



FORWARD FASHION
HOLDINGS

Forward Fashion (International) Holdings Company Limited
尚晉(國際)控股有限公司

(incorporated in the Cayman Islands with limited liability)

Stock Code : 2528



**Environmental, Social and
Governance Report 2023**

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ABOUT THIS REPORT

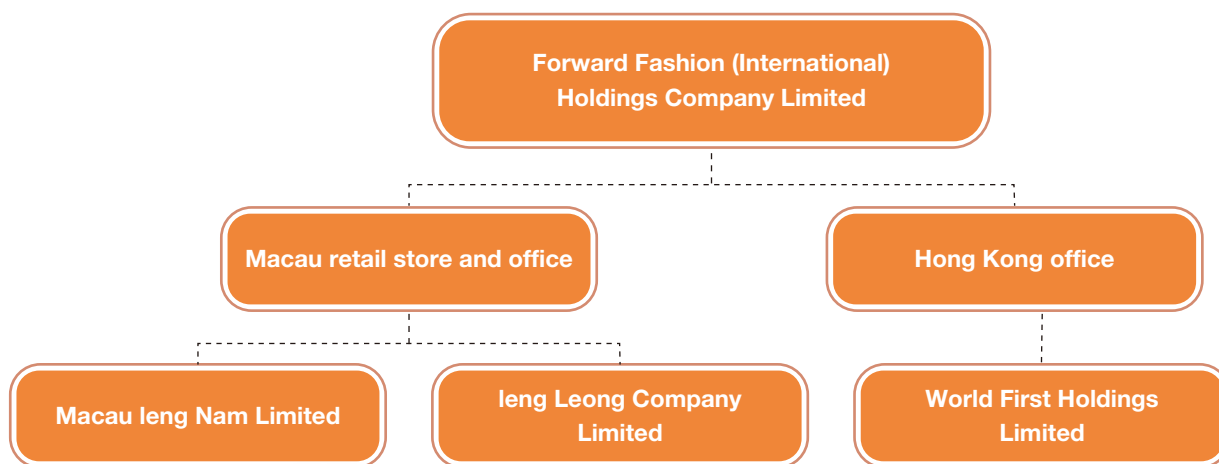
Over a decade, Forward Fashion (International) Holdings Company Limited (the “Company”) with its subsidiaries (hereafter the “Group”, “we” or “our”) engages in the fashion apparel retailing industry for over 10 years. Our main insight is to offer a diverse range of apparel products from renowned international brands, including established designer label brands, popular and emerging global brands to our customers. Through our extensive sales network, we have successfully established a presence in Mainland China, Macau, Hong Kong, and Taiwan, operating over 180 self-operated and managed stores.

In our pursuit of leadership in the fashion industry, we have not only prioritized building a strong reputation for our brands and store quality but also made a commitment to integrating sustainability principles into our strategic planning and daily operations. We strive to incorporate transparent measures that uphold sustainability values, ensuring enduring value for our key stakeholders. By doing so, we aim to deliver sustainable and responsible practices that align with our long-term vision in the fashion industry.

With a strong aspiration to foster long-term, trusted relationships with our stakeholders in the community, the Group is delighted to release its fifth Environmental, Social, and Governance (“ESG”) report (the “Report”). This comprehensive Report serves as a summary to provide valuable insights into our ESG journey in regards of our ESG performance and various initiatives undertaken.

Scope of the ESG Report

This ESG Report examines only the ESG management approaches, environmental and social performance and material topics of the following core operations of the Group during the period from 1 January 2023 to 31 December 2023 (the “Reporting Period” or “FY2023”):



Unless otherwise specified, the reporting boundary and the scope of data remain consistent with the 2022 ESG report. The reporting boundary is determined based on the materiality of the businesses to the Group. Given the substantial contribution of our operations in Macau to the Group’s overall revenue and the broader range of brands offered, we have chosen to focus on operations primarily engaged in Macau-based fashion apparel retail. These operations encompass both retail outlets in Macau and back offices located in Macau and Hong Kong.

Reporting Standard

The ESG Report has been prepared in accordance with the “Comply or Explain” provisions of the Environmental, Social and Governance Reporting Guide (the “ESG Reporting Guide”), under Appendix C2 to the Rules Governing the Listing of Securities on the Stock Exchange of Hong Kong Limited (the “HKEx”). Should there be any discrepancy between the English and Chinese versions, the English version shall prevail. The ESG Report has been reviewed and approved by the board of directors (the “Board”) of the Company. Throughout the ESG Report, we adopt the reporting principles of materiality, quantitative, balance and consistency, as described below:

