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Introduction

Gold Peak Technology Group Limited (the “Company”), which together with its subsidiaries (the “Group” or “we”) is committed to protecting the environment and being socially responsible to its stakeholders which include employees, suppliers, customers, shareholders, government and regulatory authorities and the communities. The Group values stakeholders' views and actively collaborates with them in order to achieve its objectives towards sustainable development.

With major manufacturing sites located in China, Malaysia, Vietnam, and Thailand, the Group not only complies with international safety standards but also strives to optimise resource usage and achieve zero waste through investments in innovative production.

It is the Group’s long-term vision to achieve carbon transition and promote the quality of life through adopting green energy, modernising manufacturing facilities, and developing safe, reliable, eco-friendly yet cost-efficient products.

GP Batteries International Limited (“GP Batteries”) of the Group is a major global developer, manufacturer and distributor of primary and rechargeable batteries as well as one of the largest consumer battery producers in Asia.

The Group cares about the community and takes an active role in shouldering corporate social responsibility. During the year ended 31 March 2022, GP Batteries received the “100% HK Branding Award 2021 – Outstanding Corporate Social Responsibility” in recognition of its efforts. Driven by this fundamental value, the Group will stay committed to offering the best products and services for its customers and the community.

Figure 1. 100% HK Branding Award 2021 – Outstanding Corporate Social Responsibility



Board Statement

Sustainability and ESG at the Core of Our Business

Gold Peak Technology Group recognises Environmental, Social and Governance (“ESG”) as part of its strategic deployment beyond compliance to prime a work and partnership culture to spearhead innovation and sustainable development. The financial year which ended on 31 March 2022 turned out to be another most challenging year. The Covid-19 pandemic, stagflation and global trade and supply chain disruptions have heightened our commitment to sustainability and the need to be creative, people-centred and resource-conscious.

In response to global climate change, green energy has become a major driving force of change. We are committed to both minimising and avoiding carbon emissions.

We see sustainability as responsibility for business continuity and regenerative growth. Our enterprise now has a strong and diverse team complement to navigate uncertain business environments, better serve our customers, expand market reach and create benefits for our community and the planet.

We have made strategic sustainability-focused hires to help promulgate collaborative creativity and people-, stakeholder- and life-centric design as part of the business culture. We now have a General Manager also serving as Head of Group ESG Initiatives to work with our global team to embrace sustainable growth in our work practices. With Board’s endorsement and oversight, we will be charting a carbon transition pathway that resonates with our investment, R&D, manufacturing, product innovations and our global network of resourceful colleagues, partners and go-to-market channels.

Reform of our manufacturing strategies and investment in our factories have placed us in good stead to tackle severe supply chain disruption during the Covid-19 pandemic and trade anomalies. Our manufacturing facility modernisation plan in China and Southeast Asia has enabled us to deploy automation and state-of-the-art control of manufacturing for safety, efficiency and quality assurance. By relocating to modern facilities, we are also able to provide better wellbeing-driven working and living conditions for our workers.

Our “Zero Waste to Landfill” scheme substantiates our commitment to stay responsible and be conscious of optimising the use of resources and minimising waste generation. We are also working on product packaging re-design to avoid using plastics to the extent possible.

Our commitment to green energy is underpinned by our relentless efforts in R&D and product innovations. The launch of Recyko Charge10 – the fastest Nickel Metal Hydride (NiMH) rechargeable battery system in the world – during the Covid-19 pandemic is one notable example to enable us to switch more consumers to use green energy.

And soon, the rechargeable battery business under GP Energy Tech Ltd. (“GP Energy Tech”) will become a subsidiary directly owned by the Company. This will enable GP Energy Tech to focus on manufacturing and developing rechargeable batteries and sustainable energy storage systems. Through the investment and partnership with ZincFive Inc., the Group will produce rechargeable Nickel Zinc (“NiZn”) batteries and parts, leveraging on safe and sustainable NiZn chemistry to provide high-power density and performance simultaneous with superior safety and environmental advantages. The Group will increase its investment in expanding products and services in the sustainable energy storage segment and continue to invest in battery innovation technology.

Looking Ahead

Sustainability is inseparable from business practices, and our efforts are aligned with the Sustainable Development Goals of The United Nations. We are grateful to CLP Power who appreciates our green endeavours and helps to raise the awareness of our Recyko Charge 10 among their customers. We support WWF-Hong Kong in environmental conservation and biodiversity, and will build more partnerships to advance advocacy and maximise impact. We promote online learning among staff, and a caring work environment that promotes inclusivity and respect for local traditions and gender equality.

The change of Company name is part of the journey to reshape our future direction as a progressive group in advanced technologies and manufacturing of batteries and electronics, as well as the Group’s investment strategies in R&D, innovation, design and brands.

On behalf of the Board, I would like to extend my sincere gratitude to my leadership team and colleagues for their hard work and commitment. I appreciate my fellow Board members for their stewardship. I would also thank our customers, suppliers, investors, partners and all other stakeholders for their staunch support. Together, we will co-create a bright, sustainable future.

Victor LO Chung Wing
Chairman & Chief Executive

31 August 2022

About This Report

Reporting Scope

As part of the Company's annual reporting exercise, this ESG report (the "Report") provides a review of the Group's ESG performance for the year ended 31 March 2022. The Report covers the ESG performances of the Group's headquarters in Hong Kong and major manufacturing plants in China and overseas. It should be read in conjunction with the Company's 2021–2022 Annual Report, in particular the Corporate Governance Report set out on pages 26 to 34.

Reporting Principle

This Report has been prepared in accordance with the "Appendix 27 Environmental, Social and Governance Reporting Guide" of the Main Board Listing Rules of The Stock Exchange of Hong Kong Limited ("HKEX") and the four reporting principles as set out below.

- **Materiality:** We conducted stakeholder engagement and materiality assessment, and report the material topics that reflect significant ESG impacts that substantively influence our business and stakeholders.
- **Quantitative:** Our ESG performances are discussed and compared with measurable results. This Report provides explanation for all quantitative information disclosed and enables meaningful interpretation by identifying patterns and trends.
- **Balance:** The information contained in this Report is balanced, fair and accurate to provide an unbiased picture of our performance. Any form of selections, omissions, or misleading presentation formats is strictly prevented.
- **Consistency:** This Report uses consistent methodologies to allow year-to-year comparisons of ESG data. Changes to the methods used or any other relevant factors will be explained.

Stakeholder Engagement and Materiality

Stakeholder Engagement

Stakeholder voices are vital to the development of the Group's sustainability strategy and long-term success. Our materiality is driven by internal and external viewpoints on how each sustainability issue impacts our business and our stakeholders. Their expectations enable us to identify and prioritise the existing and emerging risks and opportunities across our business operations.

The Group endeavours to engage the stakeholders regularly to maximise opportunities for them to share their perceptions and experience with us, as well as for us to provide updates on recent developments through diverse engagement channels. We summarise the various channels we use to regularly engage our diverse stakeholder groups as follows:

Figure 2. Key Stakeholders and Methods of Engagement

Key Stakeholders	Methods of Engagement
Employees	<ul style="list-style-type: none"> Formal and informal internal communications
Customers	<ul style="list-style-type: none"> Regular meetings Customer satisfaction surveys
Suppliers	<ul style="list-style-type: none"> Suppliers' assessment Suppliers' training
Shareholders	<ul style="list-style-type: none"> Annual reports Annual general meetings Investor relationship management
Government and regulatory authorities	<ul style="list-style-type: none"> Periodic reports and returns Ongoing dialogues
Local communities	<ul style="list-style-type: none"> Community services

Materiality Assessment

With both internal and external factors combined for the overall materiality, we conducted a materiality assessment to identify key ESG issues concerned by our stakeholders. Stakeholders were invited to evaluate the importance of a list of potential material topics. The following sets out the materiality assessment process:

- **Issue identification:** Carry out an initial screening of related ESG issues by referencing HKEX's ESG Reporting Guide and benchmarking the material ESG issues of our industry peers
- **Stakeholder engagement:** Invite key internal and external stakeholders to participate in surveys to obtain their ratings and insights over each ESG issue
- **Prioritisation:** Consolidate the issue identification and stakeholder engagement results and prioritise the ESG risks
- **Validation:** Confirm and validate key material ESG issues

The assessment result reflects the issue materiality in multiple aspects including Group's strategy, mission, resources, industry trends, and stakeholders' concerns. A shift of focus towards supply chain-, environment- and employee-related topics has been observed, which revealed an increased prioritisation of relevant issues.

