



濱海投資有限公司
BINHAI INVESTMENT COMPANY LIMITED

(Incorporated in the Bermuda with limited liability)
Stock Code: 2886



2019

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

Environmental, Social and Governance Report

1. ABOUT THIS REPORT

This Environmental, Social and Governance Report (this “Report”) provides an up-to-date overview of Binhai Investment Company Limited (the “Company”) and its subsidiaries’ (hereinafter collectively the “Group” or “Binhai Investment”) sustainable development in 2019, mainly addressing material issues relating to the Group’s sustainability development that stakeholders concern themselves with. This Report aims to provide key stakeholders with a better understanding of the Group’s sustainability development concepts, measures, and performance. This Report is intended to be read in conjunction with this Annual Report (in particular the “Corporate Governance Report” contained within), providing a comprehensive overview of the Group’s environmental, social, and governance performance.

1.1 Scope of this Report

The Group’s core businesses include the sales of piped natural gas, construction and gas pipeline installation service, gas passing through service and sales of bottled natural gas, and these are primarily based in Tianjin, Beijing, Hebei Province, Shandong Province, Jiangsu Province, Jiangxi Province, Hunan Province, Hainan Province, and Zhejiang Province. As these core businesses are outsourced to third parties, and not within the Group’s direct operational boundary, unless remarked otherwise, this Report contains information pertaining to the Group’s direct operations in the People’s Republic of China (the “PRC”), including the Group’s office headquarters in Tianjin. Unless stated otherwise, the information and data disclosed in this Report covers the period from 1 January 2019 to 31 December 2019 (the “Reporting Period”).

1.2 Reporting Framework

The Group has prepared this Report in accordance with the Environmental, Social and Governance Reporting Guide under Appendix 27 of the Main Board Listing Rules (the “Listing Rules”) of the Stock Exchange of Hong Kong Limited (“HKEX”). This Report adheres to the reporting principles of the Environmental, Social and Governance Reporting Guide, and complies with the “Comply or Explain” provisions therein.

1.3 Reporting Statement

This Report introduces the Group’s concepts, actions taken, and results achieved within the Reporting Period. The information disclosed within the Report is sourced from the Group’s documents and statistics. The Group’s Board of Directors are responsible for the reliability, accuracy, objectiveness and completeness of the information. This Report has been prepared in Traditional Chinese and English. Should there be any discrepancies between the two versions, the Traditional Chinese version shall prevail.

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1.4 Feedback

Thanks to various stakeholders' participation and support in the preparation of this Report, the Group is able to better understand its progress toward sustainable development. For any further information on environmental, social and governance aspects, please refer to the Company website (www.binhaiinv.com). The Group looks forward to receiving your valuable comments and feedback, and this may be directed to: prd@binhaiinv.com.

2. ABOUT THE GROUP

The Group is principally engaged in the sales of piped natural gas, construction and gas pipeline installation service, gas passing through service and sales of bottled natural gas. Binhai Investment has always strived to expand the gas market in the PRC, and was one of the first foreign-funded enterprises in the public utilities industry in the PRC. Over the last decade or so, the Group has been committed to aligning with the national policy of the PRC as a priority, providing clean energy for industrial and commercial users, as well as urban citizens.

2.1 Sustainable Development Management

The Group deeply recognises the importance of Environmental, Social and Governance ("ESG") internal control and risk management, and that a good internal control and risk management system is closely linked to the sustainable development of an enterprise. The Board assumes full responsibility for the Group's ESG strategy and reporting content. Accordingly, the Group has initiated the establishment of an ESG Working Group which reports to the Board of Directors, and manages and implements sustainability-related matters. Under the guidance of the Board of Directors office, the ESG Working Group coordinates required actions from various departments, and the heads of these departments are also members of the ESG Working Group. The ESG Working Group is chiefly responsible for planning works for ESG Reports, collecting, aggregating and screening ESG-related data, and analysing and developing corresponding follow-up action plans on a regular basis.

2.2 Compliance and Management

The Group actively promotes compliance management across all of its operations. Using compliance as a guide, corresponding management departments formulate rules and regulations in line with the operational characteristics of the Group; subsidiaries under the Group are required to operate in accordance with these rules and regulations. This strictly controls the healthy development of business operations. For details related to laws and regulations that had a significant impact on Binhai Investment and which were complied with by the Group during the Reporting Period, please refer to Chapter 8 in this Report.

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2.3 Stakeholder Participation

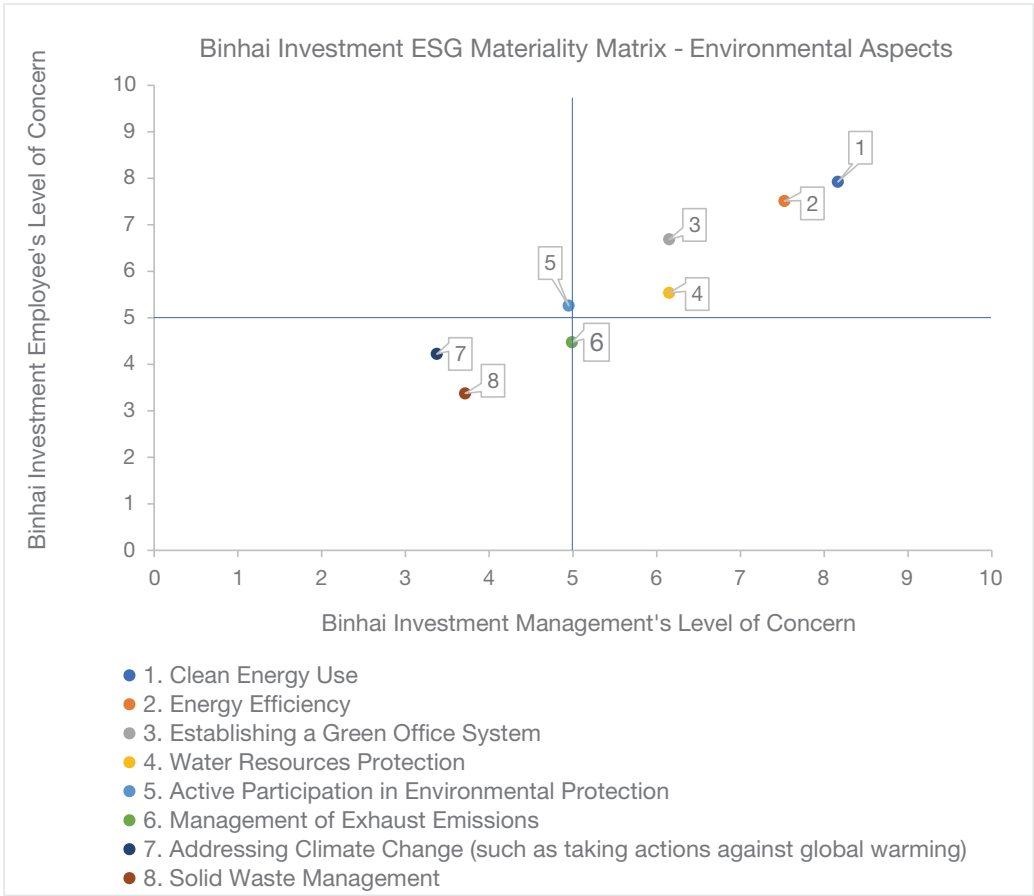
Ongoing communication with stakeholders is an integral part of the Group’s daily operations, and an important way to examine potential risks and business opportunities. The Group’s key stakeholders include shareholders, government and regulators, customers, employees, business partners, suppliers, media, and the surrounding community.

