



ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

Corporate Social Responsibility projects and activities organised with the Group's participation:

JANUARY TO FEBRUARY



Greeners Action Lai See Reuse and Recycle Programme 2019

MARCH



Orbis Walk for Sight 2019

APRIL



Hong Kong Employment Development Service: Calbee T.H.E. Run 2019

MAY



Food Angel Volunteer Activity

JUNE



Midtown and Hong Chi Association:
Father's Day Cookies

JULY TO AUGUST



Soundwill Group and Hong Kong Playground
Association and Radio Television Hong Kong: Book
Floating

SEPTEMBER



Midtown and Greeners Action:
Mooncake Cans Collection Programme

OCTOBER



World Green Organization: Recycle Together
— Clean PET Bottle Reward Programme

NOVEMBER



Midtown and Greeners Action:
Tetra Pak Recycling Programme

DECEMBER



Midtown and Eco-Greenery:
Green Xmas Coffee Grounds Soap Workshop



ENVIRONMENTAL, SOCIAL AND
GOVERNANCE REPORT**MESSAGE FROM THE CHAIRMAN****Dear Valued Stakeholders,**

On behalf of the Board of Directors (the “Board”), I am pleased to present the Group’s 2019 Environmental, Social and Governance (“ESG”) report (the “report”).

Soundwill’s core value of “Operating with Heart” continues to shape our sustainability commitments and strategies. We are determined to go further this year by bringing sustainability values into our day-to-day operations. That is why we have chosen “Operating with Heart, Moving towards Sustainability” as this year’s reporting theme. We are dedicated to promoting caring and responsible business practices that contribute in a positive way to the communities, environment and workplaces in which we operate. We also aspire to enhance the sustainability performance of our daily operations so as to create positive change in the coming years.

Stakeholders play a unique role in our sustainability journey. On top of developing policies and initiatives to meet stakeholders’ expectations, we have deepened dialogue and engagement with our different stakeholders. For example, we conducted ESG surveys with our employees, tenants and customers during the year. These exercises allow us to better understand stakeholders’ expectations and needs in terms of our sustainability practices.

The Group is dedicated to building meaningful relationships with the local communities in which we work and live. Our Soundwill Volunteer Team has continued to give a helping hand to a wide range of community groups through charitable donations and active participation in community projects.

We believe that our success as a business depends on our employees. In line with Soundwill’s longstanding focus on “Operating with Heart”, we endeavour to create a caring workplace that gives all of our employees a healthy work-life balance and greater flexibility. We are delighted to have been recognised as a “Happy Company” under the Happiness at Work Promotional Scheme 2019, organized by the Hong Kong Productivity Council and the Promoting Happiness Index Foundation, for our caring employment practices throughout the reporting period.

We remain committed to our responsibility to protect the environment. We are proud to have received a number of awards and honours from government departments and non-governmental organisations (“NGOs”) during the reporting period in recognition of the Group’s ongoing conservation efforts. We also took steps to further improve the Group’s energy efficiency and reduce our carbon footprint by establishing an Energy Saving Team. We hope to share more environmental protection achievements in future reports.

On behalf of the Board, I would like to extend my appreciation for all of the excellent work and dedication provided by our professional teams. Relying on the co-ordinated efforts of our devoted employees, we will continue to deliver sustainable value to our stakeholders and communities, now and in the future.

Foo Kam Chu Grace
Chairman

Hong Kong, 27 March 2020



ENVIRONMENTAL, SOCIAL AND
GOVERNANCE REPORT

ABOUT THIS REPORT

Reporting Period, Standard and Scope

This report summarises the ESG-related performance, achievements and highlights of Soundwill Holdings Limited and its subsidiaries (“Soundwill” or the “Group”) from 1 January 2019 to 31 December 2019 (the “reporting period”, or “year”). Details regarding the Group’s corporate governance are provided in the Corporate Governance Report section of the Annual Report.

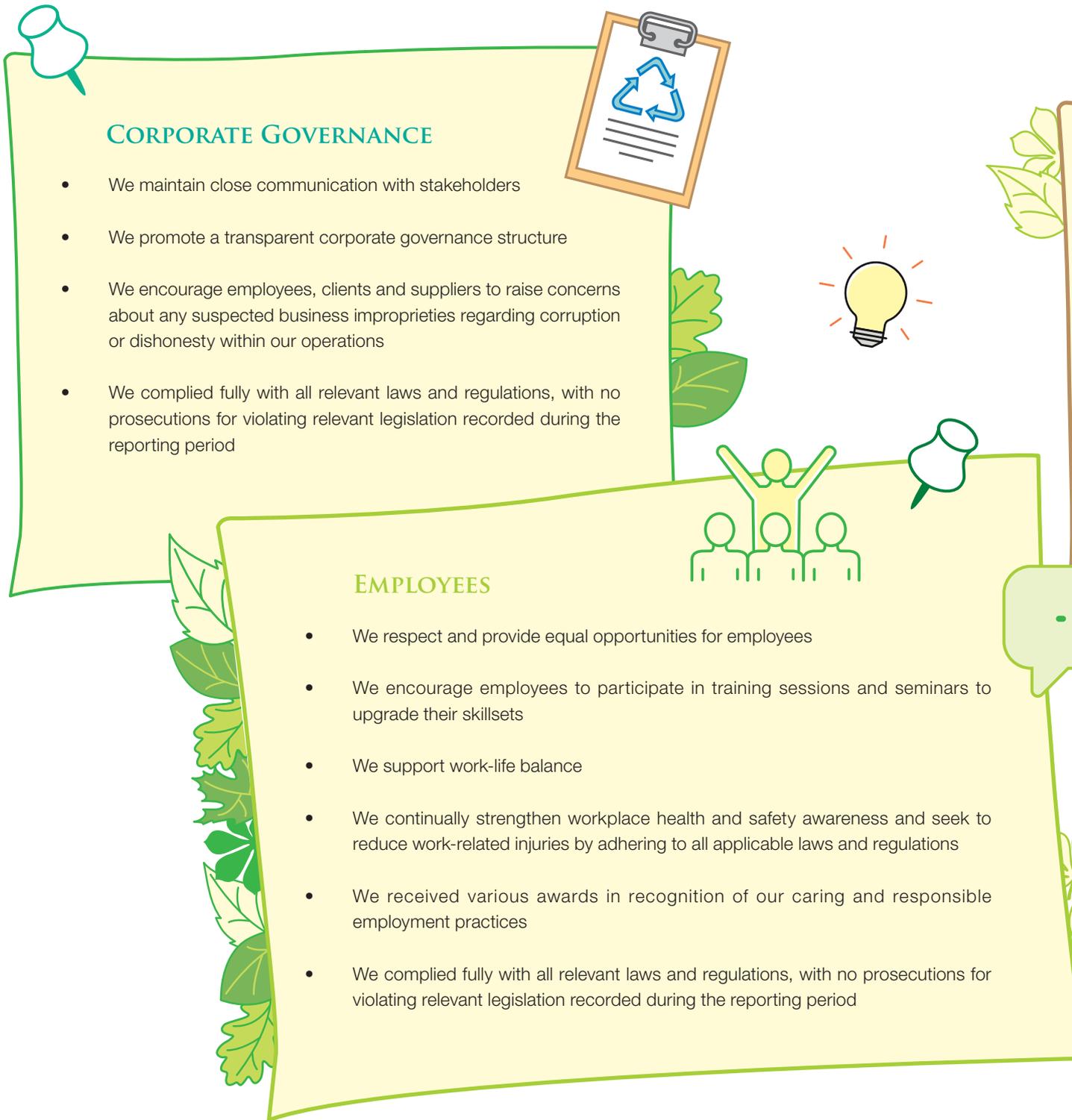
This report has been prepared in accordance with the ESG Reporting Guide set out in Appendix 27 of the Rules Governing the Listing of Securities (the “Listing Rules”) by the Stock Exchange of Hong Kong Limited (the “Stock Exchange”). The Group has adhered to the Materiality, Quantitative, Balance and Consistency reporting principles when disclosing our ESG performance in the reporting period.