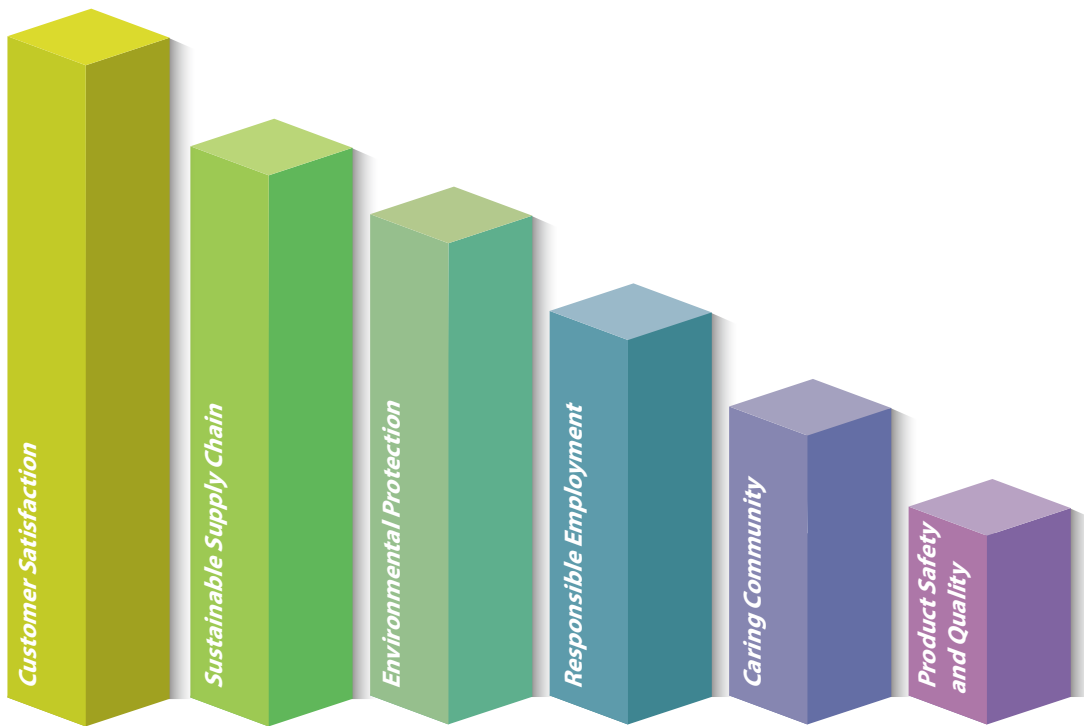
Reporting Principles	Description
Materiality	We have identified the material topics by means of internal discussion and engagement with the key stakeholders. The materiality matrix and details of stakeholder engagement are summarised in later sections.
Quantitative	The disclosed data, environmental and social key performance indicators (“KPIs”) in this ESG Report are organised and calculated in accordance with a series of standardised methodologies, which are illustrated in the relevant sections.
Balance	The Board has acknowledged its responsibility to oversee the Company’s sustainable development and review the truthfulness, accuracy and completeness of the Report. The Report provides an unbiased picture of the Group’s performance.
Consistency	The Report has been prepared in the same reporting scope and methodologies when compared with those for the previous years. A consistent environmental and social data management approach has been adopted to allow a fair comparison of our performance over time.

Contact & Feedback

We place great importance on building and nurturing a strong relationship with our community. We are committed to managing our affairs in a manner that serves the best interests of our valued stakeholders. In line with our commitment to transparency and continuous improvement, we highly value your feedback on our ESG Report and sustainability performance. Your insights and suggestions are instrumental in helping us better understand stakeholder expectations and refine our sustainability initiatives. We kindly encourage you to share your comments and feedback with us by contacting us via ir@forward-fashion.com.