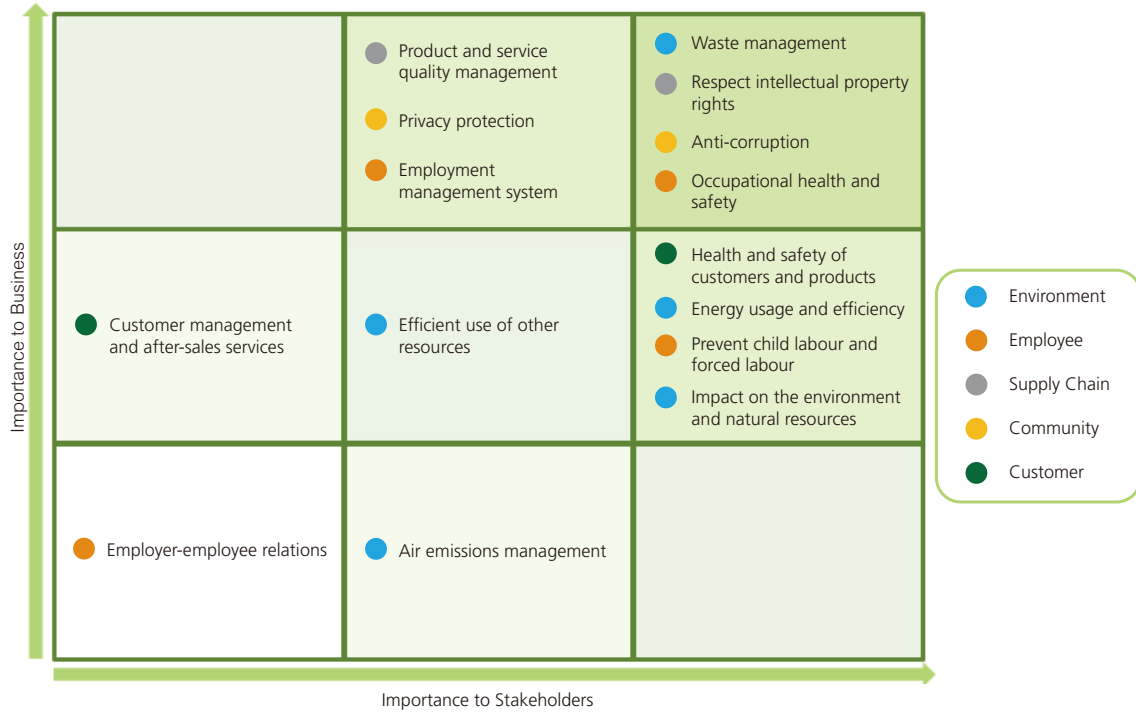
As shown in the graph below, the issues that stakeholders are most concerned with are heavily condensed in the top right corner, therefore we have set out a Materiality Matrix based on the top 15 issues out of a total of 25 material sustainability issues identified this year.

Figure 3. Materiality Assessment Result



The following Materiality Matrix shows their level of importance to stakeholders and our business continuity.

Figure 4. Materiality Matrix – Top 15 Topics



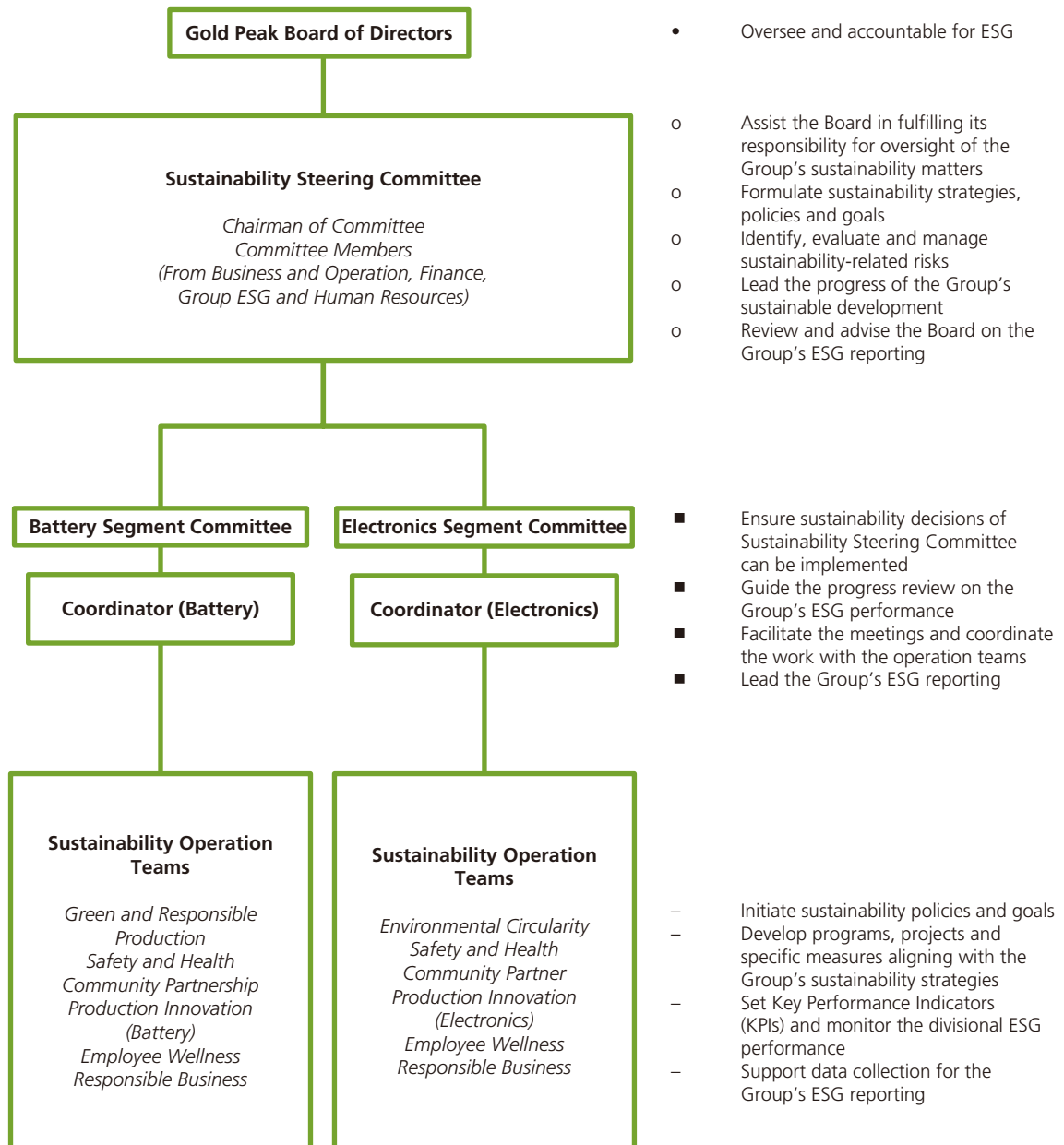
Sustainability and ESG Governance

The Group is committed to fulfilling its social responsibilities and taking into account the responsibility for sustainable operations during the formation and implementation of corporate strategies:

- Pay attention to the impact of business operations on the surrounding environment and natural resources.
- Comply with labour laws and regulations to protect employee rights.
- Take appropriate measures to provide a safe working environment for employees.
- Provide employees with adequate training and resources to achieve sustainable personal growth.

We have established a comprehensive Sustainability and ESG governance framework that provides a strong foundation for incorporating sustainability into our businesses and ensuring that our stakeholders’ interests and expectations are taken into account in our development strategies and implementations. The comprehensive framework facilitates communications and defines the roles and responsibilities of the team to properly address ESG issues. The following shows the Group’s Sustainability and ESG governance structure:

Figure 5. Sustainability and ESG Governance Structure



Environmental Stewardship

In the Group’s operation, we put great emphasis on environmental stewardship to protect the planet for present and future generations. Through adopting relevant policies and standards in every aspect of our business, maintaining green operations and investing in eco-friendly technologies, as well as developing products, we endeavour to optimise the use of resources, minimise adverse environmental impacts, and foster the transition to the low-carbon economy.

The Group conducts business in an environmentally conscious manner and advocates good practices in our value chain. Our Environmental Policy covers a wide range of topics, including greenhouse gas (“GHG”) management, air pollution, and solid waste management, and water and sewage management.

We have also established an effective environmental management system to control and manage our environmental performance. Our factories have been accredited with ISO 14001 environmental management system.

Figure 6. ISO 14001 Accreditations



During the reporting year, the Group has complied with relevant laws and regulations that have a significant impact relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste. The Group’s revenue for the year ended 31 March 2022 was HK\$7,145.6 million, 6.6% higher than that of the last financial year. In light of this, we have witnessed an increase in the Group’s total packaging material usage. Nevertheless, through implementing multiple environmental programmes, we were able to reduce the intensity of greenhouse gas emissions, energy consumption, water consumption and waste produced during the manufacturing process, compared to the previous reporting year.