Stakeholders	Communication Channels
Shareholders	Annual Reports, Interim Reports, Public Announcements, Press Releases, Annual General Meetings, Individual and Group Meetings
Government and Regulators	Government Meetings, Regulations, Assessments, Questionnaire, Site Visits
Customers	Customer Meetings, Customer Satisfaction Surveys
Employees	Company and Departmental Meetings, Annual Staff Meetings, Questionnaires, Internal Mail
Business Partners and Suppliers	Business Partner Meetings, Questionnaires, Seminars, Site Visits
Media	Press Releases, Interviews and Announcements
Surrounding Community	Media Conferences, Charitable Activities, Contributions, Interviews

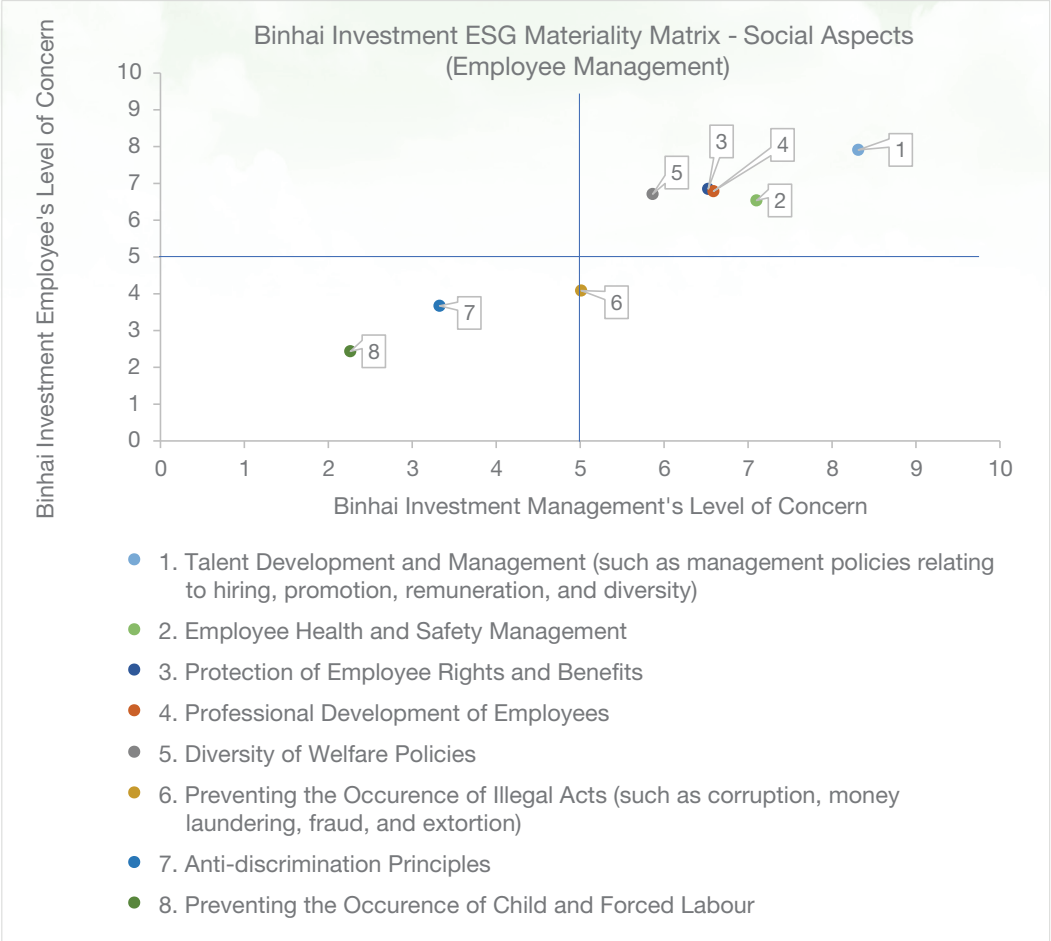
In order to better respond to stakeholders’ expectations, during the Group’s preparation of this Report, a third-party consultant was engaged to evaluate ESG issues material to the Group according to two dimensions: importance to the Group’s businesses, and level of concern paid by stakeholders.

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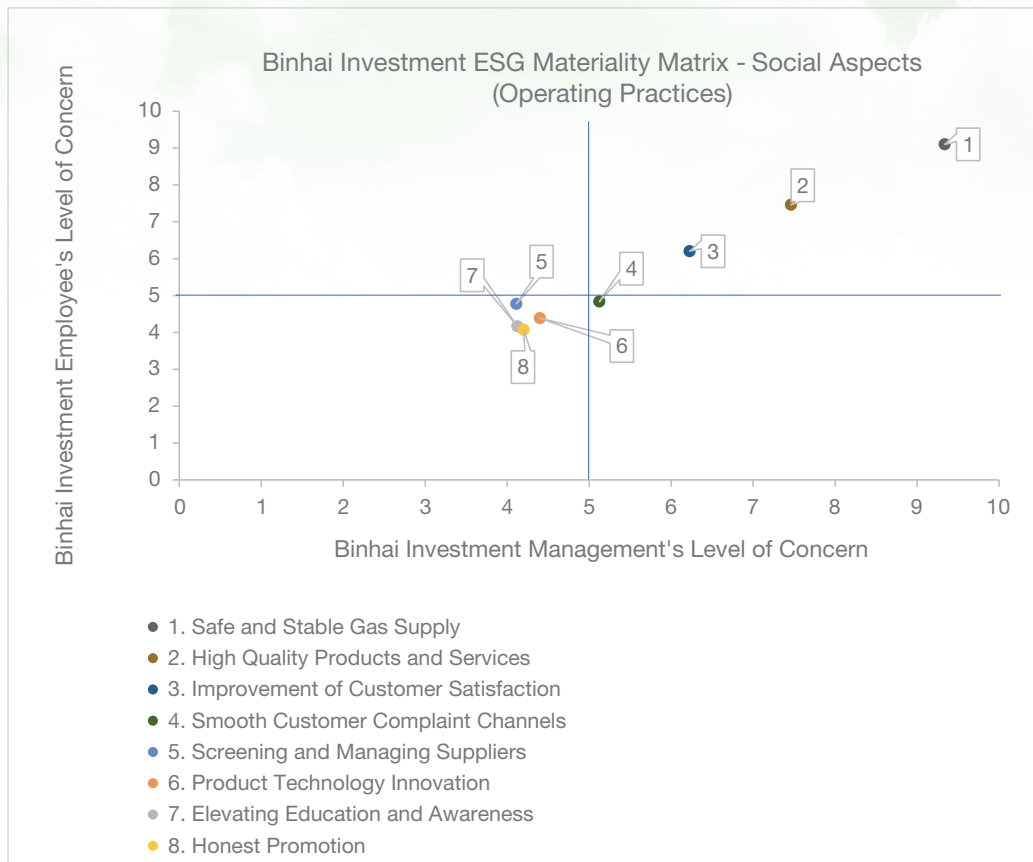
Firstly, using the results of the 2018 ESG materiality assessment as a foundation, the ESG Working Group reviewed key stakeholders (defined as organisations and people which are impacted by business operations or can affect business operations) identified. Subsequently, the Group researched and reviewed potential ESG impacts derived from the Group’s business scope, nature and strategies in 2019, and from industrial policies or trends. Following an analysis on the above, the Group’s management confirmed that the Group’s list of stakeholders and list of material ESG issues for the Reporting Period did not have to undergo adjustment, and confirmed that material ESG issues identified in 2018 (including ESG issues’ relative importance) remained applicable for this Report. The corresponding ESG matrices are presented below.