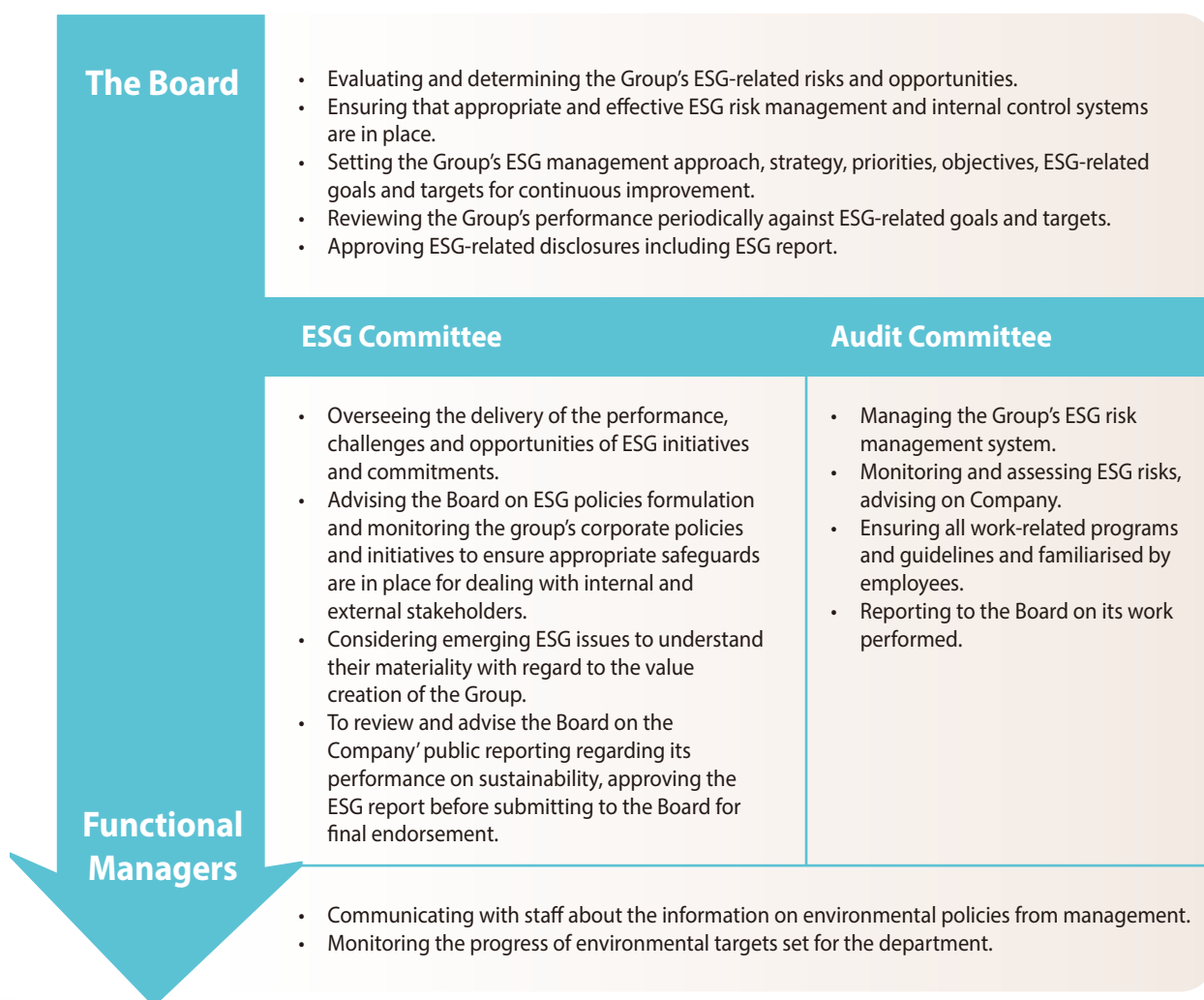
SUSTAINABLE DEVELOPMENT

In today's dynamic and evolving world, the integration of sustainability into business operations has become imperative. It is essential not only to address urgent environmental challenges but also to uphold social responsibility and ensure long-term economic resilience. As we navigate through this year, our commitment to sustainable development remains steadfast. Central to this effort is our ESG Policy, which serves as the cornerstone of our sustainability strategy, outlining our commitment to striking a balance between ESG considerations and the efficiency of our daily operations. We have identified 6 ESG focus areas for our ESG initiatives, aiming to enhance customer experiences, promote sustainable practices across our supply chain, contribute to environmental preservation, prioritize responsible employment practices, maintain close relationship with our community and guarantee product safety and quality. By setting our areas of focus, we strive to create lasting value for our stakeholders while making a positive impact on the world around us. In FY2023, we remain committed to the principle of "Meeting our own needs without compromising the ability of future generations to meet their own needs" and heightened focus on environmental protection.



ESG Governance Structure

Our ESG governance structure employs a top-down management approach across three levels, and they are the decision-making, organisational and implementation levels. The Board holds the ultimate responsibility for overseeing the Group’s ESG governance. To facilitate effective day-to-day management of ESG matters, the Group took a significant step by establishing the Environmental, Social and Governance Committee (the “ESG Committee”) in FY2023. The ESG Committee meets regularly and is entrusted with the crucial task of overseeing and managing all ESG matters within the organisation and the Group’s performance against its ESG-related goals. Meanwhile, the Audit Committee diligently manages our ESG risk management system and ensuring appropriate controls and mitigation measures are in place in daily operations. The ESG governance structure and their responsibility are as follows:



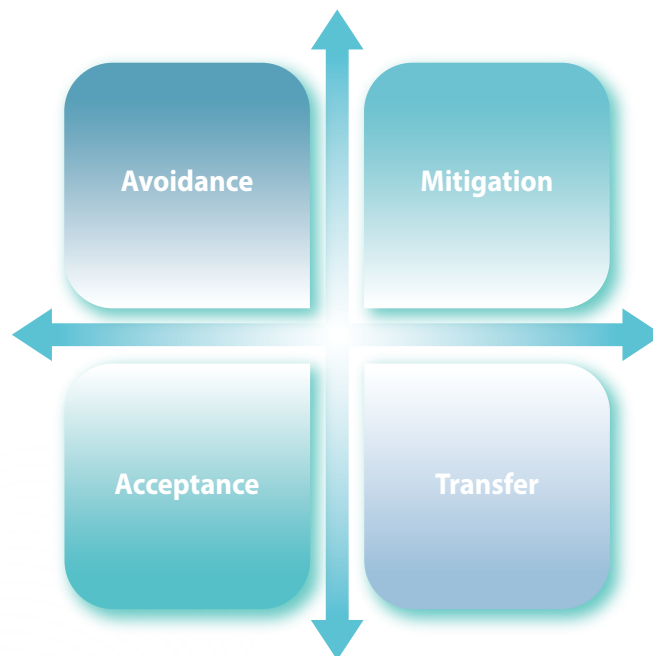
ESG Risk Management

Evaluating the Group’s performance through the lens of ESG factors provides a more comprehensive view, as it encompasses a broader range of considerations beyond financial metrics. Recognising this, investors and shareholders now seek to understand and assess the ESG risks associated with an organisation. In response to this growing demand, the Group has established an ESG risk management framework and developed the ESG Risk Management Policy. These initiatives demonstrate our commitment to proactively identify and address ESG risks and ensure responsible practices throughout our operations.



Flow of ESG Risk Management

As part of our commitment to effectively manage ESG risks, an annual corporate risk assessment is conducted to evaluate these risks based on their likelihood of occurrence and the magnitude of their impact on the Group’s business. This assessment involves the participation of the Audit Committee, top management, and functional managers. Identified ESG risks are meticulously recorded and reviewed at least once annually to ensure that any new regulations, rules, or procedures that may require amendment are promptly addressed and are reported to the Audit Committee. For ESG risks deemed material, mitigation strategies are developed in four directions to ensure the long-term sustainability and resilience of our business:



STAKEHOLDER ENGAGEMENT

The Group recognises that maintaining strong connections with our key stakeholders, including investors and shareholders, customers, employees, suppliers and business partners, government authorities and regulators, non-governmental organisations and communities, is essential for sustainable development and gaining valuable insights into their expectations and perspectives on the Company's ESG performance. As a result, we have implemented diverse communication channels to foster engagement and promote transparency. These channels serve as platforms for open dialogue, enabling us to actively listen and respond to stakeholder concerns and feedback. By actively engaging with stakeholders, we strive to continuously enhance our ESG performance by refining our strategies in response to stakeholder concerns and ensure they align with stakeholder expectations.