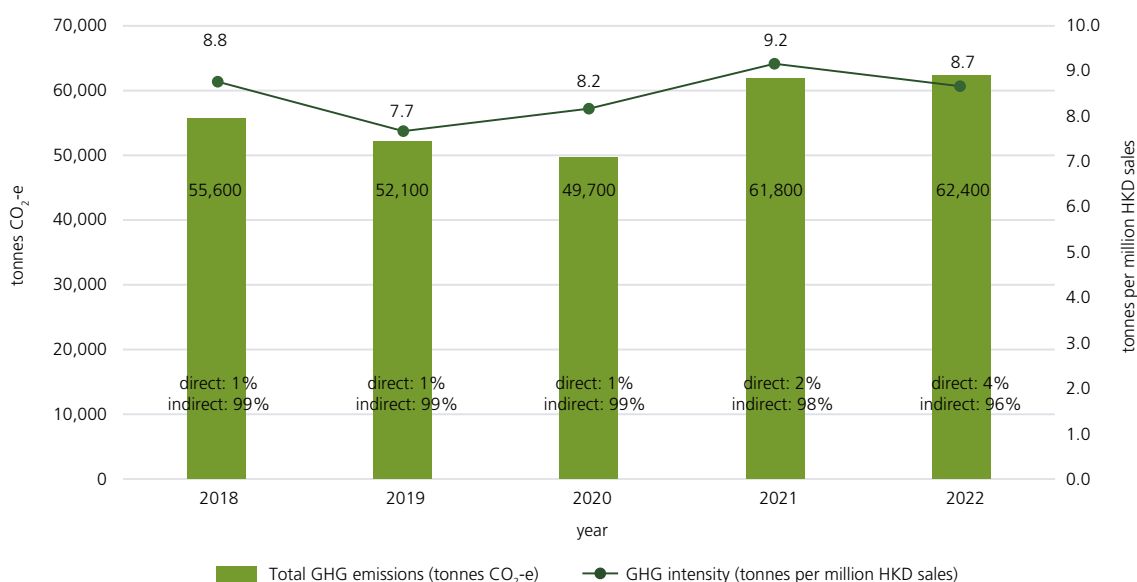
Emissions

To contribute to climate change mitigation, we actively explore opportunities to reduce and control emissions. The Group's Environmental Policy indicates that facilities must identify and document all GHG emission sources and keep the record up-to-date. The facilities are required to track and report all direct (Scope 1) GHG emissions from their owned or controlled sources and indirect (Scope 2) GHG emissions from their energy purchased and used. They are also encouraged to perform carbon auditing or assessment to ensure the accuracy of GHG emission tracking.

Carbon dioxide ("CO₂") is the major GHG emission from the Group. Direct CO₂ emissions mainly arise from the direct consumption of diesel for generators and petrol and diesel for owned vehicles. The Group monitors its CO₂ emissions regularly and controls the use of diesel generators and company cars in order to lower direct CO₂ emissions. Indirect CO₂ emissions mainly arise from the use of electricity. The Group monitors its use of electricity, implements energy-saving plans to reduce energy usage, and makes every effort to reduce indirect CO₂ emissions. A small amount of indirect GHG is also emitted from the usage of outsourced vehicles and business air travel. Aligned with our commitment to reducing carbon footprint from our operations, the Group encourages online conferences to reduce business travel and also advocates duplex printing and paperless operations.

GHG emissions are quantified in terms of CO₂ equivalent ("CO₂-e"). For the year ended 31 March 2022, the total Scope 1 and Scope 2 GHG emissions of the Group were approximately 62,400 tonnes CO₂-e (2021: 61,800 tonnes CO₂-e). Direct GHG (Scope 1) emissions accounted for approximately 4% (2021: 2%) and indirect GHG (Scope 2) emissions accounted for approximately 96% (2021: 98%) of the total GHG emissions.

Figure 7. GHG Emissions for the year ended 31 March#



GHG covered in this report include CO₂, methane and nitrous oxide.

Prior year comparative figures have been restated to conform to current year's presentation.

Actively supporting national programmes related to carbon reduction, we are taking steps to reduce carbon emissions through promoting the use of renewable energy whenever available and practicable and reducing our carbon footprint in our operations. Meanwhile, we also aim to lower emissions through identifying alternatives to travel whenever the situation allows, and by encouraging our employees to make climate-smart travel decisions to minimise the environmental impact, such as choosing video conferencing over travelling to attend in person.

To work towards the ultimate overall net zero carbon emission goals, the Group adopts two main carbon neutral strategies: carbon reduction and carbon absorption. Carbon reduction measures include adopting LED lighting, installing inverters in discharge facilities, using solar heaters to convert solar energy to heat to directly heat water, utilising air-to-heat pumps to absorb heat from the air to heat water, replacing fuel forklifts with electric forklifts, replacing centralised air conditioners by smaller zonal air conditioners to increase flexibility adjusted according to staff needs. Carbon absorption measures are also in place, for example, gradually increasing the greenery area.

Regarding air emissions, our target is to gradually replace our commercial vehicles with electric vehicles across our operations to reduce air pollutant emissions. Our current emission sources mainly arise from the use of glue and paint on the loudspeaker and speaker cabinets during production. During the glue and paint curing, the solvents of glue and paint or chemical gases such as toluene and xylene will evaporate. Commonly used solvents are classified as “preferred”, “usable” and “undesirable”. All of the solvents used by the Group fall into the first two categories. Based on the solvent composition, the air emission risk of using glue and paint is classified as “high”, “medium” and “low”. The Group regularly monitors and maintains the air emission risk of using glue and paint at a safe level. The Group also strives to eliminate the use of toxic chemicals, reduce the use of high-risk solvents such as toluene and xylene and opt for natural substitutes. Alternatives to petroleum-based products such as water-based systems, gels and solvent substitutions are used. In addition, the Group adopts resistance welding instead of soldering for some products to reduce air pollutants.

Wastes

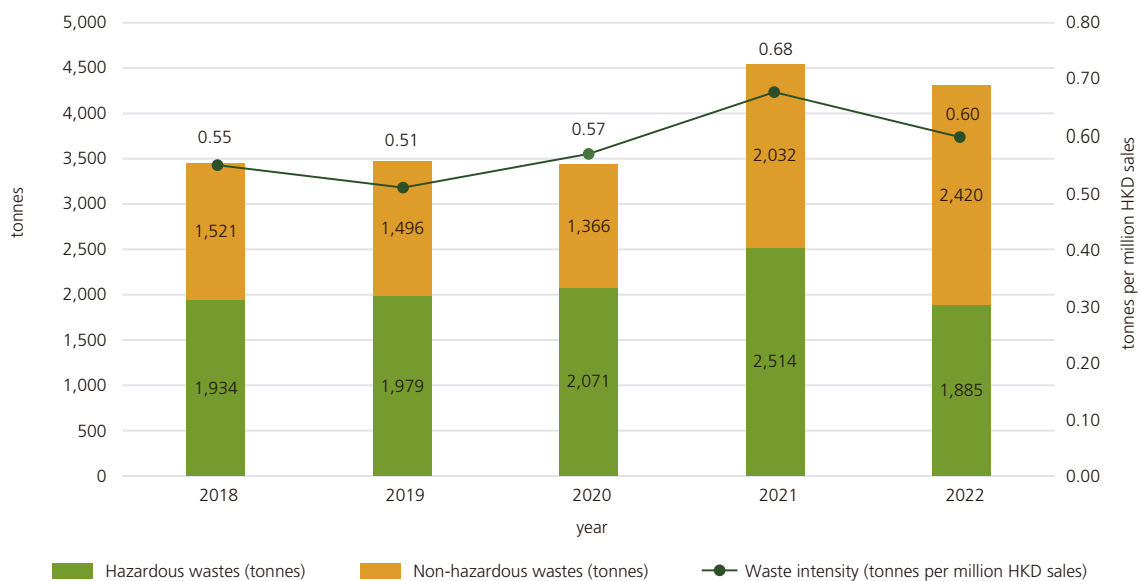
Guided by the Group’s Environmental Policy, we have set out standardised approaches to manage hazardous waste and avoid waste generation whilst promoting resource recycling. The Group’s Environmental Policy states that solid waste from operations must be monitored, segregated, and disposed of in a way that prevents harm to the local environment. Facilities must handle, store, transport and dispose of hazardous waste legally and responsibly, and keep proper and accurate records of resource consumption and waste streams.

Hazardous wastes include mainly nickel, manganese, metals and waste mineral oil-water emulsion from scrap and unqualified batteries as well as rags and containers which were contaminated by oil and paints, organic solvents and a trace of metals. In accordance with the standardised management approach, all hazardous wastes to be disposed of are centrally stored in special warehouses with labels according to different categories. Production volumes are measured and recorded in ledgers by assigned workers. The production, collection, storage and handling of hazardous wastes have been properly carried out in order to reduce the negative impacts on soil, water and air. Hazardous wastes are aptly collected and sold to recycling companies for proper treatment. For the year ended 31 March 2022, the Group produced 1,885 tonnes (2021: 2,514 tonnes) of hazardous wastes.

Non-hazardous wastes include mainly scrapped cardboards, wood, plastics, metals, kitchen wastes and office wastes. Non-hazardous wastes are classified into non-recyclable and recyclable wastes. More than 80% of the non-hazardous wastes are recyclable. Non-recyclable wastes are collected and disposed of by garbage collection companies. Recyclable scrap parts such as cardboard, solder oxide wastes and copper wire scraps are collected and sold to recycling companies. To minimise waste, waste segregation is implemented to store, utilise and move waste according to regulations or standards to turn waste into public resources. Food waste is reduced by outsourcing canteen vendors to sort and collect food waste for soil enrichment, fish and pig farms. In 2021, Vietnam campus processed 20,000 kilograms of food waste. In China’s Xiegang Factory, kitchen waste was recycled by qualified companies to utilise kitchen waste to breed black soldier flies and convert it into insect protein and organic fertiliser. For the year ended 31 March 2022, the Group generated a total of 2,420 tonnes (2021: 2,032 tonnes) non-hazardous wastes.