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The following table sets out the evaluation results of the material issues of the Group:

Environment	Social (Employee Management)	Social (Operating Practices)
Clean Energy Use	Talent Development and Management	Safe and Stable Gas Supply
Energy Efficiency	Employee Health and Safety Management	High Quality Products and Services
Establishing a Green Office System	Protection of Employee Rights and Benefits	Improvement of Customer Satisfaction
Water Resources Protection	Professional Development of Employees	
	Diversity of Welfare Policies	

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Through the identification of material issues, Binhai Investment's understanding and management of material issues is strengthened, allowing it to be well poised to seize ESG-related opportunities and reduce ESG-related risks. Following the careful consideration and corresponding actions taken by the Group's management against these material issues, the contents of this Report will revolve around these material issues. We look forward to expanding the types of stakeholders included in our materiality assessments to gain a more comprehensive understanding of issues material to them, whilst enabling the Group to better review its own progress towards sustainable development.

3. GREEN DEVELOPMENT

Leveraging on its long experience in the industry, its safe and trustworthy service quality, its professional expertise as well as the close relationship with the local government, Binhai Investment has a coverage of gas businesses that encompasses seven provinces and two municipalities across the PRC, and strives to become an influential clean energy service provider nationwide. Following the energy transformation and the further promotion of the plan of "Winning the Battle for a Blue Sky", there is an enormous potential for domestic demand for clean energy. In order to respond to this plan, the Group has actively accelerated the supply, use, and promotion of gas, and is committed to taking responsibility for the environment through effective sustainability work. The Group has also taken effective measures to utilise resources efficiently. In its daily operations, the Group strictly complies with laws and regulations of the PRC and the place of operation relating to the emission of exhaust gases and greenhouse gases, discharges into water and land, and generation of hazardous and non-hazardous waste. During the Reporting Period, the Group did not have any non-compliance incidents relating to the above-mentioned aspects.

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3.1 Promoting Clean Energy Use

The National “13th Five-year Plan” energy plan has proposed the acceleration of clean energy development, the optimisation of the energy mix, the acceleration of the development and utilisation of natural gas, and the implementation of “innovation, coordination, green, development, and sharing together” to promote clean energy usage. To this end, the Group is committed to upholding the concept of green development, protecting and improving the environment, with the goal of becoming a national advocate and operator of clean energy, providing clean energy for both industrial and commercial use, as well as for urban residents’ use. In 2019, subsidiaries of the Group located in Tianjin, Zhuozhou, Jizhou, Qingyuan, Anxin, Zibo, etc., serviced 160,000 coal-to-gas users, and supplied 546,500,000 cubic metres of natural gas. The Group attaches great importance to environmental protection, actively promotes the popularisation of clean energy, and taking the provision of clean energy as its mission, has undertaken projects such as “gas-fired boilers”, “distributed energy”, “Beijing-Tianjin-Hebei coal to gas”, “gas-fired power plants”, providing compressed natural gas (CNG) and liquified natural gas (LNG), vehicle gas refuelling, and LNG ship refuelling. In the future, the Group will shoulder its mission, and continue to promote the popularisation and development of clean energy.

The Group’s increase in natural gas sales and gas transmission has significantly reduced coal consumption, noticeably reducing emissions from greenhouse gases such as CO₂ and from air pollutants such as fine particulate matter (PM_{2.5}), effectively improving the environment and mitigating atmospheric pollution. In 2019, the Group sold 1.915 billion cubic metres of natural gas, equivalent to replacing 2.547 million tonnes of coal, and reducing 2.719 million tonnes of carbon dioxide and 42,000 tonnes of SO₂ emissions.

3.2 Environmental Protection at Construction Sites

The Group fully advocates for sustainable operations. In order to implement environmental protection, the Group has always closely monitored and done its utmost to reduce pollutants generated and emitted from its operations.

The Group’s impacts on the ecological environment are mainly reflected in the mechanical noise pollution, small amount of residual soil waste and atmospheric emissions generated during the installation of pipelines and in earthworks. To address these impacts, the Group has consistently taken a series of measures: (1) the Group has formulated the *Safety Management Regulations for Engineering Construction*¹, requiring equipment

¹ The Engineering Department of the Group’s headquarters is responsible for supervising the implementation of the Safety Management Regulations for Engineering Construction, and subsidiaries are responsible for monitoring third-party construction teams’ implementation of specific measures. The Engineering Department visits construction sites from time to time to conduct spot checks. If any relevant issues are found, the subsidiary in question is punished in accordance with regulations.

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that generate noise pollution to be placed to the side away from residential areas; noise levels are prohibited to exceed 55 decibels between 10 pm and 6 am the following day. Under special circumstances and progress requirements, noise reduction and sound insulation measures are taken, or work is prohibited altogether. Where construction sites are located near residential areas, vehicles entering and exiting sites in the evening are strictly prohibited from honking their horns, and required to lightly onload and offload cargo; (2) in order to reduce residual earthwork generated during construction works of gas pipeline connections, backfill methods are used. To reduce earthwork generated from other processes, further processing is conducted by third parties authorised by local municipal and environmental departments. Vehicles transporting sand or soil are required to seal loads to prevent leakage and spillage, and dispose of them at designated points in accordance with the requirements of local authorities. Moreover, effective directional drills are adopted in drilling works, improving drilling accuracy and greatly minimising unnecessary destruction to the land; (3) to address atmospheric emissions generated from mechanical operations, the Group strictly requires the use of machinery with tail gas emissions that meet environmental monitoring requirements. To reduce the use of power generators, the Group encourages the temporary use of electricity during construction processes, and machinery that make use of clean energy (such as gas-powered vehicles).

The Group pays attention to waste disposal and related management, strictly monitors and controls waste generated during its daily operations, and adheres to relevant laws and regulations and national standards. Used waste meters and steel pipes are major wastes generated in pipe-connection works, and relevant handling procedures are as follows: used waste meters must be compressed or drilled and photographed for documentation. Under the supervision of the Operating Centre, used meters are subject to strict approval and declaration before being discarded and sold for recycling. The revenue from recycled waste must be credited in a ledger in accordance with company rules for prohibiting the re-entry of declared used waste meters to the market. The remaining gas in the waste steel pipes must be fully discharged with the use of nitrogen or water, and treated properly alongside with valve chambers and other objects. Where necessary, this should be performed by sealing and disassembling of wastes to ensure safety. All information concerning the replacement of steel pipes and location of old steel pipes must be reported to the relevant government department for filing.