This report mostly covers the material ESG performance of the principal operations of the Group’s building management business, leasing business and property development business in Hong Kong. The reported environmental and social key performance indicators (“KPIs”) cover the Group’s major operating properties. Our property development business is excluded from this report due to its insignificant impact during the reporting period. The following table summarises the operations covered in this report:

Property	Building Type
Soundwill Plaza	Commercial building (Including Headquarter Office)
Soundwill Plaza II – Midtown	Commercial building
Park Haven	Residential building
Warrenwoods	Residential building
iPLACE	Industrial building

ENVIRONMENTAL, SOCIAL AND
GOVERNANCE REPORT**Overview**

Echoing the Group's philosophy of "Operating with Heart", our sustainability strategy focuses on five key areas: Corporate Governance, Employees, Customers, Community, and the Environment. During the reporting period, the Group made the following commitments and achievements:



CORPORATE GOVERNANCE

- We maintain close communication with stakeholders
- We promote a transparent corporate governance structure
- We encourage employees, clients and suppliers to raise concerns about any suspected business improprieties regarding corruption or dishonesty within our operations
- We complied fully with all relevant laws and regulations, with no prosecutions for violating relevant legislation recorded during the reporting period

EMPLOYEES

- We respect and provide equal opportunities for employees
- We encourage employees to participate in training sessions and seminars to upgrade their skillsets
- We support work-life balance
- We continually strengthen workplace health and safety awareness and seek to reduce work-related injuries by adhering to all applicable laws and regulations
- We received various awards in recognition of our caring and responsible employment practices
- We complied fully with all relevant laws and regulations, with no prosecutions for violating relevant legislation recorded during the reporting period

ENVIRONMENTAL, SOCIAL AND
GOVERNANCE REPORT

CUSTOMERS

- We uphold customer-centric and service-oriented standards in order to achieve service excellence
- We seek to provide the best possible customer experience through product and service innovation
- We did not receive any material complaints during the reporting period

COMMUNITY

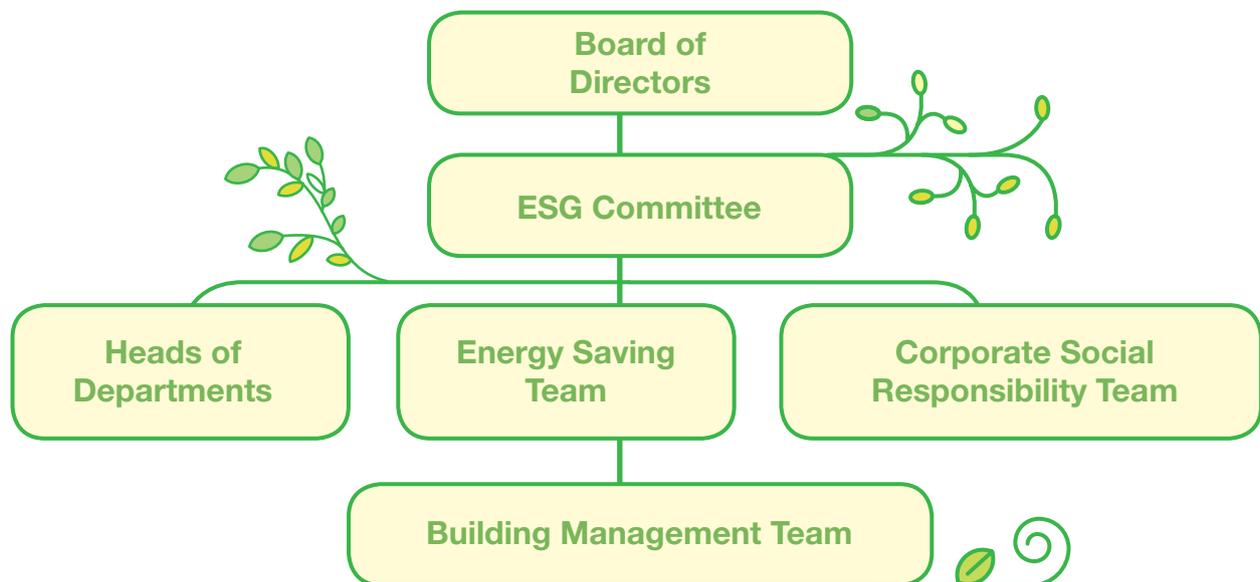
- We practice good corporate citizenship and improve the lives of beneficiaries through charitable donation and community projects
- Our Corporate Social Responsibility (“CSR”) Team and Soundwill Volunteer Team enthusiastically collaborates with other NGOs and participates in numerous community activities
- For the eighth consecutive year, we were recognised as a “Caring Company” in Hong Kong for our ongoing contribution to community engagement
- We received a number of other awards and honours for our corporate social responsibility efforts

THE ENVIRONMENT

- We are dedicated to optimising efficiency in our resource management
- We seek continuous improvement in our operational practices, in order to reduce our carbon footprint and improve the environment
- We encourage employees and business partners to participate in training programmes and activities related to environmental protection
- We complied fully with all relevant laws and regulations, with no prosecutions for violating relevant legislation recorded during the reporting period

ENVIRONMENTAL, SOCIAL AND
GOVERNANCE REPORT**ESG APPROACH****ESG Governance Structure**

The Environmental, Social and Governance Committee (the “Committee”) is responsible for directing the Group’s ESG management approach and promoting corporate ESG awareness. The Committee holds meetings on a regular basis to review ESG-related implementation efforts and policies across our operations. The Board is committed to upholding high standards of corporate governance and sustainability across Soundwill’s operations. As such, the Committee is tasked with reporting any updates on Soundwill’s sustainability-related performance, implementation efforts and policies for the Board’s review and approval. The Committee also proposes policies and procedures with a view to progressively improving the Group’s sustainability.



In the reporting period, an Energy Saving Team was established to enhance energy efficiency and conservation, and thus reduce the Group’s carbon footprint. The Energy Saving Team collaborates with the Building Management Team to monitor the effectiveness of energy saving initiatives and to regularly submit formal progress reports in regard to resource optimisation. The Energy Saving Team is also responsible for implementing plans to improve energy efficiency within the Group.

Corporate Governance

The Group holds business integrity and ethics in the highest regard. As such, the Group has established a robust corporate governance framework in order to ensure sound corporate governance and to safeguard the interests of shareholders and other stakeholders.

Our Code of Conduct and internal policies are designed to promote ethical behaviour among our staff members. The Group shall discipline any employee who violates these or otherwise engages in misconduct, in accordance with our internal guidelines.