We are committed to reducing waste generation and diverting more waste away from being disposed to landfills. Through reuse and recycling, we constantly explore ways to improve our waste recycling rate. To accelerate the elimination of packaging waste, for instance, together with suppliers, we aim not only to redesign our packaging to be more recyclable and eco-friendly, but also to take the initiative to influence our suppliers and industry peers to make sustainable packaging innovations, and to raise the awareness of reducing, reusing and recycling among our customers.

Figure 8. Wastes Produced for the year ended 31 March



Prior year comparative figures have been restated to conform to current year’s presentation.

Four plants in Malaysia and Vietnam received UL Zero Waste to Landfill Gold Validation and one plant in China obtained Silver Validation to acknowledge their efforts and achievements in maximizing production waste diversion and energy recovery as well as their ongoing commitment to sustainable development.

We host a wide range of recycling and upcycling workshops at the workplace within the Group, in order to promote colleagues’ waste reduction awareness. For example, the “Coffee Grounds Upcycling Workshop” was held in 2021 to introduce to our employees the different practical uses of coffee grounds and shared the plantation skills. At the Mid-Autumn Festival this year, we organised the “Mooncake Tins Recycling Programme”– recycling boxes were set up at the office cafeteria to collect mooncake tins. All collected containers were sent to the recycling stations for waste reduction and resource recycling.

Moreover, GP Batteries obtained voluntary UL Environmental Claim Validation (“ECV”) certificate for recycled content (UL ECVP 2809) for six battery models in China, using a minimum of 10-percent recycled materials as raw materials for production. This can help preserve natural resources and revalue the wasted materials at the end of the lifecycle into a close loop lifecycle, driving a sustainable battery production business model in the industry.

Figure 9. UL Environmental Claim Validation (“ECV”) Certificate for Recycled Content

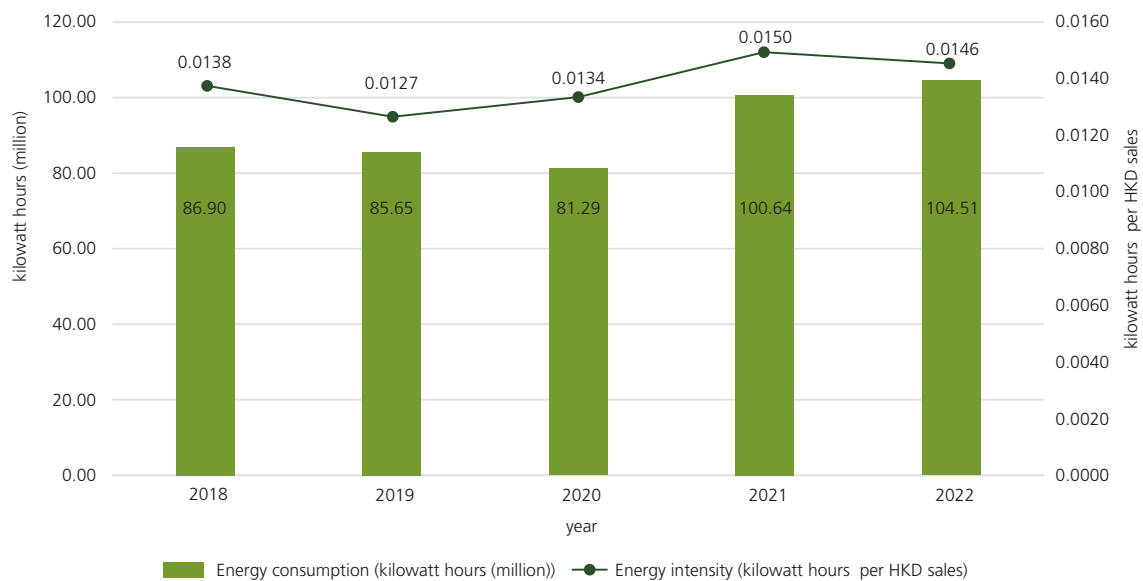


Use of Resources

To conserve natural resources, the Group engages in every efficiency-enhancing practice to promote an optimised use of resources and to identify the opportunities for resource recycling. The Group’s Environmental Policy is in place to ensure the efficient use of resources, including energy, water and other raw materials. We also aim to reduce the total energy demand while increasing the proportion of renewable energy through energy efficiency improvement by replacing traditional internal combustion engines used in company vehicles with electrification in our operations.

Energy consumption is closely tracked and reviewed to maintain a lean and efficient operation. The energy efficiency of equipment is considered in capital investment. For the development of manufacturing equipment, the Group adopts energy-saving technology and uses energy-effective components. The Group also actively promotes the use of green energy through the use of solar equipment. Factories adopt various green building concepts to save energy which include using natural lighting from windows and courtyard glass, installing utilities underground for more headroom, utilising glass as a partition as much as possible, replacing various light sources with LED tubes and using solar energy for certain lighting systems. To encourage energy-saving behaviours, we placed stickers next to switches to remind colleagues to turn off lights, and also prepared an introduction video to educate colleagues about the green office initiatives so as to raise their awareness. Energy consumption information is set out in the following graph.

Figure 10. Energy Consumption for the year ended 31 March

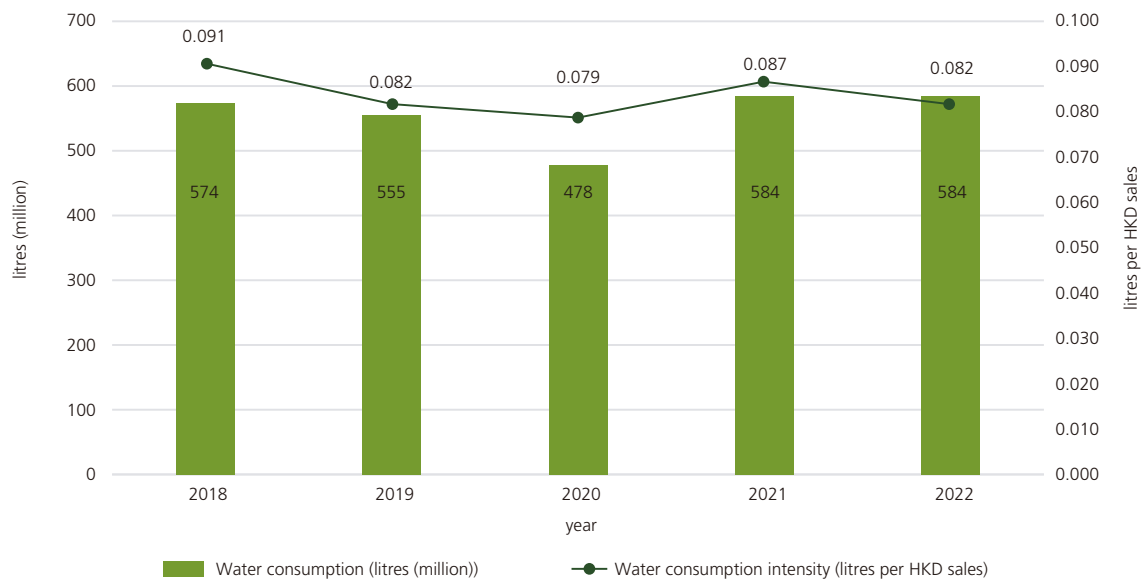


Prior year comparative figures have been restated to conform to current year’s presentation.

The Group regularly monitors its water consumption to ensure that our business activities are managed with awareness to protect water resources, such as minimising our water usage in operations by installing low-flow faucets and setting up water-saving toilets. We will continue to strengthen the discussion of water use reduction measures and take actions where feasible.

Water supply facilities and equipment are properly maintained while water-saving washing facilities are utilised to improve water efficiency. Water used in certain production plants is recycled for operations such as floor washing, battery washing, water spray de-dusting, washing dusty uniforms and containers. There is no issue in sourcing water that is fit for the Group’s manufacturing purpose. Water consumption information is set out in the following graph.