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3.3 Establishing a Green Office System

Other emission sources of the Group come from the daily operation of its offices, including direct greenhouse gas emissions and air pollutants derived from the use of natural gas in the canteen¹, direct greenhouse gas emissions and air pollutants derived from the use of vehicles, indirect greenhouse gas emissions from the use of electricity, and indirect greenhouse gas emissions from the provision of heating. Additionally, minimal amounts of indirect greenhouse gas emissions are generated from the disposal of waste paper at landfill sites, and from employee business travel. To reduce emissions generated from vehicles, the Group encourages employees to take public transportation and reduce the use of private vehicles; arranges for regular maintenance and repair works for its fleet of vehicles to reduce the use of inefficient vehicles and their associated higher fuel consumption levels, thereby lowering the discharge of air pollutants; and provides drivers with training on low-carbon driving methods, such as the avoidance of driving at high speeds with low gears, and sudden acceleration, etc. The Group has also sorted through vehicles logged with high mileage, in use for a long duration of time, and with emission standards below China III. A proportion of these vehicles have been suspended from operation, and next steps will involve their refurbishment or disposal.

The Group pays attention to the resources it consumes, and regularly monitors the consumption of electricity, water, natural gas, and other resources used during the daily operations of its offices. In order to reduce its energy consumption, the Group has established a Green Office System, and taken the following measures: (1) adopting a Central Control and Monitoring System (CCMS) and Building Management System (BMS), dividing the office lighting into several zones and installing automatic lighting control in different zones; (2) adopting high energy efficiency lighting devices such as T5 fluorescent lamp tubes and Light Emitting Diodes (“LED”) lamps; (3) installing Variable Speed Drives in pumps and fans adjustable to actual needs; (4) avoiding the installation of air-conditioners in areas with direct sunlight, and regularly cleaning the filters and fan-coils in air-conditioners; and (5) requiring employees to turn off electronic appliances and air-conditioners that are not in use during off-work hours, thereby conserving electricity. Moreover, in 2019, in response to the Group’s developmental needs, the Group increased the area of its offices and canteens, and consulted professional designers to optimise the overall electrical system. Through implementing the above-mentioned measures, the Group successfully reduced year-on-year electricity consumption by 2,380 kWh.

¹ The Group’s new canteen started its operations in June 2019.

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The Group pays undivided attention to conserving water usage, and has implemented the following measures in its daily operations to reduce water wastage: (1) having the property management company to arrange for a maintenance officer to conduct regular checks on water meter readings and to carry out leakage tests of concealed water pipes; (2) installing dual flush toilets; (3) installing water appliances with water-saving labels and infra-red sensors; (4) installing water-saving faucet in sinks; (5) advocating water-saving through emails, posters, intranet and memos placed in toilets; and (6) regularly providing employees with environmental protection-related training courses.

The Group actively promotes paperless office environments, and has implemented an Office Automation System (OA System), storing invoice figures via email or the OA system to reduce paper consumption. Binhai Investment has actively promoted paper recycling, and during the Reporting Period, successfully recycled over 500 kg of paper, thereby reducing the amount of paper sent to landfill sites. Moreover, the Group encourages employees to use duplex printing, and has set duplex printing and ink-saving modes as default settings on printers, and notices have posted close by with the intention of reminding employees about saving paper. Furthermore, ink cartridges used by the Group are recyclable, and are recycled by suppliers to reduce their impact on the environment. Through the use of recycling bins, the Group collects used plastic bottles and arranges for them to be sent to a recycling company for further processing; hazardous wastes such as batteries, electronic wastes and mercury-containing light tubes are collected by the Group's property management company, and sent to a third-party for categorisation processing.

4. CARING FOR EMPLOYEES

The Group places importance on fostering a harmonious culture, and acts in accordance with national laws and regulations that have had a significant impact on the Group which relate to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare, and standardised the implementation of the *Employee Code of Conduct* and other human resources related internal policies. In addition, the Group strictly complies with national laws and regulations relating to preventing child and forced labour, resolutely eliminating the use of either practice. During the Reporting Period, the Group did not have any non-compliance incidents relating to the above aspects.

4.1 Protection of Employee Rights

Following a "fair and just, right person for the right job" recruitment concept, and the advocacy of a "impartially hiring competent persons" recruitment or appointment policy, the Group ensures that all job applicants are granted equal opportunities and fair competition. The Group objects to any forms of discrimination and is proud to have a diverse team coming from over 20 different provinces and municipalities in the PRC. The Group has formulated an *Employee Reward and Punishment Management System*,

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which requires employees to provide accurate and reliable personal information upon commencing their employment, and if any falsified documents or resumes are found, the Group reserves the right to terminate employees' probationary period or to dismiss the employment contract of the employee concerned. The Group implements three types of working hour schemes including irregular, consolidated and standardised working hour schemes according to the business characteristics, safety requirements and job requirement of the Group's subsidiaries, ensuring employees have reasonable working hours and durations. With regard to leave, employees are entitled to sick leave, personal leave, marriage leave, bereavement leave, maternity leave, work injury leave, annual leave and statutory holiday leave.

4.2 Diversity of Welfare Policies

The Group has adopted a remuneration policy for its employees based on their position, performance, contribution and performance bonus, and has established an internal salary scale accordingly. The Group's human resources department is responsible for managing employees' salaries, and in accordance with the *Remuneration Management Measures*, uses the internal salary scale whilst considering employees' job responsibilities, personal work experience, education, qualifications and other specific indicators relating to employees' abilities, track record, and work performance to set salary standards. At the end of each year, the Group considers market trends, and evaluates the performance of its employees and elevates the position and/or remuneration of outstanding employees, and offers discretionary performance bonuses as appropriate. Besides offering continuous development opportunities, the Group provides reasonable and lawful salaries and welfare, and provides five social insurances (pension, unemployment insurance, work injury insurance, medical insurance and maternity insurance) and housing provident funds, bonuses and other benefits and welfare.

4.3 Professional Development of Employees

The Group deeply believes that its development is dependent on the knowledge and skills of its employees, and that its employees are its most valuable assets. The Group values the protection of employees' rights, and views each employee as business partners and inseparable from corporate development. To this end, the Group strives to create a healthy working environment for its employees, and continually refines its internal mechanisms to identify internal and external talent, and provides employees with tailor-made training courses (including via video streams, lectures, and demonstrations). In accordance with its *Staff Training Management System*, *Internal Trainer Management System*, *Training Incentive and Restraint Regulations*, and other management systems, the Group develops annual training plans, and in these plans, strategises internal and external training and continuous development opportunities. This is done in order to elevate the performance of the Group's employees, creating career development opportunities and enhancing the employees' sense of belonging to the company.

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The Group's in-house trainers, who are selected amongst elite employees, are the pillars of providing internal training. The Group has progressively developed an internal training system to set the training content and approach, which can provide career-related knowledge and experience sharing with employees. Internal training is mainly based on business characteristics, and is provided to employees of various positions (such as marketing, operational, engineering, safety, legal, financial, human resources and administration, front-line, etc.) in the headquarter and the subsidiaries of the Group, enhancing employees' technical and management capabilities.