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

Under our internal *Prevention of Fraud and Corruption Policy*, the Group prohibits all employees, including senior management and Board members, from offering, accepting, paying or authorising bribes, or any other forms of corruption.

The Group's independent internal audit team performs regular checks, formulates anti-corruption guidelines and conducts reviews. The Group has also appointed an independent auditor to ensure the fairness and completeness of our accounts.

In addition, the Group has set up an anonymous whistleblowing mechanism for employees to report any suspected cases of misconduct. All suspected cases are handled in a prudent manner. In the event that incidents of misconduct are discovered upon investigation, the case shall be referred to the relevant disciplinary body for follow-up action.

During the reporting period, there were no legal cases of corruption brought against the Group.

Stakeholder Engagement

The Group is dedicated to maintaining close collaboration and regular communication with our stakeholders. In order to understand the ESG-related issues from stakeholders' perspectives, we have identified our key stakeholder groups and proactively engaged them through various communication channels. Our communication channels used to engage key stakeholders during the reporting period are summarised in the following table:

Stakeholder Groups	Communication Channels
Shareholders/Investors 	<ul style="list-style-type: none"> • Annual and interim reports, financial statements and announcements • Annual General Meeting • Corporate website • Investor relations enquiry hotline and email • Press releases
Customers 	<ul style="list-style-type: none"> • Customer service hotline and email • Direct communication with frontline employees • Satisfaction surveys • The Soundwill Club mobile application, social media and Whatsapp
Tenants 	<ul style="list-style-type: none"> • Customer service hotline and email • Direct communication with frontline employees • Meetings • Satisfaction surveys
Media 	<ul style="list-style-type: none"> • Media enquiry hotline and email • Press conferences • Press releases

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

Stakeholder Groups	Communication Channels
<p>Employees</p> 	<ul style="list-style-type: none"> • Annual performance reviews • Employee Handbook and Code of Conduct • ESG surveys • Group activities • Internal newsletters • Intranet • Regular meetings • Email
<p>Suppliers/Vendors/Service Providers</p> 	<ul style="list-style-type: none"> • Continuous direct communication • Regular reviews and assessments
<p>Community/Non-governmental organisations</p> 	<ul style="list-style-type: none"> • Corporate website • Social media • Press releases and conferences • Events, activities and exhibitions • Sponsorships and donations



Materiality Assessment

In addition to our routine engagement with stakeholders, ESG surveys were distributed to employees during the year in order to assess the materiality of various ESG-related topics to the Group. Employees from six departments participated in the surveys, sharing their perspectives on our ESG-related performance and strategies.



A list of twenty-three ESG-related topics, identified according to the content and KPIs of the ESG Reporting Guide, were incorporated into the surveys. Employees were asked to rate the importance of each topic to the Group’s long-term business development.

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

As one of our valued stakeholder groups, our employees provided a unique set of perspectives for the Group to better identify the ESG topics that are material to our business. Based on the ESG surveys, we have summarised stakeholders' views as follows:

Top environmental topics

- Air pollutant emissions
- Climate change and greenhouse gas emissions
- Compliance with relevant environmental laws and regulation
- Wastewater discharge and management

Top governance topics

- Business ethics and integrity
- Proper channels for gathering stakeholders' feedback and comment
- Whistleblowing policy for employees, clients and suppliers

Top social topics

- Compliance with relevant local social laws and regulations
- Employee health and safety
- Employment-related issues
- Property safety

In response to stakeholders' feedback, this report focuses on disclosure related to stakeholders' top environmental, social and governance concerns. The corresponding management approach, initiatives and performance related to each topic are disclosed throughout the report.

To gain a more holistic view of the materiality of ESG issues, the Committee will endeavour to engage further stakeholder groups and thus formulate a more comprehensive materiality matrix.

ENVIRONMENTAL, SOCIAL AND
GOVERNANCE REPORT**GIVING BACK TO THE COMMUNITY****Community Involvement**

In line with the principle of “Operating with Heart”, Soundwill is committed to generating a positive social impact and extending our caring activities across different sectors. The CSR Team, in conjunction with our Soundwill Volunteer Team, demonstrates our care for the underprivileged by supporting fundraising activities, community projects and other charitable events.

**VISITING THE ELDERLY IN TUNG CHUNG**

In January, the Soundwill Volunteer Team partnered with families in Tung Chung district to visit local elderly people and provide them with gift packs.

**FLOWER GIVING ACTIVITY FOR VALENTINE'S
DAY AND MOTHER'S DAY**

On Valentine's Day and Mother's Day, the Group joined hands with Flower Workshop, a social enterprise of the Hong Kong Federation of Handicapped Youth, in support of its efforts to provide training and job opportunities for the disadvantaged through bouquet making. We distributed roses prepared by Flower Workshop to passers-by in celebration of these occasions.

**CALBEE T.H.E. RUN 2019**

We supported the Calbee T.H.E. Run 2019, organised by the Hong Kong Employment Development Service, a social enterprise dedicated to providing employment opportunities to minority groups and vulnerable groups. We raised funds by joining running competitions, and promoted social inclusion among employees.



ENVIRONMENTAL, SOCIAL AND
GOVERNANCE REPORT

FATHER'S DAY COOKIES



The Group invited Hong Chi Association, a social enterprise dedicated to creating job opportunities for people with intellectual disabilities, to bake cookies as Father's Day gifts to our customers.



FOOD ANGEL VOLUNTEER ACTIVITY

The Soundwill Volunteer Team participated in volunteer activities organised by Food Angel, helping to prepare food in support of the underprivileged community in Hong Kong.



ORBIS WALK FOR SIGHT 2019

The Soundwill Volunteer Team joined the Orbis Walk for Sight 2019 to raise money for people suffering from eye diseases.

BOOK FLOATING

To encourage the reading habit among Hong Kong people, we joined in with the Book Floating activity organised by the Hong Kong Playground Association and Radio Television Hong Kong (RTHK). A free book-sharing corner was arranged inside *Soundwill Plaza II – Midtown* for the public to take a book or bring a book to share.



ENVIRONMENTAL, SOCIAL AND
GOVERNANCE REPORT**PO LEUNG KUK FLAG DAY**

The Soundwill Volunteer Team continued to raise funds and show support to the social and educational services organised by Po Leung Kuk.

**LITTLE BEAN SPROUT FAMILY
STORYTELLING SESSION**

In collaboration with the OIWA, the Soundwill Volunteer Team joined in the “Little Bean Sprout Family Storytelling Session – Neighbourhood Development Project”. During the storytelling session, our volunteers shared stories, played games and made handicrafts with children in Tung Chung.

**MIDTOWN SUMMER DANCE WORKSHOP**

During summer break, *Soundwill Plaza II – Midtown* collaborated with the Hong Kong Outlying Islands Women’s Association (the “OIWA”) and Russ Dance Factory to offer children free dancing classes.

**2019 INCLUSIVE ENVIRONMENT
RECOGNITION SCHEME**

In partnership with the Hong Kong Joint Council for People with Disabilities and the Hong Kong Council of Social Service, we invited people with disabilities to visit our buildings. This campaign allowed us to gain a better understanding of their special needs, bringing our buildings closer to becoming barrier-free to all occupiers.