Stakeholder	Expectation & Focus	Communication Channels
Investors and shareholders	<ul style="list-style-type: none"> • Returns • Stable operation to prevent and control risks • Transparency in information and effective communication 	<ul style="list-style-type: none"> • Company website • Company's announcements and circulars • Annual and extraordinary general meetings • Annual and interim reports • Email
Customers	<ul style="list-style-type: none"> • Outstanding products • Customer privacy protection • Customer experience 	<ul style="list-style-type: none"> • Company website • Customer direct communication • Customer feedback and complaints
Employees	<ul style="list-style-type: none"> • Remuneration and welfare • Diversity, Equity, and Inclusion • Career development 	<ul style="list-style-type: none"> • Training and orientation • Email and opinion box • Regular meetings • Employee performance evaluation • Employee activities
Suppliers and business partners	<ul style="list-style-type: none"> • Business integrity • Win-win cooperation 	<ul style="list-style-type: none"> • Selection assessment • Procurement process • Performance assessment • Regular communication with business partners (e.g. email, meetings, on-site visits, etc.)
Government authorities and regulators	<ul style="list-style-type: none"> • Compliance with laws and regulations • Pay taxes according to the law 	<ul style="list-style-type: none"> • Documented information submission • Compliance inspections and checks • Forums, conferences, and workshops
Non-governmental organisations	<ul style="list-style-type: none"> • Environmental protection • Human rights protection 	<ul style="list-style-type: none"> • Email • Phones • Charity Donations
Communities	<ul style="list-style-type: none"> • Support local economic development • Participate in charity 	<ul style="list-style-type: none"> • Company website • Community activities

MATERIALITY ASSESSMENT

During the Reporting Period, we commissioned an external consultant to conduct a thorough materiality assessment, aiming to identify the significant ESG-related issues relevant to the Group. The outcomes of this assessment will serve as a foundation for formulating appropriate ESG management strategies and guiding the content and focus of our reporting disclosures.



Identification

With reference to international trends, peer analysis and ESG Reporting Guide, the external consultant assisted the Group in identifying 34 topics that are most closely related to its business and impact, covering environmental and social aspects.



Engagement

Through an online questionnaire, the Group invited internal and external stakeholders to rate 34 identified topics based on their significance to the Group's business and operation and to the stakeholders respectively.



Analysis

The external consultant analysed the feedback of the stakeholders, plotted in the materiality matrix and identified 14 material topics. This ESG Report focuses on the most material ESG issues and highlights the Group's relevant strategies and impacts.



Verification

The Group reviewed and verified the results of the materiality assessment for ESG reporting as we strive for future performance improvement.

Forward Fashion (International) Holdings Company Limited

Based on the scores of each of the ESG issues identified by the stakeholders, the ESG issues are prioritised and shown in the materiality matrix below. Issues that fell in the upper right corner of the matrix were identified as the topics that matter most to the Group’s business operations and our stakeholders are most concerned about.



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

According to the results of the Materiality Matrix illustrated above, the top five material topics of the Group are customer satisfaction, socio-economic compliance, occupational health and safety, employee retention, and customer service quality and complaints handling. Looking forward, the Group will continue to review and develop appropriate ESG policies and targets, as well as optimising the ESG reporting disclosure in order to pursue continuous improvement in its ESG performance in the future.

CUSTOMER SATISFACTION

The Group places utmost importance on prioritising customer satisfaction. We firmly believe that fostering customer loyalty is crucial for sustaining long-term business success in a highly competitive market. Therefore, we are fully committed to delivering exceptional products and services that instill trust and confidence in our customers. To ensure compliance with applicable laws and regulations, such as the Trade Descriptions Ordinance of Hong Kong, Law of the People’s Republic of China (“PRC”) on the Protection of Customer Rights and Interests, and the Product Quality Law of the PRC, the Group has established a comprehensive set of guidelines and standards. These guidelines cover various aspects of our operations, including product sales and returns, and serve as a framework for maintaining high standards of quality and customer-centric practices.

During the Reporting Period, the Group was not aware of any material non-compliance with the laws and regulations relating to product responsibility.

Product and Service Excellence

As a leading fashion apparel retailer, the Group has forged collaborations with an extensive portfolio of over 100 well-known and emerging brands, ensuring we can cater to the diverse preferences of our customers. To standardise the process of introducing new brands, the Group has established an operational manual that serves as a comprehensive guide. This manual entails the assessment procedures of potential brands, including evaluating whether the Brand’s management system and business model align with our Group. We also consider the adequacy of return and customer base in the target location and markets where the Brand operates, and ensure that the potential brand synergizes with our existing brands without creating competition. These evaluations are crucial in determining the suitability of brands for collaboration with the Group. Upholding a strong commitment to ethical business practices, the Group strictly adheres to the Anti-unfair Competition Law of the PRC and the Competition Ordinance of Hong Kong. We take a firm stance against partnering with brands that may be associated with potential conflicts related to anti-competitive practices. By adhering to these principles, the Group ensures a fair and competitive marketplace for the benefit of all stakeholders involved.



In an effort to elevate the customer experience and enhance accessibility to our products and services, the Group has continued with its implementation on the multi-brand and multi-store business model across Greater China. We are operating a vast network of over 180 retail stores in China, Macau, Hong Kong, and Taiwan. Additionally, our Branding Department takes on the critical responsibility of overseeing the quality assurance issues of our products. Regular inspections of our retail stores are conducted to evaluate their performance across six different aspects, including display management, product management, team vibe and energy, service quality, staff training, and data operational management. Any deficiencies discovered during these inspections are promptly addressed and rectified within specific timeframes. By diligently monitoring and improving these areas, we strive to consistently deliver high-quality products and an exceptional customer experience throughout our retail stores.