Examples of Binhai Investment's Internal and External Training Sessions during the Reporting Period

Figure 1



Binhai Investment Third Quarter Safe Production Committee Meeting and 9.7 Safety Skills Competition

In 2019, the Group organised the 9.7 Safety Skills Competition, with a total of 34 subsidiaries taking part. The competition was practically-oriented and based on real-life situations, greatly improving front line employees' skillsets and their enthusiasm for work safety.

Binhai Investment Case Study on Malpractices

In 2019, the Group held four training sessions on malpractices, which were conducted by the Internal Control Legal Department. Training topics included connection transaction management, legal evaluation on malpractice and case study analysis. Through training, an atmosphere of "honesty, integrity and entrepreneurship" is developed within the company, promoting the development of corporate culture, standardising the professional behaviour of cadres, and improving the self-consciousness and initiative of cadres in complying with laws and regulations.

Figure 2



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Figure 3



Binhai Investment Tenders, Non-tenders, and Supplier-Management Training

In 2019, the Group organised training on the management of tenders, non-tenders and suppliers. The heads of the Tianjin company functional departments and subsidiary operation centres attended the training on-site, and participants from non-local subsidiaries joined via video-conference. The training focused on the principles, processes and importance of supplier management, as well as cases shared by Funing subsidiary's tendering work. Through training, subsidiaries had a better grasp of tendering and non-tendering procurement, and strengthened their understanding of supplier management.

4.4 Occupational Health and Safety

The Group deeply recognises that safe operations play an important role in safeguarding employees' well-being and as its first-priority mission, ensures that employees work in a safe working environment and are in good health. The Group strictly complies with national and regional laws and regulations that have had a significant impact on the Group, and has implemented relevant management systems: such as the *Safety Production Supervision and Management System* and *Accident Prevention and Contingency Management System*; the Group also takes steps to supervise its subsidiaries through setting contingency plans. In order to reduce accident rates and ensure employees' safety, the Group has established subsidiary self-checking, headquarters inspection, safety training and regular evaluation. Specific details of the above processes are as follows: (1) subsidiaries are required to carry out regular self-checking on a monthly basis and to report any safety hazards; (2) annual safety hazard checks and rectification works on subsidiaries are performed by representatives from the headquarters, so as to minimize safety hazards; (3) training on safety regulations and emergency management are provided for existing and new employees regularly, and they are required to rehearse emergency and rescue procedures under different scenarios. Moreover, through organising regular fire drills, providing protective equipment for employees, setting up alarm systems, and designating measures, appropriate actions are taken in response to potential emergency scenarios; (4) setting up a clear incentive and penalty mechanism for safety by the Company, and carrying out annual safety management assessments at the Company's subsidiaries, to ensure that every subsidiary meets the required standards in safety checks.

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In order to ensure the safety of construction projects, the Group has formulated the *Construction Safety Management Regulations*, which outlines safety responsibilities of construction, design, supervisory and implementation units. For example, implementation units should prepare special safety construction plans for dangerous operations, and implement this plan upon approval. The Group organises at least one training session on construction safety management for engineering management personnel every year, and performs regular checks on the implementation of safety measures. During the Reporting Period, the Group did not have any non-compliance incidents relating to the provision of a safe working environment and protection from occupational hazards for employees, and did not have any major safety incidents.

5. QUALITY CONTROL

The Group is committed to providing customers with high quality products and services, and continuously communicates with its customers to identify areas for improvement. In addition, the Group views business ethics and corporate social responsibility as the Group's foundation. The Group acts in strict compliance with the relevant regulations and standards in the aspects of supply chain management, products and services, production promotion and privacy protection, and anti-corruption. The Group upholds the principle of business ethics and dedicates itself to being an ethical and responsible enterprise.

5.1 Supplier Management

For sales of LPG and non-piped gas, the Group's strict selection and management of gas suppliers are pre-conditions for ensuring the quality products and services. To this end, the Strategic Investment Department of the Company has formulated the *Administrative Measures of Suppliers of Non-piped Gas* and *Administrative Measures of the Procurement of Non-piped Gas Goods*, requiring subsidiaries to consider suppliers' credit rating, qualifications, stability of gas supply, sources of gas, method of supplying gas, warranty of gas equipment and quality assurance, etc. The Group has developed the *Management Measures for Tendering*, *Management Measures for Non-tendering Procurement*, and other procedures to standardise subsidiaries' procurement procedures. In order to strengthen supplier management, the Group has formulated *Supplier Management Measures* and other relevant procedures and standardised documents. In addition, as gas suppliers are distributed across multiple cities in the PRC, local procurement policies are used when purchasing galvanised pipes, piped gas, compressed natural gas (CNG), liquefied natural gas (LNG), and liquefied petroleum gas (LPG) from suppliers in order to save transportation costs and unnecessary energy consumption arising from long-haul transportation.

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With regard to gas pipeline laying and connection projects, the Group has formulated *Regulations on Construction Works* and *Regulations on Accepting Construction Works upon Completion*. The Group strictly screens for high-quality design contractors, from selecting designs and outsourcing engineering contractors recommended by subsidiaries, to other processes up until the completion of connection construction projects. In addition, subsidiaries are responsible for carrying out regular inspection works, and project administrators are appointed to regularly inspect project quality and materials used, monitor construction progress, and record relevant inspection data.

5.2 Safe and Stable Gas Supply

As its mission, the Group aims to provide safe, high quality and healthy products and services. The Company maintains strict regulations on the quality of natural gas and LPG purchased by its subsidiaries: the quality of natural gas is required to meet the national standards of Gas I or Gas II category under *Natural Gas*, whilst LPG is required to meet the relevant national standards of *Liquefied Petroleum Gas*.

In order to monitor the real-time quality of natural gas more effectively, each subsidiary is required to request natural gas and LPG suppliers to provide reports on gas quality. For stations that receive a large intake of gas and LPG, real-time monitoring through online chromatography is arranged. For stations that receive a smaller intake, *Certifications of Product Quality* must be obtained from suppliers on a quarterly basis as a minimum, and these stations are responsible for tracking the quality of gas from time to time. For example, stations located in the Tianjin, Zhuozhou, Qinhuangdao and other upstream stations have applied the use of online chromatography and use online monitoring to analyse purchased gas components. Should the quality of gas fail quality controls, the online chromatography will immediately trigger an alarm automatically. Meanwhile, the Group will immediately switch gas sources to restrict purchases of substandard gas. In addition, the Group requires suppliers to provide polyethylene pipes and fittings, gas meters, galvanised pipes, pressure regulators, valves and flowmeters that comply with national and industrial standards.