ENVIRONMENTAL, SOCIAL AND
GOVERNANCE REPORT

MAKE A WISH MAILBOX

The Group collaborated with the “Operation Santa Claus” Charity Fund for the “Make a Wish Mailbox” programme. Soundwill Club members who spent any amount at *Soundwill Plaza* and *Soundwill Plaza II – Midtown* during the promotion period were able to redeem a free Christmas card. We invited our members to write down their New Year’s wishes or goals, and helped to send out the cards. For every card sent, Soundwill Group donated HK\$1 to the “Operation Santa Claus” Charity Fund.

Charitable Donation

During the reporting period, Soundwill supported a number of beneficiaries, ranging from social service organisations and green groups to talented young athletes, through the following charitable donations and sponsorships:

Beneficiary Organisation	Activities
Greeners Action	<ul style="list-style-type: none"> Lai See Reuse and Recycle Programme 2019 – Red Packet Sponsorship Hong Kong ESG Reporting Awards Mooncake Cans Recycling Programme 2019 Tetrapak Recycling Program 2019/2020
Hong Chi Association	<ul style="list-style-type: none"> Father’s Day Cookies Giveaway Mid-Autumn Festival Mooncakes Giveaway
Hong Kong Employment Development Service	<ul style="list-style-type: none"> Calbee T.H.E. Run 2019
Flower Workshop (social enterprise of Hong Kong Federation of Handicapped Youth)	<ul style="list-style-type: none"> Valentine’s Day Roses Giveaway Mother’s Day Roses Giveaway
Hong Kong Outlying Islands Women’s Association	<ul style="list-style-type: none"> Caring Company
Leisure and Cultural Services Department	<ul style="list-style-type: none"> The 2nd National Youth Games
Orbis	<ul style="list-style-type: none"> Orbis Walk for Sight 2019
Po Leung Kuk	<ul style="list-style-type: none"> Po Leung Kuk Dress Special Day
The Boys’ Brigade	<ul style="list-style-type: none"> The Boys’ Brigade Anchor Run 2019
The Hong Kong Council of Social Service	<ul style="list-style-type: none"> 2019 The Inclusive Environment Recognition Scheme
All-China Women’s Federation Hong Kong Delegates Association	<ul style="list-style-type: none"> General Fund
South Horizons Women’s Association	<ul style="list-style-type: none"> General Fund
The Community Chest	<ul style="list-style-type: none"> The Community Chest Skip Lunch Day 2019

ENVIRONMENTAL, SOCIAL AND
GOVERNANCE REPORT**Awards and Recognitions**

Fulfilling our corporate citizenship responsibilities has always been a focus for Soundwill, and the spirit of community care is embedded in our corporate culture. In recognition of our community contributions, we were honoured as a “Caring Company” by the Hong Kong Council of Social Service for the eighth consecutive year.

In addition, we received a number of awards in appreciation of our efforts in community engagement during the reporting period:



The Hong Kong Council of Social Service



The Hong Kong Federation of Youth Groups



Hong Kong Productivity Council

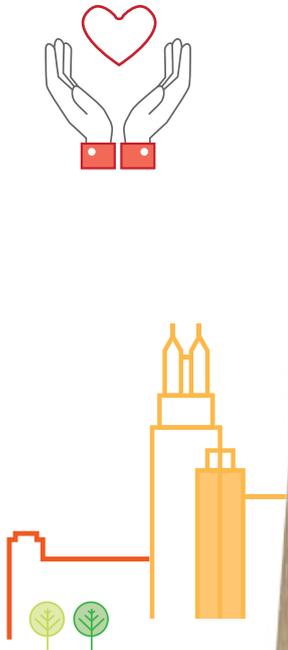


Construction Industry Council



ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

CORPORATE AND COMMUNITY PARTNERSHIP AWARD



Hong Kong Outlying Islands Women's Association



FAMILY STORYTELLING — NEIGHBOURHOODS DEVELOPMENTAL PROJECT



Hong Kong Outlying Islands Women's Association

INDUSTRY CARES RECOGNITION SCHEME



Federation of Hong Kong Industries



Warrenwoods

iPlace

ENVIRONMENTAL, SOCIAL AND
GOVERNANCE REPORT**CARING FOR OUR PEOPLE**

At Soundwill, we believe that caring for our people is the key to unlocking long-term sustainable operations and development. Guided by our people-driven culture, the Group is committed to safeguarding the rights, development and wellbeing of our employees.

Employment Practices

As an equal opportunity employer, the Group strives to promote an equitable and respectful work environment. We have instituted a fair and impartial recruitment policy to provide all staff with equal employment opportunities regardless of gender, age, ethnicity or religious background.

In determining basic salaries and remuneration packages, we adhere to the principle of fairness while taking labour market trends into consideration so as to maintain our market competitiveness. The Group strictly complies with all relevant employment legislation and ensures that salaries are in compliance with local employment laws and regulations. During the year, no cases of prosecution for violating Hong Kong's labour legislation or related laws and regulations were reported.

The Group also places high importance on fundamental human rights and prohibits any forms of unlawful labour and unethical employment practices. The Administration and Human Resources Department (the "HR Department") is responsible for verifying the ages and valid working permits of all candidates. There was no forced labour or child labour discovered in the reporting period. Should such an incident occur, the Group shall reimburse the employee in accordance with local employment laws and regulations.

In addition, the Group has zero tolerance for any form of harassment, discrimination or violence in the workplace. A reporting mechanism has been established for staff to report any such violations. During the reporting period, the Group was not aware of any violation.

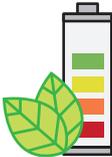
Professional Development

We believe that when our employees grow as professionals, we also grow as a company. As such, we provide training and professional development opportunities that are tailored for employees in different departments, positions and work environments.

Throughout the year, our employees participated in educational and professional programmes covering topics such as business ethics, fire safety, building safety and maintenance, occupational health and safety, and environmental protection:

Topic	Training Summary
<p data-bbox="288 1731 472 1760">Building Safety</p> 	<p data-bbox="592 1731 1430 1827">Employees attended the Building Department's Building Safety Week 2019. This deepened their understanding of building safety and relevant maintenance practices, helping to foster a safety culture in the Group's daily operations.</p>

ENVIRONMENTAL, SOCIAL AND
GOVERNANCE REPORT

Topic	Training Summary
<p>Environmental Protection</p> 	<p>By participating in the 2019 Hong Kong Awards for Environmental Excellence, our employees learned more about best practices in environmental management. This also gave them an opportunity to become familiar with innovative environmental protection ideas from other outstanding companies.</p>
<p>Waste Reduction</p> 	<p>Co-organised by the Environmental Protection Department (the “EPD”) and the Waste Reduction Projects Vetting Sub-committee Secretariat of the Environment and Conservation Fund, a briefing and experience-sharing session on “Community Involvement Projects for Waste Reduction Through Quantity-based Municipal Solid Waste Charging” gave our employees a unique opportunity to engage in constructive dialogue on waste reduction with other companies and NGOs. Our employees learned from best practices and acquired knowledge through a series of training sessions and discussions.</p>
<p>Energy Saving</p> 	<p>In support of the government’s “Climate Ready @ Hong Kong” campaign, our employees participated in a briefing session on the Energy Saving Charter 2019 and the 4Ts Charter launched by the Environmental Bureau and the Electrical and Mechanical Services Department. This training session enabled our employees to adopt best practices in energy saving and promote energy conservation in our operations.</p>

Employee Wellbeing

In pursuit of our commitment to employee wellbeing, the Group strives to maintain workplace safety and safeguard each and every one of our employees. Induction and safety training are regularly conducted to enhance staff awareness of safety issues in the workplace. To instil safety consciousness among employees, we also carry out emergency rescue drills on a regular basis in order to prevent injuries or accidents.