Furthermore, the Group has introduced a standardized checklist for retail stores, aiming to ensure exceptional service and product quality for our valued customers. In line with this, comprehensive training programs are provided to our employees, equipping them with the necessary skills to identify any subpar products. To maintain strict quality control, Store Managers conduct visual inspections of the products before it is made available for sale to customers. Any unsatisfactory items identified during these inspections are duly recorded and reported to the Branding Department. The Branding Department then takes appropriate follow-up actions, liaising with suppliers to address and rectify the issues in a timely manner. By implementing these stringent measures, we strive to consistently deliver products of the highest quality standards, ensuring customer satisfaction remains at the forefront of our operations.



Handling Complaints

Customer satisfaction is of paramount importance to us, and we are dedicated to promptly and professionally addressing any concerns or issues they may have. To ensure efficient resolution, the Group has established a standard operating procedure for product refunds and replacements. When customers express dissatisfaction with a product, our Store Manager will thoroughly examine it or escalate the matter to the Branding Department for a comprehensive assessment against relevant quality standards. If a product is found to fall short of these standards, we promptly inform the customer and make arrangements for a replacement or refund, as appropriate.

During the Reporting Period, the Group has not received any complaints related to safety and health issues concerning our products and services. Furthermore, no products sold or shipped by the Group have been subject to recalls due to safety and health reasons. This underscores our commitment to delivering products that meet the highest safety standards and providing our customers with a worry-free experience.

OPERATIONAL SUSTAINABILITY

Sustainable Procurement

As a conscientious fashion retailer, the Group recognises the significance of fostering enduring and close relationships with our suppliers and business partners as a pivotal factor in driving our sustainable development, with a particular emphasis on safeguarding our reputation. Given the association of product responsibility with suppliers in the apparel retail industry, we are committed to mitigating environmental and social impacts throughout our supply chain by upholding the highest standards in supplier selection and management.

Our focus on social responsibility is reflected in the comprehensive criteria we have established for our suppliers. These criteria encompass strict prohibitions on child labour and forced labour, a commitment to avoiding significant environmental pollution, and ensuring the well-being and safety of employees. Furthermore, our suppliers are required to implement transparent working hour policies and provide work-related injury insurance for all their staff. We are unwavering in our dedication to only collaborating with suppliers who meet these stringent criteria, refusing to engage with those who fail to comply. Additionally, we give preference to suppliers who have obtained relevant certifications, such as ISO and WRAP certifications, that serve as evidence of their commitment to effective environmental management. By prioritizing social responsibility in our procurement practices, we strive to cultivate a more sustainable and ethical supply chain that aligns with our values.

In FY2023, the Group had a total of 75 suppliers globally, including those from Asia, Europe and North America. All of which are under the abovementioned policies of supplier management. The distribution of suppliers by geographical region is illustrated below:

Number of Suppliers by Geographical Region		
Asia	Hong Kong	13
	Japan	7
	Korea	3
	Mainland China	4
	Singapore	1
	The Republic of Armenia	1
Europe	Belgium	1
	Denmark	2
	France	6
	Germany	1
	Italy	24
	Norway	1
	Switzerland	4
	The United Kingdom	2
North America	Canada	1
	The United States	2
Oceania	Australia	2

Supplier Evaluation and Management

To ensure the highest standards of performance and accountability amongst our suppliers, we have implemented an annual evaluation assessment on our suppliers. This comprehensive assessment covers various aspects, including supply and manufacturing capabilities, product quality and delivery, intellectual property management, service quality, environmental and safety management, as well as social responsibility. Suppliers who fall short of expectations are required to rectify any defective products or unsatisfactory services within a specified timeframe. Failure to do so may result in contract termination and removal from our supplier list. In our commitment to environmental protection, we encourage the use of environmentally friendly and socially preferable products by prioritizing suppliers who meet the Group's requirements and have obtained international accreditations such as ISO9001, ISO14001, and ISO18001. Additionally, we mandate our suppliers to establish long-term sustainability goals, proper environmental protection principles, workplace safety protocols, emergency procedures, and a comprehensive code of conduct. By giving preferential treatment to these accredited suppliers and setting these expectations, we aim to encourage sustainable practices and responsible sourcing and foster a collaborative environment wherein suppliers align with our commitment to sustainability practices.

Business Integrity

The Group places a strong emphasis on upholding ethical standards across all aspects of our business operations to preserve our reputation and maintain positive relationships with stakeholders. We adhere strictly to relevant laws and regulations, including but not limited to the Prevention of Bribery Ordinance of Hong Kong, the Anti-money Laundering Law of the PRC, and the Criminal Law of the PRC. Throughout the Reporting Period, the Group has not been aware of any material non-compliance with laws and regulations concerning bribery, extortion, fraud, or money laundering. Furthermore, no legal cases related to corrupt practices have been filed against the Group or our employees.

To regulate employee behaviour, we have established the Employee Handbook and Internal Control Policy, which explicitly prohibits all forms of fraud, bribery, and misconduct. Employees are strictly prohibited from soliciting or accepting any form of advantage, including gifts, entertainment, rewards, or commissions. We also prioritize addressing conflicts of interest, and employees must disclose any potential conflicts that may impact the best interests of the Company to their respective Store Managers, the Human Resources Department, and the Administration Department. Violations of these policies result in disciplinary actions, ranging from warnings and suspensions to immediate dismissal. Serious offenders will be reported to the local authorities for thorough investigations and legal action.