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5.3 Improvement of Customer Satisfaction

In order to standardise procedures for servicing and handling customer complaints, the Group has formulated the *Customer Complaints Management Measures*, which forms an effective complaint management mechanism to ensure the timely, effective, fair and reasonable resolution of customer complaints. In order to improve the quality of customer services, each subsidiary is required to comply with, and to implement, this mechanism. Customers can report problems and provide requests to customer services through the customer service hotline and the customer services shall make appropriate arrangements according to the category of complaints. Customer services are then required to designate responsibilities and follow-up actions for the Company's headquarters and subsidiaries as per the severity level of complaints. Subsidiaries are principally responsible for customer complaints, and are required to categorise the complaint type within prescribed time limits, completely carry out tracking management, resolve issues swiftly, and handling all cases within 24 hours, and following the closure of a complaint, to carry out customer satisfaction surveys and keep documentary records. The Company's headquarters conducts monitoring and spot checks on customer complaint details and incident follow ups; if customer complaints are found to have been handled in a manner that have not met requirements, or reports are found to be have been misrepresented or falsified and caused significant impacts on the Group as a result, punishments are carried out in accordance with the Group's relevant procedures.

During the Reporting Period, the Group received a total of 234 complaints relating to its products and services. For complaints within the business scope of repairs and replacements, workmen are assigned by subsidiaries to user's households to carry out repair and testing in a timely manner; for complaints outside the business scope of gas companies, users are informed to communicate with equipment manufacturers directly; for complaints from users relating to renovations which they have carried out on their own and which have resulted in the inability to obtain gas smoothly, customer services patiently provide explanations to the users and issue a rectification notice; for complaints relating to customer service attitude, subsidiaries conduct internal investigations and subsequently make internal adjustments. In 2019, customer feedback surveys indicated satisfaction rates close to 100%. Besides receiving verbal complements from customers, the Group also received commendations such as thank-you letters and pennants.

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5.4 Ensuring Customer Privacy

The Group acts in strict compliance with laws and regulations relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress. Moreover, the Group acts in strict compliance with requirements relating to sales and credibility control, forbidding the use of false or misleading descriptions under any circumstances, when promoting products and conducting transactions. The Group also emphasises privacy and information security between itself and its customers, and requires employees privy to confidential information to sign a confidentiality agreement. These employees are also required to commit themselves to strictly protecting customer information when servicing them. The Group forbids the disclosure of relevant information to a third party without the consent of both parties. During the Reporting Period, the Group did not have any non-compliance incidents relating to the aspects above.

5.5 Anti-corruption

The Group attaches great importance to anti-corruption, corporate integrity and honesty, and with reference to laws and regulations relating to bribery, extortion, fraud and money laundering, has developed *Negative List of Malpractices*, which details whistle-blowing procedures of reporting and eliminating any forms of bribery and corruption. During the Reporting Period, the Group had no non-compliance incidents relating to the aspects above.

In order to eliminate corruption during construction works, the Group has formulated procedures for the procurement of materials and equipment such as *Management Measures for Tendering*, *Management Measures for Non-tendering Procurement*, and specified responsibilities for each procurement division. The tender team of the headquarters are responsible for the selection of material and equipment suppliers that are shortlisted through tenders or non-tender procurement. Gas meters, flow meters, polyethylene pipes and galvanised pipes are centrally procured by the headquarters. Any forms of bribery between the subsidiaries and their suppliers are forbidden. Moreover, the internal control legal department is responsible for monitoring tendering and non-tendering procurement processes, ensuring that reviews are conducted in an open, fair and impartial manner, and preventing any form of extortion, fraud and money laundering. All tenders involve the participation of internal control supervisors, and for each tender project, phone numbers and email addresses of supervisors are publicly disclosed. Video recordings capture the entire tender process, creating an “open, fair, and impartial” procurement environment, enabling the Group to select suppliers of “high quality, economical, good service, and free from wrong-doing”.

For further details on the Group’s anti-corruption measures, please refer to the Corporate Governance Report in the Company’s 2019 Annual Report.

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6. CARING ACTION

The Group strives to give back to the community through practical actions, participates in various community activities, and establishes harmonious relationships with local communities. From time to time, Binhai Investment hosts safety lectures in communities, and arranges for security personnel to conduct safety inspections in key parts of communities, which improves users' awareness of gas safety and eliminates unsafe elements. The Group also contributes to community building through donating goods, services or direct assistance in order to build a safer, greener and more harmonious community.

Examples of Binhai Investment's Community Services during the Reporting Period

Figure 1



The Group Participated in the 2019 Tianjin Urban Management Committee Science and Technology Week

On 18 May 2019, as a representative of the gas enterprise, the Group participated in the 2019 Urban Management Committee Science and Technology Week. A total of 9 employees participated in the event. The event attracted widespread attention from the public, in particular, the internet-of-things Bluetooth alarm technology that is close to the daily lives of residents. It fully demonstrated gas safety and the scientific concept of gas technology, achieving great publicity.

Haiyan Company Regularly Enters the Community to Voluntarily Promote Gas Knowledge and Safety

In 2019, the Haiyan Company regularly engaged the community on a monthly basis to promote gas safety. It distributed over 1,000 brochures, received over 300 consultations on gas, and provided over 50 safety services on site. This reflected the Company's corporate responsibility in making contributions to and providing services to the society.

Figure 2



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Figure 3



Changle Company Launches its “Safe Production Month” Campaign

On 14 June 2019, Chanle Company launched its “Safe Production Month” campaign, involving a total of 7 employees. The activity involved popularising the knowledge of safe gas usage, increasing citizens’ awareness of safe gas usage. It is of positive significance to further prevent and curb the occurrence of gas accidents, promote urban gas safety, and for the company to realise sustainable development.

The Group Participated in a Mid-autumn Festival Visit in the Community

On 12 September 2019, the Group participated in a Mid-autumn festival evening visit in the Community, with a total of 12 employees participating. They accompanied the elderly, the disabled, and the single-dwelling elderly to experience a fortuitous, happy and peaceful festival.

Figure 4



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7. THE GROUP'S ESG PERFORMANCE DATA

Data measurement and calculation methods adopted in this Report are stated where appropriate.

Environmental Key Performance Indicators	Unit	2019	2018	2017
Resource Consumption¹				
Purchased Electricity	kWh	151,660	154,040	176,943
	kWh/employee ²	1,516.60	1,750.45	2,131.84
Purchased Freshwater ³	m ³	38.45	30.47	32.4
	m ³ /employee	0.38	0.35	0.39
Purchased Heat	GJ	211,783	217,232	148,075
	GJ/employee	2,117.83	2,468.55	1,784.04
Purchased Natural Gas ⁴	cubic metres	4,082	0	0
	cubic metres/employee	40.82	0	0
Hazardous Waste Generation by Type⁵				
Electronic Waste	kg	10	20	75
	kg/employee	0.10	0.23	0.90
Battery ⁶	pieces	72	200	500
	pieces/employee	0.72	2.27	6.02
Mercury-containing Light Tubes ⁷	tubes	200	70	120
	tubes/employee	2.00	0.80	1.45
Ink Cartridges	pieces	20	9	11
	pieces/employee	0.20	0.10	0.13

¹ The scope of these figures covers the resources used at the Group's headquarters in Tianjin.

² Calculated based on the Group's total number of employees as at 31 December 2019. Where the scope of the figures in this table solely covers the Group's headquarters, corresponding intensity calculations were based on the number of employees at the Group's headquarters.

³ As the water consumed at the Group's rented headquarter offices is calculated and managed by the building's property management company, the water consumption data disclosed in this Report does not include the office's annual water consumption, but rather, water consumed from purchased water carboys. The water consumption figures for 2019, 2018 and 2017 have been estimated from the number of water carboys purchased. The Group does not have issues in sourcing water fit for purpose.