During the reporting period, we complied with all relevant occupational health and safety laws and regulations, with no work-related fatalities recorded. The Group intends to progressively enhance workplace safety and reduce the injury rate correspondingly.

The Group cares for our employees’ health and wellbeing. On top of a five-day work week, our employees are provided with a friendly and comfortable workplace so that they can enjoy family life while balancing work responsibilities. We also promote employee wellness and healthy lifestyles, for example by enrolling in the Smoking Cessation Programme in support of creating a smoke-free work environment.

ENVIRONMENTAL, SOCIAL AND
GOVERNANCE REPORT**Team Building**

The Group is dedicated to fostering a cohesive team culture with the aim of cultivating employees' productivity and sense of belonging. To achieve this, we have launched programmes and initiatives to promote effective communication and celebrate collaborative effort.

In addition to using the company intranet to share the Group's latest news, the Corporate Communications Team began to publish quarterly staff newsletters during the year. These newsletters were created to share tips and updates on environmentally friendly practices, wellbeing, volunteering events and staff activities.

In order to cultivate a friendly and interactive workplace, various employee bonding activities were organised throughout the year:

**SOUNDWILL FUN DAY FOR EMPLOYEES
AND FAMILIES****MONTHLY STAFF BIRTHDAY PARTY****SMOKING CESSATION PROGRAMME IN
THE WORKPLACE BY THE LOK SIN TONG
BENEVOLENT SOCIETY KOWLOON****CHRISTMAS PARTY**

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

Awards and Recognition

The Group received a number of honours and awards during the reporting period in recognition of our efforts to support employees:

<p>Partner Employer Award 2019</p>	<p>Happy Company 2019</p>	<p>Smoking Cessation Programme in the Workplace 2019</p>	<p>Good MPF Employer Award</p>
			
<p>Hong Kong General Chamber of Small and Medium Business</p>	<p>Hong Kong Productivity Council</p>	<p>The Lok Sin Tong Benevolent Society Kowloon</p>	<p>Mandatory Provident Fund Schemes Authority</p>



ENGAGING OUR CUSTOMERS

Customer Satisfaction

The Group adheres to high standards in terms of the quality of our buildings and related management services. We have a professional handover team that conducts comprehensive inspections and review to ensure the safety and quality of our buildings before units are delivered to owners and tenants.

New customers are offered a comprehensive two-year maintenance warranty and reliable after-sales services. On top of this, our building management team provides the following building management services to ensure the optimal condition and safety of our buildings:

<p>Repair and Maintenance</p>  <p>24-hour technical support by experienced engineers ready on-site, performing routine maintenance and carrying out urgent repairs in the shortest possible time</p>	<p>Safety and Security</p>  <p>Regular patrols carried out by well-trained security guards to check for property damage and safeguard the premises</p>	<p>Cleaning and Environmental Hygiene</p>  <p>Comprehensive cleaning services provided by our professional cleaning specialists for all buildings under management</p>
--	--	--

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

To foster a customer-centric culture, we have put in place a set of customer service codes and operational procedures that outline our expectations for delivering high-quality service.

We treat all customer feedback as an important resource for achieving service excellence. Customer feedback and enquiries are professionally handled, with prompt follow-up action from relevant departments. We also regularly evaluate the feedback we receive in order to drive improvement. During the reporting period, no material complaints were received.

We conducted surveys during the year to collect customer feedback and measure customer satisfaction. Results from these surveys allowed us to closely monitor the customer experience and formulate strategies to achieve service improvement.

Taking customer feedback and insights into consideration, the Group regularly reviews our services and constantly introduces innovative offerings that are tailored to meet customer expectations.

Data Protection and Intellectual Property Rights

We take great care to safeguard confidential data and information. We have established an internal procedure to ensure that customer data are protected from unauthorised personnel. Employees are strictly required to abide by this procedure with respect to the collection, handling, usage and disclosure of clients' confidential and sensitive information.

Furthermore, we respect and recognise the importance of intellectual property rights within the Group. To ensure strict compliance with relevant laws and regulations, we have appointed the Information Technology Department (the "IT Department") to perform regular monitoring and inspections to avoid the unlawful usage of unlicensed computer software.

During the reporting period, there were no cases of prosecution for violating product liability or privacy-related legislation.



PROTECTING THE ENVIRONMENT

Environmental Stewardship

The Group is committed to the principles of sustainable development and continual improvement of its environmental protection efforts. Our environmental policy sets out our approach and commitment to managing our environmental footprint across our business operations. Soundwill endeavours to:

- Comply with all relevant environmental laws and regulations;
- Manage resources with increasing efficiency;
- Consider green procurement where possible;
- Select environmentally-conscious suppliers and subcontractors that follow environmentally sound practices;
- Promote environmental awareness among staff, business partners and the public; and
- Monitor and report the environmental performance of our business.

Throughout the reporting period, we complied with all relevant environmental laws and regulations, while our ESG Committee and Energy Saving Team implemented a range of measures to uphold environmental stewardship within the Group.

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

In addition, the Group proactively promotes a “green office” culture in the workplace. Highlights of our green office guidelines are summarised below:

- Switch off idling lights and electronic devices to save energy;
- Encourage employees to take public transport to reduce personal carbon footprint;
- Support the “4Rs” (responsible procurement, reducing, reusing and recycling) to improve waste management practices and maximise efficient use of resources;
- Procure office supplies that are good for the environment and society;
- Promote environmental awareness in offices; and
- Seek continuous improvement to green office practices.

Energy Consumption and Air Emissions

The major source of the Group’s energy consumption and greenhouse gas (“GHG”) emissions originates in the daily operation of our buildings and office headquarters. As such, the Group focuses on optimising electricity consumption in our premises in order to reduce our carbon footprint.

The ESG Committee and Energy Saving Team regularly collect, monitor and analyse our electricity consumption. This serves as a precautionary measure that helps to identify opportunities for improving and reviewing our reduction targets, as well as formulating strategies for our energy management.

Overview of Electricity Consumption and GHG Emissions				
Electricity Consumption				
Property	Unit	2019	2018	% Change
Soundwill Plaza	'000 kWh	2,951.29	3,962.12	-25.51%
Soundwill Plaza II – Midtown	'000 kWh	1,280.27	1,262.19	+1.43%
Park Haven	'000 kWh	407.12	421.10	-3.32%
Warrenwoods	'000 kWh	363.89	354.57	+2.63%
iPLACE	'000 kWh	362.01	366.70	-1.28%
Total consumption	'000 kWh	5,364.58	6,366.68	
Total intensity ^(Note 1)	'000 kWh/ Gross Floor Area (m ²)	0.093	0.111	-15.74%

Greenhouse Gas Emissions ^(Note 2)				
Property	Unit	2019	2018	% Change
Soundwill Plaza	Tonnes of CO ₂ equivalent (tCO ₂ e)	2,390.54	3,169.70	-24.58%
Soundwill Plaza II – Midtown	tCO ₂ e	1,037.02	1,009.75	+2.70%
Park Haven	tCO ₂ e	329.77	336.88	-2.11%
Warrenwoods	tCO ₂ e	294.75	283.66	+3.91%
iPLACE	tCO ₂ e	181.00	187.02	-3.22%
Total emissions	tCO ₂ e	4,233.08	4,987.01	
Total intensity ^(Note 1)	tCO ₂ e/m ²	0.074	0.087	-15.12%

Note 1: The gross floor area of the five properties under management is 57,556m².