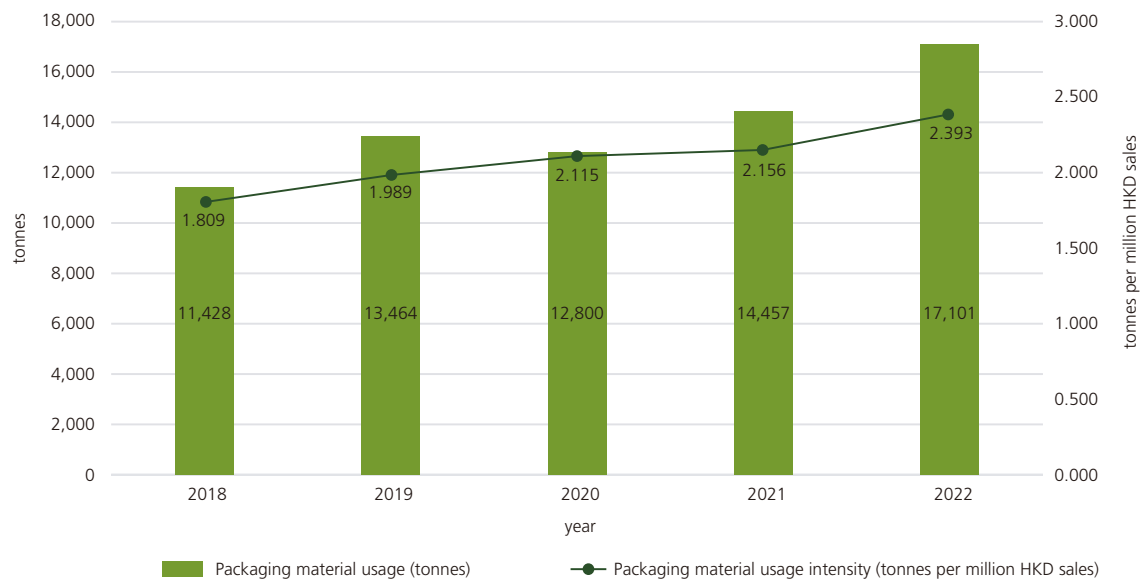
Figure 11. Water Consumption for the year ended 31 March



Prior year comparative figures have been restated to conform to current year’s presentation.

The Group uses eco-friendly packaging materials for finished products. Apart from the necessary protection for shipment, the Group strives to avoid excessive packaging design. Packaging is designed to be reused or recycled easily. Reuse is achieved through repeated usage, or waste recycling for making new products, waste-to-energy combustion or composting. This can reduce pollution to the environment and fully utilise resources. Types of packaging material usually include cartons, plastic, metal and plywood pallets. Biodegradable packaging materials are also used to avoid the formation of permanent waste. The information of packaging material usage is set out in the following graph.

Figure 12. Packaging Material Usage for the year ended 31 March



Prior year comparative figures have been restated to conform to current year's presentation.

The Environment and Natural Resources

As reflected in the Group’s Environmental Policy, we are deeply rooted in minimising the impacts of our business operations on the environment and natural resources. Sustainability is the core emphasis in developing the Group’s products and manufacturing capabilities. The Group is committed to saving the planet with the ambition to drive the industry both in standards and performance as well as to produce our products more sustainably.

GP Batteries has been awarded “Hong Kong-Guangdong Cleaner Production Partner (Supply Chain)” while two factories in China have been awarded “Hong Kong-Guangdong Cleaner Production Excellent Partner (Manufacturing)” by the Environment Bureau of the HKSAR and the Department of Industry and Information Technology of Guangdong Province, China since December 2018.

Figure 13. Hong Kong-Guangdong Cleaner Production Partner (Supply Chain); Hong Kong-Guangdong Cleaner Production Excellent Partner (Manufacturing)



Partnerships play a vital role in the course of sustainability and biodiversity conservation. GP Batteries joined World Wide Fund for Nature in Hong Kong's (WWF-Hong Kong) Corporate Sustainability Program as a Gold Member this year. We encouraged our employees to participate in eco-trips to raise their awareness of the ecological value and the importance of nature conservation. These eco-visits include taking coral-watching trips on a glass-bottomed boat in Hoi Ha Wan Marine Park to understand marine conservation and bird-watching in Mai Po Nature Reserve.

Figure 14. WWF-Hong Kong Corporate Membership Program



GP Batteries and three factories in China were named "EcoPartner", "5 Years + EcoPioneer" or "EcoChallenger" of the BOCHK Corporate Environmental Leadership Awards by Federation of Hong Kong Industries to recognize their contribution and effort in environmental protection and minimizing pollution in the Pan Pearl River Delta region.

Figure 15. BOCHK Corporate Environmental Leadership Awards

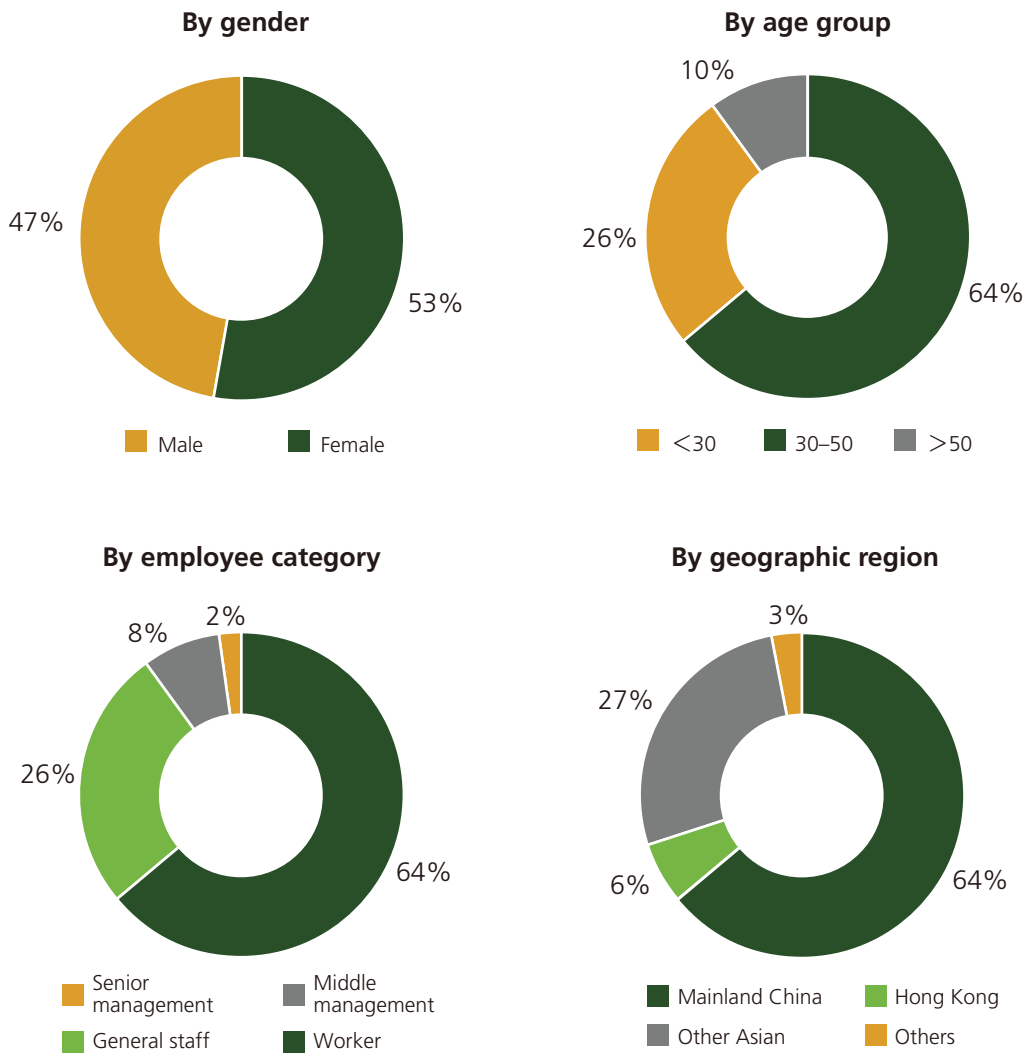


Social Responsibilities

Human Capital

We seek to build an ideal work environment where human rights are upheld, and strive to promote equal opportunities and eliminate discrimination in all aspects of the business. The Group has established the Equal Employment Opportunities Policy to ensure that every job applicant and employee has equal employment and promotion opportunities. Personal capability and suitability are the bases for consideration. Moreover, Harassment-free Workplace Policy, Human Rights Policy and Fair Labour Practices are in place to ensure that employees work in an environment free of discrimination and harassment. As of 31 March 2022, the Group was supported by a motivated workforce of approximately 7,050 (2021: 7,510) worldwide. The Group’s workforce structure as of 31 March 2022 is set out as the following.

Figure 16. Workforce Structure for the year ended 31 March 2022



Promoting employees' wellbeing is the backbone of the Group's people strategy. In 2021, we celebrated Women's Day across different business operation locations and appreciated women's contributions. To recognise women's achievements and contribution, a flower arrangement workshop engaging 6 teams from different departments was organised in Vietnam and gifts were distributed to female employees in China.

The Group considers its employees the most valuable asset and offers them fair and competitive remuneration packages. Discretionary incentives are granted to eligible employees based on the performance of the Group and the contribution of individual employees. Retirement schemes are offered as part of the remuneration package. Remuneration policies and packages are reviewed regularly to ensure that compensation and benefits are in line with the market of each territory, thus helping the recruitment and retention of talent.