⁴ The Group's use of purchased natural gas has been for the newly constructed canteen at the Group's headquarters since June 2019.

⁵ The scope of these figures covers the hazardous waste generated at the Group's headquarters.

⁶ In 2019, most of the old office equipment used by the Group that require battery installation were replaced, leading to a noticeable reduction in discarded batteries.

⁷ In 2019, the Group renovated the office area and replaced all mercury-containing light tubes with energy-efficient lights, leading to a noticeable increase in discarded mercury-containing light tubes.

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Environmental Key Performance Indicators	Unit	2019	2018	2017
Non-hazardous Waste Generation by Type¹				
Paper	kg	1,320	1,800	1,247
	kg/employee	13.20	20.45	15.03
Waste Used Meters ²	pieces	79,982	39,332	not reported on
	pieces/employee	44.21	23.03	
Waste Used Pipes ³	m	43,683	7,548	
	m/employee	24.15	4.42	
Air Pollutant Emissions⁴				
Nitrogen Oxides (NO _x)	tonnes	4.75 x 10 ⁻²	1.2 x 10 ⁻²	2.6 x 10 ⁻²
Sulphur Oxides (SO _x)	tonnes	1.72 x 10 ⁻³	1.4 x 10 ⁻⁴	3.5 x 10 ⁻⁴

¹ The scope of paper waste generated covers the Group's headquarters, whilst waste used meters and waste used pipes generated covers the Company and all its subsidiaries.

² In line with the Group's uniform replacement plan for old and used meters, in 2019, the Group replaced old metres from 2004 or before, leading to an increase in the number of discarded meters.

³ In order to eliminate latent dangers in the operation of the pipeline network, improve the capacity of gas supply, and reduce the supply-sales differential, in 2019, the Group strengthened the reconstruction of latently dangerous pipeline networks, and carried out rectification in batches according to the severity of dangers, leading to an increase in discarded waste pipes.

⁴ Figures for 2019 include air pollutants generated from vehicles and natural gas, whereas figures for 2018 and 2017 include air emissions generated from vehicles only. The scope for vehicles are those that are owned and operated by the Group's headquarters. Calculations and emission factors used for air pollutants generated from the use of natural gas were made with reference to the *Manual of the First National Pollution Source Census of Urban Life Sources and Pollution Emission Factors* published by the State Council, and calculations and emission factors used for air pollutants generated from the use of vehicles were calculated with reference to the *Technical Guide for Air Pollutant Emission Inventory for Road Vehicles (Trial)* published by the National Development and Reform Commission of the PRC.

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Environmental Key Performance Indicators	Unit	2019	2018	2017
Greenhouse Gas Emissions¹				
Scope 1 – Direct Emissions				
Vehicle Fleet ²	tonnes CO ₂ e	14.33	21.50	53.64
	tonnes CO ₂ e/ employee	0.14	0.24	0.64
Natural Gas Consumption ³	tonnes CO ₂	656.48	0	0
	tonnes CO ₂ / employee	6.56	0	0
Scope 2 – Indirect Emissions				
Purchased Electricity ⁴	tonnes CO ₂	134.11	136.22	156.47
Purchased Heat ⁵	tonnes CO ₂	23,296.13	23,895.52	16,288.25
Scope 2 Total Emissions	tonnes CO ₂ / employee	234.30	273.09	198.13
Scope 3 – Other Indirect Emissions				
Waste Paper Disposed at Landfill Sites ⁶	tonnes CO ₂ e	3.94	4.80	7.92
Business Travel ⁷	tonnes CO ₂ e	7.23	4.39	3.20
Scope 3 Total Emissions	tonnes CO ₂ e/ employee	0.11	0.10	0.13

¹ The scope of these figures covers the greenhouse gas emissions generated from the Group's headquarters.

² Greenhouse gas figures and emission factors were calculated with reference to the *Guidelines for Accounting and Reporting of Greenhouse Gas Emissions from Land-based Transportation Enterprises (Trial)* published by the National Development and Reform Commission of the PRC.

³ Greenhouse gas figures and emission factors were calculated with reference to the *Natural Gas (GB17820-2018)* jointly published by the State Administration for Market Regulation and the Standardisation Administration of China.

⁴ Greenhouse gas figures and emission factors were calculated with reference to the *2011 and 2012 PRC's Regional Grid Average Carbon Dioxide Emission Factor* published by National Development and Reform Commission of the PRC.

⁵ Greenhouse gas figures and emission factors were calculated with reference to the *Guidelines for Accounting Methods and Reporting of Greenhouse Gas Emissions in Enterprises in Other Industries (Trial)* published by the National Development and Reform Commission of the PRC.

⁶ Greenhouse gas figures and emission factors were calculated with reference to the *Guidelines to Account for and Report on Greenhouse Gas Emissions and Removals for Buildings (Commercial, Residential or Institutional Purposes) in Hong Kong 2010 version* published by the Hong Kong Electrical and Mechanical Services Department and Environmental Protection Department.

⁷ Greenhouse gas figures were calculated with reference to the methodology of calculation of carbon emissions generated from air travels published by The International Civil Aviation Organization (ICAO) under the United Nations Agency.

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Social Key Performance Indicators ¹	Unit	2019	2018	2017
Total Number of Employees	persons	1,809	1,708	1,554
Number of Employees by Employment Type				
Contract Employee	persons	1,809	1,703	1,521
Dispatched Employee	persons	0	5	33
Number of Employees by Region				
Hebei, Beijing, Tianjin	persons	1,111	1,031	903
Shandong	persons	287	295	291
Zhejiang, Hunan, Jiangxi	persons	231	217	203
Jiangsu, Anhui	persons	177	165	157
Other Locations	persons	3	0	0
Number of Employees by Gender				
Male	%	67.2	63.3	61.8
Female	%	32.8	36.7	38.2
Number of Employees by Age Group				
25 or under	%	9.0	11.6	9.1
26 to 35	%	39.1	38.9	41.4
36 to 50	%	43.0	43.1	42.4
51 or above	%	8.9	6.4	7.1
Number of Employees by Academic Qualification				
Bachelor's Degree or Above	%	26.8	24	24
College Diploma	%	29.7	not reported on	
Secondary School Senior or Technical Secondary School	%	31.5		
Early Secondary School or below	%	11.9		
Percentage of Employee Turnover by Employment Type²				
Contract Employee	%	6.56	8.76	5.06
Dispatched Employee	%	0	0	5.71

¹ The scope of these figures covers the Company and its subsidiaries.

² In 2019, we adjusted the calculation methodology for turnover rate, and have re-calculated the figures for 2017 and 2018. The relevant disclosures in this Report shall prevail.