Note 2: The Group generated Scope 2 GHG emissions only, which refers to indirect carbon emissions resulting from the generation of purchased electricity from the head office and properties under management. The disclosed GHG emission data are revised and consolidated based on the applicable emission factors as reported by the respective electricity providers.

ENVIRONMENTAL, SOCIAL AND
GOVERNANCE REPORT

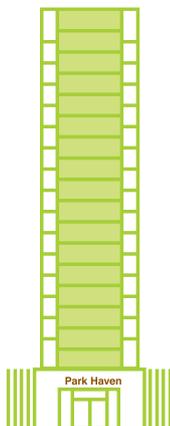
As a result of energy-saving measures in the buildings we manage, the overall electricity consumption and GHG emissions during the reporting period decreased by over 15% compared to the previous year. Slight increases in the electricity consumption of *Soundwill Plaza II – Midtown* and *Warrenwoods* were recorded. The occupancy rate at *Soundwill Plaza II – Midtown* increased in the reporting period, resulting in higher pedestrian flows and a slight increase in electricity consumption. At *Warrenwoods*, the Group optimised the operating hours of the swimming pool pump to ensure water quality and installed external lighting to improve street lighting and visibility, which contributed to a 3.9% increase in electricity consumption during the year.

In light of the reductions in electricity consumption and carbon emissions achieved at our other buildings, we shall pay careful attention to reviewing consumption patterns and developing energy targets and plans for *Soundwill Plaza II – Midtown* and *Warrenwoods*.

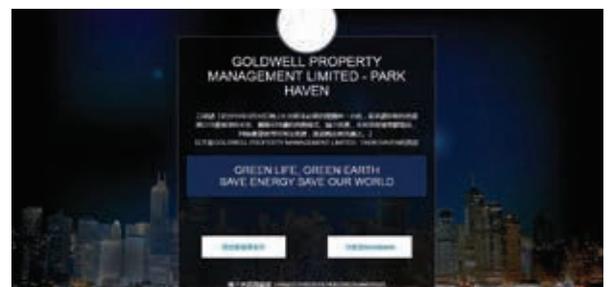
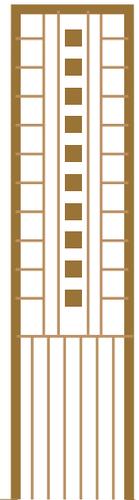
In addition, the Group enthusiastically collaborates with various government departments and NGOs to promote the importance of energy conservation among our employees, customers and the general public. Highlights from the reporting period included:

CHARTER ON EXTERNAL LIGHTING
2019 — GOLD AWARD 2019

The Environmental Bureau presented *Park Haven* and *Warrenwoods* with a Gold Award of the Charter on External Lighting 2019 in recognition of our ongoing efforts to reduce energy wastage and conserve resources by switching off external lighting installations during off-peak hours.

NO AIR CON
NIGHT 2019

To promote the sensible use of air-conditioning and low carbon living, *Warrenwoods* actively joined in the No Air Con Night 2019 organised by Green Sense, achieving a participation rate of over 50%.



EARTH HOUR 2019

We joined the World Wildlife Fund's (the "WWF") Earth Hour 2019, where lights in the buildings we manage were symbolically switched off for an hour to promote energy conservation and carbon footprint reduction.

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT



ENERGY SAVING CHARTER ON “NO ILB” 2019

We are committed to promoting greener lighting in order to conserve energy and combat climate change. *Warrenwoods* and *Soundwill Plaza* signed up to the government’s Energy Saving Charter on “No Incandescent Light Bulbs (ILB)” 2019.




ENERGY SAVING CHARTER 2019

In response to the government’s “Climate Ready @ Hong Kong” campaign, *Soundwill Plaza* and *Park Haven* signed the Energy Saving Charter 2019. This involved proactively promoting energy conservation in our daily building operations and maintenance, as well as taking responsibility for sharing best practices in energy saving with our tenants, customers and the public.

The Group understands the impact of air quality on public health and the environment. Our principal operations, as described in the reporting scope, do not produce a significant amount of air pollutant emissions, such as nitrogen oxides (“NOx”), sulphur oxides (“SOx”) and particulate matter (“PM”). Despite this, we remain dedicated to promoting better air quality and monitoring associated emissions in our buildings. We perform regular inspections and assessments on the indoor air quality of our properties. Our efforts to improve indoor air quality have earned us Indoor Air Quality Certifications (Good Class) for both *Soundwill Plaza* and *Park Haven*. We will continue to reduce air pollutant emissions across our operations so as to mitigate potential health and environmental impacts.

ENVIRONMENTAL, SOCIAL AND
GOVERNANCE REPORT**Water Consumption and Wastewater Management**

The Group strives to reduce water usage and increase water efficiency in our buildings. In addition to the installation of sensor-activated devices and self-closing water taps, we also conduct regular inspections of the water supply in our buildings to identify water-saving opportunities.

The Group does not generate a significant amount of wastewater from our principal operations as described in the reporting scope. However, we endeavour to promote water stewardship and improve wastewater management through a series of awareness-building programmes. Periodic monitoring and inspections are conducted on the drainage system of our buildings to ensure the discharge of wastewater meets local environmental standards. We also work constantly to explore opportunities to enhance our future wastewater management.

Overview of Water Consumption ^{(Note 1) (Note 2)}				
Property	Unit	2019	2018	% Change
Soundwill Plaza ^(Note 3)	m ³	27,671	29,175	-5.16%
Soundwill Plaza II – Midtown	m ³	5,507	7,047	-21.85%
Park Haven	m ³	1,024	1,165	-12.10%
Warrenwoods	m ³	1,192	1,157	+3.03%
iPLACE	m ³	7,604	7,592	+0.16%
Total consumption	m ³	42,998	46,136	-6.80%
Total intensity ^(Note 4)	m ³ /m ²	0.747	0.802	

Note 1: Minor adjustments have been made to refine the data collection and calculation method, resulting in a slight modification of the relevant data. Adhering to the reporting principle of consistency, the Group shall report on any adjustment or refinement of the data.

Note 2: The disclosed water consumption data are consolidated based on the water bills received in the year.

Note 3: In Late 2019, a government subsidy was provided to waive part of the water and sewage charges, resulting in a delay in receiving the water bills from the Water Supply Department. As such, the disclosed water consumption figures for year 2019 represent the combination of actual figures based on the received water bills and projected figures.

Note 4: The gross floor area of the five properties under management is 57,556m².