The Group's latest policies or relevant materials would be disseminated to the Board and staff members to enhance and update their understanding of our business ethics and standards from time to time. By continuously reinforcing these principles, we ensure that our employees are well-informed and committed to upholding the highest ethical standards in our daily operations.

Whistleblowing system

The Group has indeed implemented a Whistleblowing Policy to promote a culture of transparency and accountability. This policy encourages employees to report any instances of misconduct or malpractice, ensuring that violations are promptly addressed and identified. Employees have multiple channels available to them for reporting complaints, including a hotline, email, or written letter.

Upon receiving a complaint, the Audit Committee would take immediate action to investigate the matter thoroughly. If necessary, the case will be reported to the local authorities for further investigation. The Group maintains strict confidentiality regarding the identity of whistleblowers and any case-related information to protect their privacy and well-being. Retaliation against whistleblowers is strictly prohibited within the organisation. Any form of retaliation or negative treatment against whistleblowers is not tolerated and will be met with appropriate disciplinary measures. On the other hand, any false accusation will face disciplinary actions in line with company policies to ensure the integrity of the whistleblowing process.

Privacy and Security

Establishing effective privacy information management is indeed crucial for building long-term and trusted relationships with our customers and business partners. As a fashion retailer, it is inevitable that we process and store sensitive data, including customer and supplier information, identities, company data, and intellectual properties, on the server. Therefore, protecting sensitive information is a priority and we take extensive precautions when handling with the data and strictly adhere to applicable privacy laws and regulations, such as the Personal Data Protection Act of Macau and the Personal Data (Privacy) Ordinance of Hong Kong.

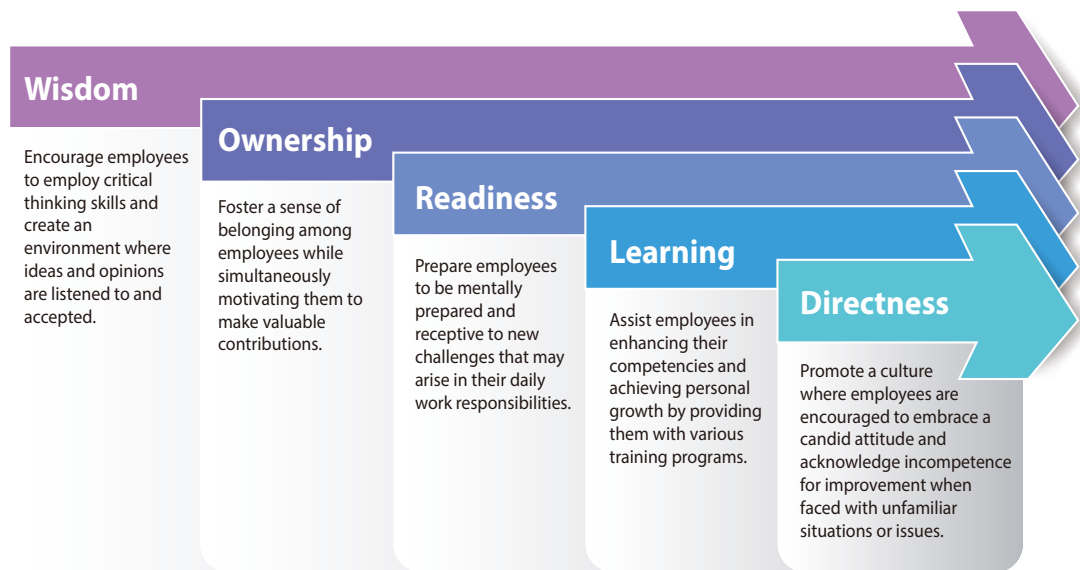
To ensure privacy protection, the Group clearly outlines the guidelines for safeguarding confidential information in our Employee Handbook and Employment Contract. Employees are strictly prohibited from releasing or disclosing confidential information to unauthorized individuals without prior consent from the Group. Violations of data protection guidelines are dealt with disciplinary actions, including warning letters, immediate dismissal, or even legal action. Additionally, we require customers who provide personal data to sign the Personal Information Collection Statement, ensuring that they are fully informed about the proper use of their personal data and reserve the right to refuse any unwanted uses.

At the other end, the Group also requires our suppliers to adhere to data protection guidelines and confidentiality standards. The Group examines whether suppliers have implemented sufficient protective measures, particularly concerning intellectual properties, during our annual supplier evaluation process. Suppliers who have established data protection systems and provide relevant training to their employees receive additional credits in the evaluation. During the Reporting Period, the Group was not aware of any breaches of privacy laws and regulations or confidentiality matters.

RESPONSIBLE EMPLOYMENT

We acknowledge the immense value of our employees in driving the Group's success. In line with that, we have established a comprehensive framework to attract and retain talents by offering a competitive remuneration package and ensuring a safe working environment. As specified in the Employee Handbook, we actively cultivate our "WORLD First" corporate culture, which encompasses the following five elements: Wisdom, Ownership, Readiness, Learning, and Directness as demonstrated below:

"WORLD First" Corporate Culture



During the Reporting Period, the Group had no material non-compliance with applicable laws relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, other benefits and welfare, and child and forced labour in Hong Kong and Macau, including but not limited to Labour Relations Law of Macau and the Employment Ordinance of Hong Kong.

As of 31 December 2023, a total number of 361¹ employees were hired by the Group. The information on our total workforce and turnover rate by different categories are illustrated below:



¹ The scope of total number covers the Company, World First Holdings Limited, Macau Ieng Nam Limited and Ieng Leong Company Limited of the Group as at 31 December 2023. The total number of employees cover the full time and part time staff of 4 core businesses as per the section headed "Scope of the ESG Report".