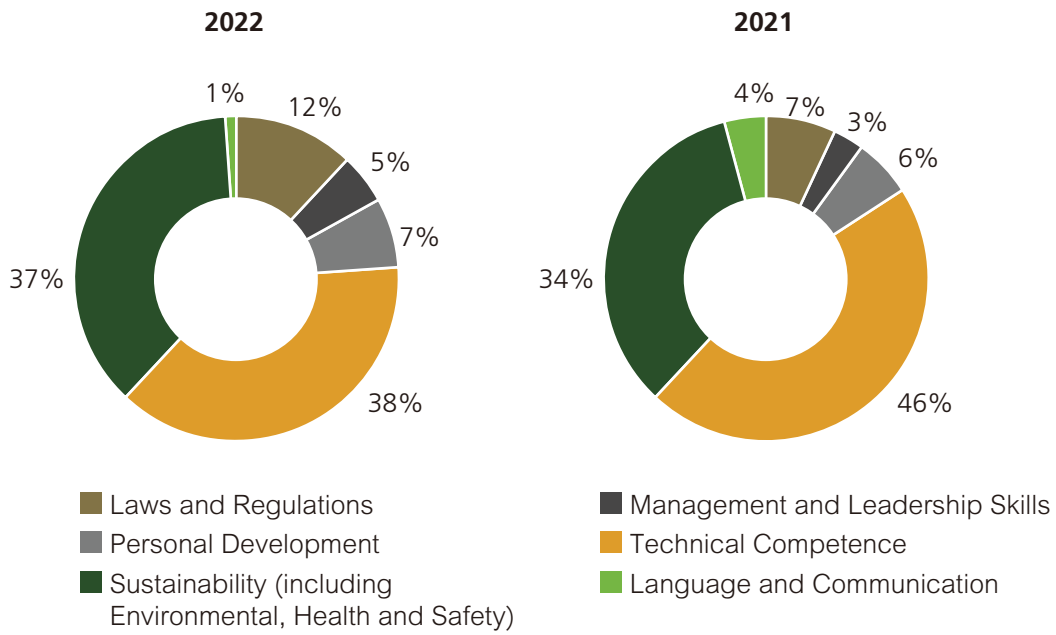
Figure 17. Turnover Rate for the year ended 31 March 2022¹

Turnover rate by gender		Turnover rate by age group	
Male	25%	Below 30	43%
Female	29%	30–50	24%
		Over 50	13%
Turnover rate by employee category		Turnover rate by geographical region	
Senior management	18%	Mainland China	22%
Middle management	14%	Hong Kong	21%
General staff	32%	Overseas	39%

¹ Calculated based on the total number of permanent employees hired by the Group at the end of the reporting period and excluding workers.

The Group invests in employees through development programs to enhance their soft and hard skills as well as work competence in preparation for their career development. The Group provides a wide range of work-related and wellness learning activities and trainings to all employees to enhance their skills and awareness of different topics, including business compliance and ethics, safety and health, sustainability and personal development. Furthermore, the Group provides an online learning platform for colleagues to study any topics of their interest via LinkedIn Learning. The various categories of staff development and training are set out as the following.

Figure 18. Staff Development and Training for the year ended 31 March²



² The presentation excludes the number of training hours attributed to orientation programs for new employees.

During the year ended 31 March 2022, a total of approximately 40,600 (2021: 38,100) hours of training, excluding orientation programs for new employees, were recorded. The percentage of employees trained and the average training hours are set out as the following.

Figure 19. Percentage of Employees Trained and Average Training Hours for the year ended 31 March 2022

By gender	Male	Female	Total
No. of Employees	3,316	3,734	7,050
Percentage of Employees Trained	99.7%	99.9%	99.8%
Average training hours (including orientation programs)	17.5	16.9	17.2
Average training hours (excluding orientation programs)	5.7	5.8	5.8

By employment category	Senior Management	Middle Management	General Staff	Worker	Total
No. of Employees	133	570	1,841	4,506	7,050
Percentage of Employees Trained	91.0%	100%	100%	100%	99.8%
Average training hours (including orientation programs)	9.3	7.4	8.9	22.0	17.2
Average training hours (excluding orientation programs)	7.0	6.4	7.9	4.8	5.8

During the year ended 31 March 2022, the Group complied with all relevant laws and regulations that have significant impacts on the Group relating to compensation and benefits, recruitment and promotion, working hours, holidays, dismissal, social insurance, equal opportunity, diversity, anti-discrimination, and other benefits and welfare. The Group has set up compliance and complaint procedures for employees to report any violation cases to dedicated contact persons for investigation. All information and records will be treated with complete confidentiality.

Child and forced labour are strictly prohibited in the Group. In the recruitment stage, the HR department checked the identity card of all candidates to comply with the legal working age in accordance with the local law. Some of the factories conducted the amfori Business Social Compliance Initiative (BSCI) audit. The third-party organisation would examine labour practice, such as checking any child and force labour by on-site audit and interviewing the employees. During the year ended 31 March 2022, the Group complied with relevant laws and regulations relating to preventing child and forced labour.

Health and Safety

To ensure a safe and healthy working environment, the Group has developed policies and procedures, including fire emergencies, emergency plan for chemical leakage, regulations on hazardous chemicals management, dust removal system, environmental and occupational health and safety management handbook, labours' protective equipment checklist, regulations on personal protection equipment, regulations on occupational health and safety, safety management training handbook for contractors, and employee health check-up guidelines. With these policies and guidelines in place, we create a safe working environment and protect employees from occupational hazards.

The Group adopts ISO 45001, Occupational Health and Safety Management Systems – requirements with guidance for use (“ISO 45001”) as a framework for its occupational health and safety management system in order to create the best working conditions for employees and to prevent workplace accidents and illnesses. A number of the Group’s factories have been certified with ISO 45001 accreditations.

Figure 20. ISO 45001 Accreditations



Various measures associated with occupational health and safety are implemented across the Group. Workers are required to conduct regular occupational health checks to prevent work-related injuries and diseases, under the employee health check-up guidelines. The Hong Kong office is equipped with Automated External Defibrillators (AED) and all operation areas have fire extinguishers to tackle emergencies. On-site safety audits are conducted in factories to assess the safety issue at the operation level, including dust control, prevention of occupational disease and fire safety. The Group provides first-aid training to the employees across different operation locations, and the number of first-aiders has fulfilled and even exceeded the local statutory requirements. Safety and occupational health courses are mandatory in orientation programs for new employees to join the production plants, including training courses on first aid, and how to properly handle hazardous and chemical materials.

During the pandemic, the Group implemented preventive measures associated with COVID-19 to promote a safe and healthy workplace. To keep social distance and minimise infection channels, we implemented flexible working hours and splitting team working arrangements. We also provided rapid test kits for colleagues to conduct the test regularly, as well as fruits to colleagues infected with COVID-19 as support for speedy recovery.

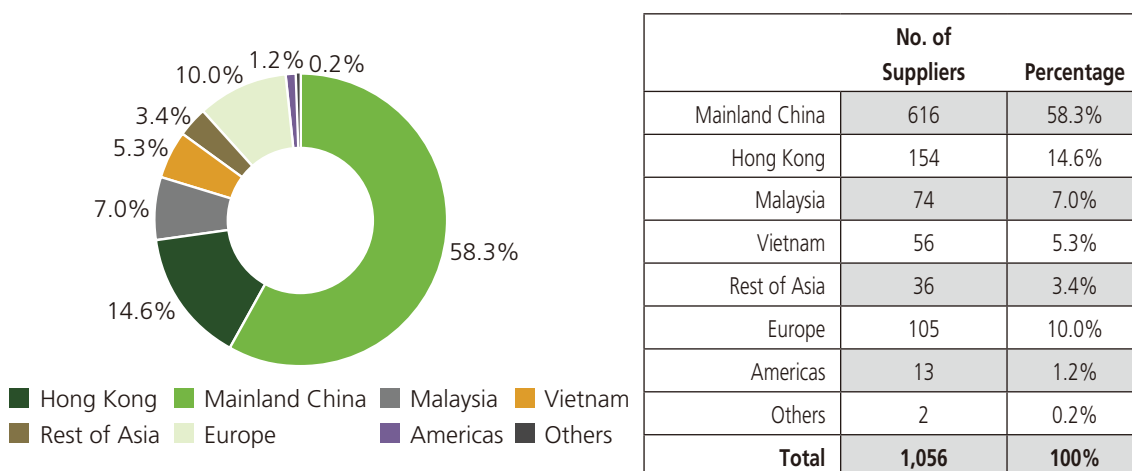
During the year ended 31 March 2022, the Group complied with all laws and regulations relating to providing a safe working environment and protecting employees from occupational hazards. The Group reported 46 cases (2021: 53 cases) of workplace injury, resulting in a loss of 815 working days (2021: 1,297 working days). There was no work-related fatality in the past three years including this reporting year.

Supply Chain Management

As committed in our supply chain management policy, the Group strives to uphold our operational agility and respond quickly to any changes in the global supply chain. This facilitates the continued delivery of our products and services during the pandemic.

During the reporting period, there were a total of 1,056 suppliers. The number of suppliers by geographical region is set out as the following.