During the year, the building management team held frequent dialogue with the Owner's Committee of *Warrenwoods* to further enhance residents' experience and maintain the condition of the building. In response to residents' concerns, the building management team has implemented active management services, such as increasing the frequency of irrigation to maintain pleasant greenery and conducting maintenance and cleaning of the water drainage system and swimming pool, resulting in a 3% increase in water consumption at *Warrenwoods*.

Waste Management

In recognition of the need to reduce our environmental footprint, we optimise our resource consumption and manage waste according to the "4R" principles: responsible procurement, reducing, reusing and recycling.

ENVIRONMENTAL, SOCIAL AND
GOVERNANCE REPORT

To promote recycling and reducing waste from the buildings we manage, we collect recyclable waste and set up relevant facilities for recycling. The recyclables collected include used clothing items, used batteries, red packets, electronic waste, stationery, festival decorations, plastic bottles, aluminium cans and paper-based products. We also organised a number of campaigns throughout the year as a way to educate customers and employees on waste sorting and recycling.

We are progressively moving from paper-based communication to electronic documentation for daily office tasks, so as to minimise unnecessary paper waste. To further promote a paperless office culture, we supported the World Green Organisation's Paper Saving Campaign and implemented various paper reduction measures in our offices.

The Group carefully manages the waste that we produce, in addition to optimising the use of resources. Waste generated from our buildings is segregated on-site and collected by qualified contractors for proper disposal.

The ESG Committee and Energy Saving Team are working to identify opportunities within our building management business to improve waste management practices and maximise the efficient use of resources.

Overview of Waste Disposal and Recycling in 2019 <small>(Note 1) (Note 2) (Note 3)</small>			
Property	Unit	Disposed	Recycled <small>(Note 4)</small>
Soundwill Plaza <small>(Note 5)</small>	kg	221.60	6.74
Soundwill Plaza II – Midtown <small>(Note 5)</small>	kg	27.26	4.94
Park Haven <small>(Note 6)</small>	kg	21,926.80	564.40
Warrenwoods <small>(Note 6)</small>	kg	15,175.52	1,326.35
iPLACE <small>(Note 5)</small>	kg	49.35	0.03
Total waste	kg	37,400.53	1,902.46

Note 1: The Group's building management and leasing businesses did not produce or handle any hazardous waste during the reporting period.

Note 2: Waste is not a material issue for the Group's building management and leasing businesses. Therefore, waste intensity figures have not been disclosed.

Note 3: The waste data that have been disclosed are based on records provided by waste contractors and collected by the building management team. Minor adjustments have been made to refine the data collection and calculation method, resulting in a slight modification of the relevant data. Adhering to the reporting principle of consistency, the Group shall report on any adjustment or refinement of the data.

Note 4: Recycled waste included paper-based products, cardboards, plastic bottles and aluminium cans that were collected and handled in the head office and properties under management during the reporting period. The data for other recycled items, such as clothing items, used batteries, red packets, electronic waste, stationery, festival decorations and peach blossom trees, have not been disclosed.

Note 5: In *Soundwill Plaza*, *Soundwill Plaza II – Midtown* and *iPLACE*, the relevant data refer to the waste collected in common areas, such as building lobbies. Due to the limited space of such common areas, the collection data for general disposal and recycled items are lower relative to other buildings under management.

Note 6: In *Park Haven* and *Warrenwoods*, the relevant data refer to the waste collected in the refuse chambers and recycling facilities on each residential floor. In this regard, the collected data for general disposal and recycled items are high relative to other buildings under management. In addition, the weight of collected general waste disposal is estimated using available information on average waste density and the volume collected.

ENVIRONMENTAL, SOCIAL AND
GOVERNANCE REPORT

In the reporting period, we also participated in a variety of waste reduction and recycling programmes:



PAPER SAVING CAMPAIGN 2019

To reduce paper use and promote recycling, we supported the World Green Organisation's "Paper Saving Campaign 2019" by reducing unnecessary use of paper in the workplace and raising employee awareness through posters.

SOUNDWILL GROUP
STATIONERY RECYCLING
PROGRAMME

In collaboration with the Bank of Stationery, *Soundwill Plaza* and *Soundwill Plaza II – Midtown* set up a recycling spot to collect used toys and stationery. The campaign benefited underprivileged families while encouraging young people to adopt a sustainability attitude.

LAI SEE REUSE AND RECYCLE
PROGRAMME 2019

In support of Greeners Action's "Lai See Reuse and Recycle Programme 2019", *Soundwill Plaza* and *Soundwill Plaza II – Midtown* distributed "Reborn Lai See" for free and set up recycling corners to collect and recycle used red packets. This programme encouraged the general public to reduce the purchase of red packets, and cultivated the habit of recycling and reusing "Reborn Lai See".

PEACH BLOSSOM
TREES RECYCLING
PROGRAMME

The Group collaborated with the Environmental Protection Department and recycled peach blossom trees after the Lunar New Year, giving them a second life. We also encouraged our tenants to donate used trees for reuse as mulch and compost.

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT



NO STRAW THANKS CAMPAIGN

Our Soundwill Club launched a “No Straw Thanks” campaign for customers to redeem reusable straws and water bottles. This campaign not only encouraged customers to use their own utensils in their daily lives, but also increased awareness among customers about reducing usage of plastics.



RECHARGEABLE BATTERY RECYCLING PROGRAMME

In partnership with the Environmental Protection Department, the Group supported the “Rechargeable Battery Recycling Programme” in our building by providing conveniently located collection boxes, so as to promote the recycling of used rechargeable batteries and waste reduction.



MIDTOWN AND GREENERS ACTION: MOONCAKE CANS COLLECTION PROGRAMME

Soundwill Plaza II —

Midtown supported the “Mooncakes Cans Collection Programme” organised by Greeners Action. Recycling boxes brought the message of food waste reduction to the community and encouraged the public to treasure food.



MIDTOWN AND FOOD GRACE MOONCAKE COLLECTION

By signing the Food Grace Charter, we pledged to reduce food waste by collecting surplus mooncakes in Soundwill Plaza II — Midtown and donating them to disadvantaged families.



ENVIRONMENTAL, SOCIAL AND
GOVERNANCE REPORT**BOTTLE RECYCLE REWARD PROGRAMME**

We partnered with the World Green Organisation to launch a “Bottle Recycle Reward Programme” in *Soundwill Plaza II – Midtown*. To raise awareness of the public, we incentivised customers to recycle used plastic bottles in exchange for cash rewards.

**MIDTOWN AND GREENERS ACTION:
TETRA PAK RECYCLING PROGRAMME**

Soundwill Plaza II – Midtown collaborated with Greeners Action’s “Tetrapak Cleaning Recycling Scheme” by placing a recycling bin in the building lobby for half the year. During the period, an educational booth was regularly set up to promote environmental protection to the public.

**MIDTOWN AND ECO-GREENERGY GREEN XMAS
COFFEE GROUNDS SOAP WORKSHOP**

In collaboration with Eco-Greenery, the Group organised a “Green Xmas Coffee Grounds Soap Workshop” in *Soundwill Plaza II – Midtown* before Christmas. This workshop encouraged customers to reuse coffee grounds creatively, turning them into delicate soap gifts that make the Christmas festivities even more meaningful.