Turnover		FY2023
Employee Turnover Rate ²		41.27%
By Age Group	Below 30	38.05%
	30 to 50	43.51%
	Over 50	22.22%
By Gender	Male	32.21%
	Female	67.79%
By Geographical Region	China	0.00%
	Macau	73.78%
	Hong Kong	39.59%

Employment Practices

In alignment with our “WORLD First” corporate culture, the Group has developed the Employee Handbook that offers guidance and details regarding our mission, values, policies, procedures, and employee benefits.

Recruitment and Labour Standards

The Employee Handbook explicitly outlines that the selection of candidates follows an unbiased and integrity-driven procedure. Our recruitment process is solely based on factors relevant to the positions, which include academic and professional qualifications, abilities, knowledge, and experience. These objective criteria serve as the sole measurement standards, ensuring fairness and consistency in our hiring practices.

In order to uphold ethical standards in the workplace, we prioritize supporting ethical hiring practices and safeguarding the labour rights of both job applicants and employees. Our Group strictly prohibits any form of child or forced labour within our business operations, in accordance with our comprehensive policy. As part of the recruitment process, we require job applicants to provide valid identification, education, and qualification documents for a thorough background check, ensuring that they meet the legal age requirements. Once qualified candidates are selected, they are required to sign an employment contract that aligns with relevant laws and regulations prior to commencing their work. We actively monitor, investigate, and address any suspected instances of child labour or forced labour that may arise, demonstrating our unwavering commitment to maintaining an ethical work environment.

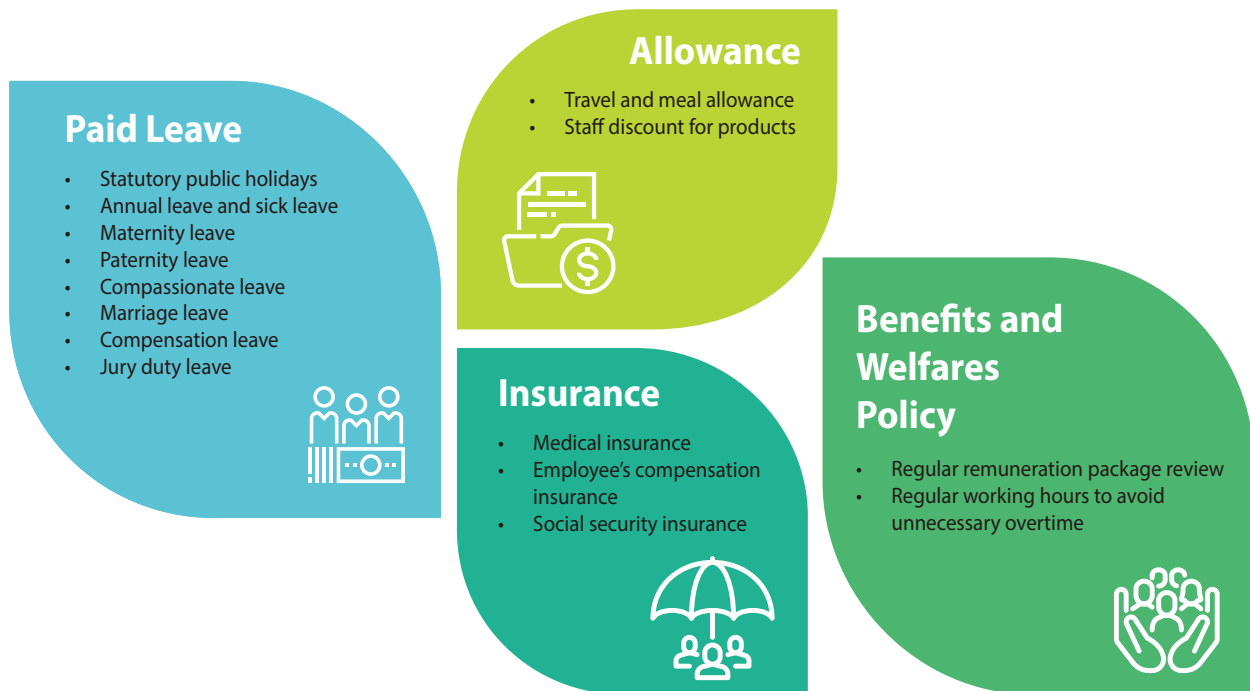
² The turnover rate is calculated by using the formula below:

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

Remuneration and Welfare

The Group places a strong emphasis on fostering a sense of belonging among employees, recognising its pivotal role in motivating them to make valuable contributions and ensuring the retention of talent. To achieve this, we provides attractive employee remuneration that is both competitive in the market and tailored to individual factors such as experience, qualifications, and job responsibilities. We conduct annual compensation reviews and grant year-end bonuses to employees who demonstrate outstanding performance and make noteworthy contributions to the Group. This approach not only encourages healthy competition among employees but also serves to strengthen their loyalty and provide motivation for continuous improvement.

Moreover, we prioritise meeting the diverse needs of our employees by offering a range of benefits. For instance, all employees are entitled to paid leaves, insurance coverage, and allowances, as depicted in the diagram below. Regular evaluations of our remuneration packages are conducted to ensure they remain aligned with market rates, the Group's profitability, and prevailing economic conditions. We also strictly adhere to applicable laws and regulations concerning working hours, providing compensation leave for overtime work. Furthermore, we encourage employees to maintain a healthy work-life balance by establishing regular working hours.