Figure 21. Number of Suppliers by Geographical Region



To thoroughly screen any third parties we engage in carrying out our business, we maintain the practice of supplier evaluation as an essential process of our responsible supplier management. This requires our suppliers to complete a questionnaire to declare their performance on various aspects, including environmental, safety and social responsibility. The Group has a guideline that allows relevant departments perform supplier audits according to the supplier audit checklist, and conduct assessments prior to acceptance of sample validation.

Via supplier audits, we regularly monitor our suppliers' performance to identify environmental and social risks along our supply chain. Believing in reciprocal relationships with our business partners, the Group also provides environmental and social awareness training for our strategic suppliers. These training courses cover a wide array of topics, such as introduction to corporate social responsibility, supplier social compliance requirements, environmental compliance and supplier solid waste management.

In the supplier selection process, to promote environmentally preferable products and services, we have established the selection policy for waste recycling and disposal service providers to guide the selection of recyclers, and prioritised the service providers that are certified with the environmental management system.

Product Innovation and Responsibility

The Group has dedicated significant amount of resources and efforts to our research and development centres for the development of new products and introduction of advanced equipment. Having been actively looking for investment opportunities in the field of sustainable energy storage technology, in late 2021, we made a commitment to investing USD1.5 million into U.S.-based ZincFive, a developer of Nickel-Zinc (“NiZn”) battery technology, to produce rechargeable NiZn batteries and parts. ZincFive leverages the safe and sustainable NiZn chemistry to provide high-power density and performance simultaneous with its safety and environmental advantages. Comparing with Lead-Acid and Lithium-Ion (Li-Ion) batteries, NiZn batteries have better chemical and physical safety advantages. Zinc can be recycled while maintaining their physical and chemical properties, contributing to the environmental benefits together with the high-quality performance, reliability and safety excellence. This investment has facilitated the Group to explore the potential opportunities in forward-looking and innovative sustainable energy storage technology.

Spotlight – Recyko Charge10

Committed to incorporating sustainability into developing innovative battery and charging products, we have launched the Recyko Charge10, the fastest Nickel Metal Hydride (NiMH) rechargeable battery system in the world, to help more consumers switch to green energy. Equipped with two charging modes, customers can charge batteries in “Ultra-Fast” or “Eco-mode” to maximise battery lifetime. Our new range of Recyko rechargeable batteries and chargers also feature plastic-free paper packaging to minimise waste.

Figure 22. Recyko Charge10 Product Display



In CLP’s “Play Eco Fun Game To Win GP Batteries Prizes” Campaign, the Recyko Charge10, among the Group’s other battery products has been designated as one of the prizes for customers who participated and won the “Eco Fun Game”.

In response to the increasing market demand, we have utilised cost-effective automated systems to enhance productivity and quality control. For example, GP Batteries adopts a quality management system and manufacturing process that are data-driven and follow the continuous improvement philosophy. Product and process parameters that could affect product quality are defined in related process management plan and have the appropriate controls accordingly.

GP Batteries is committed to producing safe and quality products. The Group also has established Product Safety and Fail-Safe Design Guideline to guide the product designers to cover fail-safe concept by including appropriate controls. This is one safety protection to consumers.

GP Batteries has developed Declaration of Non-use/Banned substance. Related suppliers have to commit to control the hazardous substances defined in the list.

To fulfil compliance requirements, some of our products need to apply appropriate certificates/reports for certain national standards or regulations. Typical examples include safety reports such as IEC 62133–1 (NiMH cells/batteries); IEC 62133–2 (Li-ion cells/batteries); UL 1642 (Lithium batteries); UL 2054 (household and commercial batteries); UL 217 (batteries for smoke alarm); IEC 60086 series (primary batteries), UN 38.3 (Manual of Test and Criteria Section 38.3 for Lithium cells/batteries), etc.

IEC (International Electrotechnical Commission) 62133 series is one of the most common safety standards for both Nickel and Lithium systems rechargeable secondary cells and batteries in portable applications. Both IEC 62133–1 for Nickel batteries and IEC 62133–2 for Lithium batteries are being the mandatory requirements for audio/video, information and communication technology equipment according to IEC 62368–1. GP Batteries' IEC 62133-certified Li-Ion and NiMH batteries offer quick market penetration into more than 50 Certification Body Scheme participating countries. According to the Recommendations on the Transport of Dangerous Goods – Manual of Tests and Criteria published by UN (United Nations), Section 38.3 lists the requirements for the transportation of cells, batteries or battery systems that are Lithium metal or Li-Ion. With UN38.3 certification, all GP Li-Ion batteries are allowed to be easily shipped by air and sea (subject to national deviation, additional tests may be needed). GP Batteries' 9V Carbon Zinc and Alkaline batteries are one of the very few battery manufacturers with UL recognised components based on UL217 (Standard for Safety – Smoke Alarms) for smoke alarm application.

GP Batteries has successfully obtained (i) the licences under BIS (Bureau of Indian Standards) ISI Mark Scheme and BIS CRS (Compulsory Registration Scheme) for exporting Carbon Zinc batteries and secondary batteries (NiMH and Li-ion) to India; (ii) the MC (Malaysian Conformity) Mark for exporting Alkaline batteries to Malaysia; (iii) the Certificate of Conformity for exporting Carbon Zinc batteries to Morocco and (iv) the Battery Certification license for exporting Alkaline batteries to Colombia.

Since 2020, the Group introduced new childproof packaging for its coin-sized Lithium battery to prevent children from getting injury or death caused by accidental battery ingestion. The childproof packaging features tamper-proof design with double blisters to avoid accidental opening, and can only be opened with scissors. A child safety pictogram and a warning message are also printed on the packaging to reduce the risk of accidents. Packs also comply with the latest IEC standards (IEC 60086–4 Edition 5) and Australian ACCC regulation.

The Group has established testing facilities strategically in China, Hong Kong and Singapore for testing batteries against registered international standards. The laboratories get relevant accreditation status that indicated the test capability of GP Batteries.

The Group has developed and implemented quality control systems towards hazardous substances which are produced in manufacturing processes to ensure all operations have complied with relevant laws and regulations. Laboratories are established to control product quality. A quality management system is set up in accordance with the requirements of ISO 9001:2015 and/or IATF 16949:2016 that appropriate procedures are in place.

All factories are ISO 9001 and/or IATF16949 accredited, indicating the Group’s ability to consistently provide products and services that meet customers’ needs as well as applicable statutory and regulatory requirements.

Figure 23. ISO 9001 Accreditations



During the pandemic, the Group’s logistic teams kept updating on its suppliers’ production situation and agreed with the suppliers on priority requirements to minimise any impacts on the Group’s productions and supply chain.

Considering the difficulties facing its customers during the COVID-19 lockdown in some countries, the Group allowed some orders to be cancelled or re-scheduled for a later shipment date without enforcing its contractual rights on the customers. In addition, the Group also extended the credit terms for certain customers, after rigorously assessing their creditworthiness.

The project to rebalance GP Batteries’ manufacturing capacity between China and South East Asia enabled the Group to maintain a relatively stable product supply despite material shortages and logistics capacity issues arising from lockdown restrictions in various countries.

The Group has set up mechanisms to receive customers' feedback in order to continuously improve its products and services. Customer survey is conducted semi-annually to measure customer satisfaction.

The Group has Customers Complaints Handling Procedure in place as a response mechanism to handle customers' commercial and technical complaints. Each step and response are to be taken within a specific timeframe to ensure that the cases are handled promptly. In addition, the level of impact on business of each case will be assessed and status will be reported to the top management accordingly until the case is settled and closed.

The Group established a product recall procedure to complete any recall of products for safety issues. The procedure specifies the recall process, from internal analysis, communication with the product recipients and public, the logistic of recalling the products to the corrective actions after the recall. Besides, the Recall Committee is responsible for overseeing the product recall case and the recall coordinator will liaise with all departments to implement the recall.

During the year ended 31 March 2022, no products sold or shipped were subject to recalls for safety and health reasons. The Group received 1,898 cases of product- and service-related complaints.

Anti-corruption

The Group is committed to preventing corruption, bribery, extortion, fraud and money laundering, as well as complying with applicable anti-corruption laws and regulations. We prohibit employees from offering, making or receiving any bribes or kickbacks for the purpose of securing improper business advantages, or otherwise engaging in corrupt activities or practices.

The Group has established a Whistle-Blowing Policy that allows anyone to report in good faith any misconduct or malpractice, without fear of reprisal, through a confidential channel. If an investigation is to take place, the head of internal audit will carry out the investigative work, and then seek administrative support from the Executive Directors. The Executive Directors may also consider the appointment of an external party to assist the head of internal audit with the investigation. The Board, the Audit Committee and the head of internal audit will keep strict confidentiality on the informer's identity throughout the process. Any form of disadvantage or reprisal against the informer by the Company's management or staff is expressly prohibited.

Our Code of Conduct also states that all employees must abide by the laws of the jurisdiction, including laws and regulations on anti-corruption, and all other laws and regulations pertaining to ethical business conduct. Our Guidelines on Business Ethics and Integrity apply to our employees, suppliers and contractors in the course of business dealings to prevent corruption along the supply chain.

