	OHSAS 18001	3
	WEEE and RoHS requirements	1
	Energy label verification	1
Total		40
Product responsibility		
<i>Percentage of products sold or shipped subject to recalls for safety and health reasons</i>		0
<i>Number of products and service related complaints</i>		60
Anti-corruption		
<i>Number of concluded corruption cases brought against the issuer or its employees</i>		0

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REPORT CONTENT INDEX

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT CONTENT INDEX

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Aspects	Description	Page Index/ Note
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General Disclosure	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.	18
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.	18
B1 Employment		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	13
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B2.2	Lost days due to work-related injuries.	14, 28
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B4.2	Description of steps taken to eliminate such practices when discovered.	13

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Aspects	Description	Page Index/ Note
B5 Supply Chain Management		
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B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how such practices are implemented and monitored.	11, 29
B6 Product Responsibility		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	9, 10
B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	29
B6.2	Number of products and service related complaints received and how they are dealt with.	11, 29
B6.3	Description of practices relating to observing and protecting intellectual property rights.	10
B6.4	Description of quality assurance process and recall procedures.	10
B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored.	10
B7 Anti-corruption		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	9
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.	9, 29
B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	9
B7.3	Description of anti-corruption training provided to directors and staff.	9
B8 Community Investment		
General Disclosure	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	24
B8.1	Focus areas of contribution.	24
B8.2	Resources contributed to the focus area.	24