Sustainable Procurement

The Group promotes sustainable procurement practices when procuring office or building management supplies. Suppliers or contractors with environmentally friendly and socially responsible business practices are favourably considered during procurement. It is mandatory for all of our business partners to comply strictly with all local laws and regulations with respect to environmental protection and social issues.

We prioritise the use of environmentally friendly and sustainable office supplies. These include electronic equipment with Grade 1 Energy Labels and Forest Stewardship Council (“FSC”) certified paper in our offices, biodegradable plastic umbrella bags in our building premises, and recycled hand towels.

We work to raise awareness among our suppliers and contractors of the importance of environmental protection and resource conservation.

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

Awards and Recognition

In acknowledgment of the ESG Committee's continuous efforts to integrate sustainability into our daily practices, the Group received various environmental awards and recognition during the reporting period, including the following:



LAI SEE REUSE AND RECYCLE PROGRAM 2019

Greeners Action



GREEN OFFICE AWARD LABELLING SCHEME

World Green Organisation



INNOESG PRIZE

Societynext Foundation, WoFoo Social Enterprises, UNESCO HK Association — Global Peace Centre (GPC)



ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT



HONG KONG GREEN ORGANISATION CERTIFICATION
 — ENERGYWISE CERTIFICATE
 — WASTEWIS\$E CERTIFICATE

The Environmental Campaign Committee



HONG KONG GREEN ORGANISATION

Environmental Campaign Committee



THE WAY AHEAD

Looking to the future, the Group will continually seek to develop as a socially and environmentally responsible enterprise as part of our ongoing commitment to sustainability. We will remain committed to continuously improving our sustainability performance and integrating sustainable practices into our daily operations. In support of Goal 13 (Climate Action) of the United Nations Sustainable Development Goals, the Group will place strong emphasis on mitigating climate change and its impacts. As such, we shall continue to explore the opportunities and assess the risks of climate issues that are relevant to our business operations. In pursuit of our commitment, we hope to enhance stakeholders' awareness of climate and other sustainability issues via active engagement. Through collaborative efforts, the Group envisages constructing a more focused and transparent sustainable development framework to pave the way ahead.

ENVIRONMENTAL, SOCIAL AND
GOVERNANCE REPORT

ESG CONTENT INDEX

Aspect/Description/KPI		Statement/Section	Page No.	
A. Environment				
A1 Emission				
A1	General Disclosure	(a) the policies (b) compliance with relevant laws and regulations that have a significant impact on the issuer	Protecting the Environment In the year, the Group was not aware of any material non-compliance with relevant laws and regulations that had a significant impact on the Group.	48–58 N/A
A1.1	Types of emissions and respective emissions data		Energy Consumption and Air Emissions	49–51
A1.2	Greenhouse gas emissions in total and, where appropriate, intensity		Energy Consumption and Air Emissions	49–51
A1.3	Total hazardous waste produced and, where appropriate, intensity		Waste Management	52–56
A1.4	Total non-hazardous waste produced and, where appropriate, intensity		Waste Management	52–56
A1.5	Description of measures to mitigate emissions and results achieved		Energy Consumption and Air Emissions	49–51
A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved		Waste Management	52–56
A2 Use of Resources				
A2	General Disclosure		Protecting the Environment	48–58
A2.1	Direct and/or indirect energy consumption by type in total and intensity		Energy Consumption and Air Emissions	49–51
A2.2	Water consumption in total and intensity		Water Consumption and Wastewater Management	52
A2.3	Description of energy use efficiency initiatives and results achieved		Energy Consumption and Air Emissions	49–51
A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved		The Group did not have any issues in sourcing water. However, the Group has been actively engaging employees on water conserving practices.	N/A
A2.5	Total packaging material used for finished products and, if applicable, with reference to per unit produced		The Group did not use any packaging materials for finished products.	N/A
A3 The Environment and Natural Resources				
A3	General Disclosure		Protecting the Environment	48–58
A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them		Protecting the Environment	48–58

ENVIRONMENTAL, SOCIAL AND
GOVERNANCE REPORT

Aspect/Description/KPI		Statement/Section		Page No.
B. Social				
B1 Employment				
B1	General Disclosure	(a) the policies	Caring for our People	44–47
		(b) compliance with relevant laws and regulations that have a significant impact on the issuer	In the year, the Group was not aware of any material non-compliance with relevant laws and regulations that had a significant impact on the Group.	N/A
B1.1	Total workforce by gender, employment type, age group and geographical region		Not disclosed	N/A
B1.2	Employee turnover rate by gender, age group and geographical region		Not disclosed	N/A
B2 Health and Safety				
B2	General Disclosure	(a) the policies	Employee Wellbeing	45
		(b) compliance with relevant laws and regulations that have a significant impact on the issuer	The Group has complied with all local occupational health and safety laws and regulations related to the building management and leasing businesses. In the year, there was no violation regarding any occupational hazards.	N/A
B2.1	Number and rate of work-related fatalities		Employee Wellbeing	45
B2.2	Lost days due to work injury		Employee Wellbeing	45
B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored		Employee Wellbeing	45
B3 Development and Training				
B3	General Disclosure		Professional Development	44–45
B3.1	Percentage of employees trained by gender and employee category		Not disclosed	N/A
B3.2	Average training hours completed per employee by gender and employee category		Not disclosed	N/A
B4 Labour Standard				
B4	General Disclosure	(a) the policies	Employment Practices	44
		(b) compliance with relevant laws and regulations that have a significant impact on the issuer	The Group has complied with all local labour laws and regulations relating to the building management and leasing businesses. In the year, there was no violation regarding the employment of any child, forced or other unlawful labour.	N/A
B4.1	Description of measures to review employment practices to avoid child and forced labour		Employment Practices	44
B4.2	Description of steps taken to eliminate such practices when discovered		Not disclosed	N/A

ENVIRONMENTAL, SOCIAL AND
GOVERNANCE REPORT

Aspect/Description/KPI		Statement/Section	Page No.
B5 Supply Chain Management			
B5	General Disclosure	Sustainable Procurement	56
B5.1	Number of suppliers by geographical region	Not disclosed	N/A
B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored	Not disclosed	N/A
B6 Product Responsibility			
B6	General Disclosure	(a) the policies (b) compliance with relevant laws and regulations that have a significant impact on the issuer	Engaging our Customers 47–48 N/A
B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons	The Group did not sell or ship any products.	N/A
B6.2	Number of products and service related complaints received and how they are dealt with.	Customer Satisfaction	47–48
B6.3	Description of practices relating to observing and protecting intellectual property rights	Data Protection and Intellectual Property Rights	48
B6.4	Description of quality assurance process and recall procedures.	Customer Satisfaction	47–48
B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored.	Data Protection and Intellectual Property Rights	48
B7 Anti-Corruption			
B7	General Disclosure	(a) the policies (b) compliance with relevant laws and regulations that have a significant impact on the issuer	Corporate Governance 34–35 N/A
B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the year and the outcomes of the cases	Corporate Governance	34–35
B7.2	Description of preventive measures and whistleblowing procedures, how they are implemented and monitored	Corporate Governance	34–35
B8 Community Investment			
B8	General Disclosure	Giving Back to the Community	38–43
B8.1	Focus areas of contribution	Giving Back to the Community	38–43
B8.2	Resources contributed	Giving Back to the Community	38–43