During the year ended 31 March 2022, the Group complied with all relevant laws and regulations that have a significant impact on the Group relating to bribery, extortion, fraud and money laundering. Anti-corruption trainings were offered to employees in order to enhance their knowledge of anti-corruption laws and be aware of corruption loopholes. No legal case regarding corrupt practices was brought against the Group or our employees during the year ended 31 March 2022.

Figure 24. ICAC Seminar as Part of the Anti-corruption Training



Privacy and Information Security

The Group strives to ensure compliance with the strictest standards of security and confidentiality. Our Group has established a wide range of policies to protect the privacy and information security. These policies include Data Breach Policy, Data Retention Policy, Records of Processing Activity Policy, Data Process and Storage Security Policy, Personal and Work Phone Policy, Data Consent Policy, Personal Data Transfer Policy, Data Privacy by Design and by Default Policy and Data Protection Impact Assessment Policy.

Personal data is stored securely and only authorised staff members have the right to gain access to the data. The Group will not release the personal data of its employees, customers and suppliers to external parties without the permission of the relevant parties.

The Group also conducted cyber security awareness training for employees in Hong Kong Office to promote the protection of data privacy of colleagues, customers and business partners.

Protection of Intellectual Property

It is the Group's policy to respect intellectual property rights and not to use infringing articles in its business. The Group adopts a policy that follows the key terms of copyright regulations. It is important for employees to comply with the copyright policy in the course of their employment. Where employees knowingly use infringing copies of copyright works in the course of their employment, the employees concerned could be subject to both civil and criminal liabilities.

Community Investment

As a socially responsible business, the Group is in constant pursuit of fostering sustainable communities in the places we operate. The Group is conscientiously involved in community engagement to understand the needs of the communities and to ensure our activities take into consideration the communities' interests. We have updated our roadmap and direction to define the focus areas of contribution, which include "Environmental and Sustainability" and "Social and Community Development". As stated in our roadmap, we start by building up social caring mindsets among staff through social service engagement, then devote ourselves to short-term social services, and gradually commit to project-based or regular social service for sustainable community development.

Since 2014, GP Batteries has been an official sponsor and the sole battery supplier for Hong Kong Standard Chartered Marathon. This year, GP Batteries continued the sponsorship and support to The Standard Chartered Hong Kong Marathon which was held in October 2021. Employees were encouraged to participate in the running event with family members and friends to promote a healthy life and work-life balance.

Figure 25. GP Batteries as the Official Sponsor and Battery Supplier of Standard Chartered Marathon 2021



The Group has encouraged employees' participation in supporting a number of social caring events in this financial year. These included Blood Donation Day 2021, Love Teeth Day 2021, Lai See Packet Recycling Campaign, Earth Hours 2022, company visit for 20 youths from ICA International Church, etc. Our Group is also devoted to reducing food waste and care for the community by joining the Chinese New Year Food Donation Program initiated by Food Grace. In 2021, GP Batteries (Shenzhen) was awarded the title of "Advanced Enterprise to Support Poverty Alleviation" in recognition of its efforts to alleviate poverty through supporting the households in needs with rice and edible oil products for their food security. During the reporting period, the Group has made charitable and other donations of HK\$194,000.

Figure 26. Certificate of Food Donation 2022 by Food Grace



Figure 27. Certificate of Advanced Enterprise to Support Poverty Alleviation



In recognition of its continuous commitment in good corporate citizenship, the Group has been awarded the Caring Company Logo by The Hong Kong Council of Social Service for 20 consecutive years.

Content Index for HKEX ESG Reporting Guide

Aspects and KPIs	Disclosure Description	Section/Remarks
Governance Structure	(i) a disclosure of the Board’s oversight of ESG issues (ii) the Board’s ESG management approach and strategy, including the process used to evaluate, prioritise and manage material ESG-related issues (including risks to the issuer’s businesses) (iii) how the Board reviews progress made against ESG-related goals and targets with an explanation of how they relate to the issuer’s businesses.	Sustainability and ESG Governance Sustainability and ESG Governance Sustainability and ESG Governance
Reporting Principles	<p>Materiality: The ESG report should disclose: (i) the process to identify and the criteria for the selection of material ESG factors; (ii) if a stakeholder engagement is conducted, a description of significant stakeholders identified, and the process and results of the issuer’s stakeholder engagement.</p> <p>Quantitative: Information on the standards, methodologies, assumptions and/or calculation tools used, and source of conversion factors used, for the reporting of emissions/energy consumption (where applicable) should be disclosed.</p> <p>Consistency: The issuer should disclose in the ESG report any changes to the methods or KPIs used, or any other relevant factors affecting a meaningful comparison.</p>	Stakeholder Engagement and Materiality
Reporting Boundary	A narrative explaining the reporting boundaries of the ESG report and describing the process used to identify which entities or operations are included in the ESG report. If there is a change in the scope, the issuer should explain the difference and reason for the change.	About This Report

Aspects and KPIs	Disclosure Description	Section/Remarks
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.	Environmental Stewardship > Emissions
KPI A1.1	The types of emissions and respective emissions data.	Environmental Stewardship > Emissions Air emissions (e.g. NOx, SOx and other pollutants) are not considered as material to the Group's operations.
KPI A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Environmental Stewardship > Emissions
KPI A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Environmental Stewardship > Wastes
KPI A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Environmental Stewardship > Wastes
KPI A1.5	Description of emissions target(s) set and steps taken to achieve them.	Environmental Stewardship > Emissions
KPI A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.	Environmental Stewardship > Wastes

Aspects and KPIs	Disclosure Description	Section/Remarks
Environmental		
Aspect A2: Use of Resources		
General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials.	Environmental Stewardship > Use of Resources
KPI A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).	Environmental Stewardship > Use of Resources Direct energy consumption such as gas and diesel was insignificant during the year.
KPI A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	Environmental Stewardship > Use of Resources
KPI A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	Environmental Stewardship > Use of Resources
KPI A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them.	Environmental Stewardship > Use of Resources
KPI A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	Environmental Stewardship > Use of Resources
Aspect A3: The Environment and Natural Resources		
General Disclosure	Policies on minimising the issuer's significant impacts on the environment and natural resources.	Environmental Stewardship > The Environment and Natural Resources
KPI A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Environmental Stewardship > The Environment and Natural Resources
Aspect A4: Climate Change		
General Disclosure	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.	Environmental Stewardship > Emissions
KPI A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them.	Environmental Stewardship > Emissions

Aspects and KPIs	Disclosure Description	Section/Remarks
Social		
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.	Social Responsibilities > Human capital
KPI B1.1	Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region.	Social Responsibilities > Human capital
KPI B1.2	Employee turnover rate by gender, age group and geographical region.	Social Responsibilities > Human capital
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.	Social Responsibilities > Health and Safety
KPI B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	Social Responsibilities > Health and Safety
KPI B2.2	Lost days due to work injury.	Social Responsibilities > Health and Safety
KPI B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored.	Social Responsibilities > Health and Safety
Aspect B3: Development and Training		
General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	Social Responsibilities > Human capital
KPI B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	Social Responsibilities > Human capital
KPI B3.2	The average training hours completed per employee by gender and employee category.	Social Responsibilities > Human capital
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.	Social Responsibilities > Human capital
KPI B4.1	Description of measures to review employment practices to avoid child and forced labour.	Social Responsibilities > Human capital
KPI B4.2	Description of steps taken to eliminate such practices when discovered.	Social Responsibilities > Human capital

Aspects and KPIs	Disclosure Description	Section/Remarks
Social		
Aspect B5: Supply Chain Management		
General Disclosure	Policies on managing environmental and social risks of the supply chain.	Social Responsibilities > Supply Chain Management
KPI B5.1	Number of suppliers by geographical region.	Social Responsibilities > Supply Chain Management
KPI B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored.	Social Responsibilities > Supply Chain Management
KPI B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	Social Responsibilities > Supply Chain Management
KPI B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	Social Responsibilities > Supply Chain Management
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.	Social Responsibilities > Product Innovation and Responsibility
KPI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Social Responsibilities > Product Innovation and Responsibility
KPI B6.2	Number of products and service related complaints received and how they are dealt with.	Social Responsibilities > Product Innovation and Responsibility
KPI B6.3	Description of practices relating to observing and protecting intellectual property rights.	Social Responsibilities > Protection of Intellectual Property
KPI B6.4	Description of quality assurance process and recall procedures.	Social Responsibilities > Product Innovation and Responsibility
KPI B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored.	Social Responsibilities > Privacy and Information Security

Aspects and KPIs	Disclosure Description	Section/Remarks
Social		
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.	Social Responsibilities > Anti-corruption
KPI B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.	Social Responsibilities > Anti-corruption
KPI B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	Social Responsibilities > Anti-corruption
KPI B7.3	Description of anti-corruption training provided to directors and staff.	Social Responsibilities > Anti-corruption
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.	Social Responsibilities > Community Investment
KPI B8.1	Focus areas of contribution (e.g. education, environmental concerns, labor needs, health, culture, sport).	Social Responsibilities > Community Investment
KPI B8.2	Resources contributed (e.g. money or time) to the focus area.	Social Responsibilities > Community Investment