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Social Key Performance Indicators ¹	Unit	2019	2018	2017
Percentage of Employee Turnover by Gender²				
Male	%	5.96	8.92	4.38
Female	%	8.06	8.48	6.16
Percentage of Employee Turnover by Age Group				
25 or under	%	8.99	13.16	not reported on
26 to 35	%	8.05	8.66	
36 to 50	%	5.70	6.48	
51 or above	%	2.42	6.78	
Percentage of Employee Turnover by Region				
Hebei, Beijing, Tianjin	%	5.29	9.32	not reported on
Shandong	%	8.60	8.10	
Zhejiang, Hunan, Jiangxi	%	7.60	5.24	
Jiangsu, Anhui	%	10.61	10.80	
Other Locations	%	0	0	
Training and Development of Employees				
Total number of training hours received by employees	hours	1,917	1,810	1,666
Average hours of training received per employee	hours/employee	1.06	1.06	1.4
Average Number of Training Hours Received by Gender				
Male	hours	1.6	1.5	1.4
Female	hours	1.3	1.2	1.4
Average Number of Training Hours Received by Employment Grade				
Upper Management	hours	1.4	1.3	1.4
Middle Management	hours	1.4	1.3	1.4
General Staff	hours	1.6	1.5	1.4
Percentage of Employees (by Gender) that Received Training³				
Male	%	100	100	100
Female	%	100	100	100

¹ The scope of these figures covers the Company and its subsidiaries.

² In 2019, we adjusted the calculation methodology for turnover rate, and have re-calculated the figures for 2017 and 2018. The relevant disclosures in this Report shall prevail.

³ Through considering how to improve the significance of relevant reported information, we have adjusted the calculation methodology for training data. The relevant disclosures in this Report shall prevail.

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Social Key Performance Indicators ¹	Unit	2019	2018	2017
Percentage of Employees (by Employment Grade) that Received Training²				
Upper Management	%	100	100	100
Middle Management	%	100	100	100
General Staff	%	100	100	100
Number of Suppliers by Region				
Hebei, Beijing, Tianjin	number of suppliers	60	44	39
Shandong	number of suppliers	33	24	24
Zhejiang, Hunan, Jiangxi	number of suppliers	25	20	21
Jiangsu, Anhui	number of suppliers	14	12	7
Other Locations	number of suppliers	13	10	13
Number and Ratio of Work-related Fatalities				
Number of Persons	persons	0	0	0
Ratio	%	0	0	0
Number of Working Days Lost Due to Work-related Injuries				
Number of Working Days	days	242	not reported on	

¹ The scope of these figures covers the Company and its subsidiaries.

² Through considering how to improve the significance of relevant reported information, we have adjusted the calculation methodology for training data. The relevant disclosures in this Report shall prevail.

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8. LAWS AND REGULATIONS WHICH HAVE A SIGNIFICANT IMPACT ON THE GROUP

During the Reporting Period, Binhai Investment abided by the following laws and regulations.

Aspect	Operating Location	Relevant Laws and Regulations
Relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste	Mainland China	<i>Environmental Protection Law of the PRC</i> <i>Environmental Impact Assessment Law of the PRC</i> <i>Environmental Noise Emission Standards for Construction Sites (GB 12523-2011)</i> <i>Law of the PRC on Prevention and Control of Environmental Pollution by Solid Waste</i> <i>Standards for Pollution Control of Hazardous Waste Storage</i> <i>National Hazardous Waste List</i> <i>Clean Production Promotion Law of the PRC</i> <i>Energy Conservation Law of the PRC</i> <i>Soil Pollution Control Law of the PRC</i>
Relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare	Mainland China	<i>Labour Law of the PRC</i> <i>Labour Contract Law of the PRC</i>
	Hong Kong China	<i>Employment Ordinance</i>
Preventing child and forced labour	Mainland China	<i>Regulation Prohibiting the Use of Child Labour</i>
	Hong Kong China	<i>Regulations of Child Employment</i>

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Aspect	Operating Location	Relevant Laws and Regulations
Relating to providing a safe working environment and protecting employees from occupational hazards	Mainland China	<i>Regulations on the Safety Management of Construction Projects</i> <i>Administrative Measures for Emergency Plans for Production Safety Accidents</i> <i>Fire Protection Law of the PRC</i> <i>Safe Production Law of the PRC</i>
Relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress	Mainland China	<i>Advertising Law of the PRC</i> <i>Trademark Law of the PRC</i> <i>Protection of Consumer Rights and Interests Law of the PRC</i> <i>Electronic Commerce Law of the PRC</i>
Relating to bribery, extortion, fraud and money laundering	Mainland China	<i>Criminal Law of the PRC</i> <i>Supervision Law of the PRC</i> <i>Anti Unfair-competition Law of the PRC</i> <i>Anti Money-laundering Law of the PRC</i> <i>Interim Provisions on Prohibition of Commercial Bribery</i> <i>Tendering and Bidding Law of the PRC</i>
	Hong Kong China	<i>Prevention of Bribery Ordinance</i>

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9. HKEX ESG REPORTING GUIDE CONTENT INDEX

General Disclosures and KPIs	Description	Relevant Chapter(s) of this Report or Other Explanation
Environmental		
Aspect A1: Emissions		
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 air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	3, 8
KPI A1.1	The types of emissions and respective emissions data.	7
KPI A1.2	Greenhouse gas emissions in total (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	7
KPI A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	7
KPI A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	7
KPI A1.5	Description of measures to mitigate emissions and results achieved.	3
KPI A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved.	3.2, 3.3
Aspect A2: Use of Resources		
General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials.	3.2, 3.3
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).	7
KPI A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	7
KPI A2.3	Description of energy use efficiency initiatives and results achieved.	3.2, 3.3
KPI A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved.	3.3, 7
KPI A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	Not Applicable ¹
Aspect A3: Environment and Natural Resources		
General Disclosure	Policies on minimising the issuer's significant impact on the environment and natural resources.	3
KPI A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	3.2, 3.3

¹ As the Group does not use packaging materials, this KPI is not applicable.

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General Disclosures and KPIs	Description	Relevant Chapter(s) of this Report or Other Explanation
Social		
Employment and Labour Practices		
Aspect B1: Employment		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	4, 8
KPI B1.1	Total workforce by gender, employment type, age group and geographical region.	7
KPI B1.2	Employee turnover rate by gender, age group and geographical region.	7
Aspect B2: Health and Safety		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	4.4, 8
KPI B2.1	Number and rate of work-related fatalities.	7
KPI B2.2	Lost days due to work injury.	7
KPI B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored.	4.4
Aspect B3: Development and Training		
General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	4.3
KPI B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	7
KPI B3.2	The average training hours completed per employee by gender and employee category	7
Aspect B4: Labour Standards		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.	4, 8
Operating Practices		
Aspect B5: Supply Chain Management		
General Disclosure	Policies on managing environmental and social risks of the supply chain.	5.1
KPI B5.1	Number of suppliers by geographical region.	7
KPI B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored.	5.1

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General Disclosures and KPIs	Description	Relevant Chapter(s) of this Report or Other Explanation
Aspect B6: Product Responsibility		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	5.4, 8
KPI B6.2	Number of products and service related complaints received and how they are dealt with.	5.3
KPI B6.4	Description of quality assurance process and recall procedures.	5.3
KPI B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored.	5.4
Aspect 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.	5.5, 8
KPI B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.	5.5
Community		
Aspect B8: Community Investment		
General Disclosure	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	6
KPI B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	6
KPI B8.2	Resources contributed (e.g. money or time) to the focus area	6