Diversity, Equity, and Inclusion

We are committed to creating an inclusive, diverse, and equitable working environment where all individuals are treated with respect. This commitment is reflected in our Nomination Policy, Remuneration Policy, and Employee Handbook, which are designed to prevent any form of discrimination and harassment. We ensure that all staff and job candidates are treated fairly and equally, regardless of race, gender, age, culture, disability, marital status, or other non-work-related factors, in order to cultivate an agile and sustainable workplace. Our recruitment, remuneration, and performance evaluation processes are based solely on academic and professional qualifications, abilities, knowledge, and experience. Additionally, we embrace board diversity to incorporate a wide range of management styles and perspectives, recognising the value of different viewpoints.

Furthermore, we strive to foster effective communication between employees and customers while maintaining a harmonious work environment. Our Employee Handbook provides guidelines on respectful interactions with colleagues and customers. It has outlined in detail certain behaviours that are considered violations, including the use of abusive language, theft, fraud, corruption, and any arrest or conviction related to legal offenses. Any instances of misconduct are addressed through disciplinary actions, ranging from verbal warnings to immediate dismissal.

Grievance system

The Employee Handbook provides a clearly defined grievance procedure to ensure that our employees have a means to address any instances of injustice or misconduct effectively. Employees are encouraged to report their complaints to their immediate supervisor and department head, and if the issue remains unresolved, they can escalate it to the head of the Human Resources Department and the Administration Manager. We maintain an open-door policy that promotes resolving work-related issues through informal, transparent, and direct communication. It is mandatory for all grievances or complaints to be reported to senior management within 7 days of the occurrence, as part of our commitment to continuous improvement as an employer. Any cases of misconduct will be subject to appropriate disciplinary actions.

Healthy and Safe Workplace

As the Group operates in the apparel retailing industry and we do not operate any manufacturing facilities, the occupational health and safety risks are relatively minimal compared to other businesses. Nonetheless, we remain committed to providing our employees with a healthy and safe workplace, aiming to reduce the possibility of workplace injuries and fatalities. To achieve this, we place a strong emphasis on maintaining a safe work environment and fostering a culture of safety. We strictly adhere to the applicable laws and regulations related to occupational health and safety in the relevant regions. This includes, but is not limited to, the General Regulations on Work Health and Safety for Commercial, Office, and Labor Service of Macau, as well as the Occupational Safety and Health Ordinance of Hong Kong.

Through observation on daily operations, slips, trips and falls are the most common types of accidents. To address and minimize the risk of occurrence, regular inspections of retail stores are conducted to evaluate performance, including cleanliness and tidiness of the stores and inventory. Our Employee Handbook highlights the importance of responsible behaviour, discouraging practices that will put our employee's safety under disregard, for example, alcohol consumption at work that can lead to recklessness.

To ensure staff safety during emergencies, we have established comprehensive Workplace Safety & Emergency Procedures. These procedures outline appropriate actions in various emergency scenarios. Preventive measures, such as prominently displayed exit signs and evacuation plans, guide employees to the safest and shortest escape routes. Firefighting equipment, in compliance with local regulations, is readily available in the workplace. Additionally, our smoke-free policy minimizes fire incidents and protects non-smokers from the adverse effects of second-hand smoke.

Please find the table below detailing the occupational safety and health information for the past three years (from 1 January 2021 to 31 December 2023):

	2023	2022	2021
Number of work-related fatalities	0	0	0
Work-related accidents	2	0	0
Number of lost days due to work injury	19	0	0

Also, the Group had no material non-compliance with the laws and regulations relating to providing a safe working environment and protecting the employees from occupational hazards that had a significant impact on the Group.

Work-life Balance

In addition to prioritising a safe working environment, we are also dedicated to fostering a strong sense of community within the Group and promoting a healthy work-life balance for our employees. Throughout FY2023, we organised various gatherings and recreational activities, particularly during festive occasions such as Chinese New Year and Christmas. These events provided opportunities for our employees to come together, socialise, and strengthen their relationships with colleagues. By organising such activities, we aim to create a supportive and engaging work environment that values the well-being and happiness of our employees beyond their professional responsibilities.



Team Lunch



Christmas Party



Lucky Draw

Training and Career Development

We place great importance on our corporate values, specifically on empowering all our staff members to learn and grow. We firmly believe that investing in the career development of our employees is essential for ensuring the sustainable growth of our Group. To achieve this, we have implemented several initiatives. We have established the Employee Training & Development Policy to outline our efforts to enable our employees to replenish their knowledge and to acquire new skills to improve efficiency and productivity.

We have also provided induction training to our new hires, which equips them with knowledge and skills to effectively carry out their duties. During these sessions, we cover essential aspects such as workplace culture, internal regulations, labour rights, and employee benefits.

Furthermore, we have established an Employee Coaching and Mentoring Scheme to support new employees in adapting to the work environment and seeking guidance from experienced colleagues. Our department managers are responsible for daily task monitoring and training progress tracking for the new employees. To stay up to date with industry standards and meet statutory requirements, formal training sessions were arranged regularly. These sessions cover the latest trends and practices in the retail industry, ensuring that our employees are well-prepared and fully competent for their daily responsibilities.

Additionally, we provide subsidies for employees, enabling them to attend external training opportunities such as industry conferences and seminars, allowing them to learn from industry experts. By offering different training opportunities and guidance, we have prioritized the growth and readiness of our employees, fostering a culture of continuous learning and professional development within the Group.

In FY2023, a total number of 211 employees received training with an average training hour of 0.78 per employee. The training profile is categorised by gender and employee category as of 31 December 2023 and is illustrated in the table below:

Training Profile	FY2023	FY2022³
Annual average hours of training per employee and percentage (%) of employees who received training ⁴	0.78 (58.45%)	4.30 (98.77%)
By Gender		
Male	0.90 (54.72%)	4.91 (97.01%)
Female	0.68 (61.39%)	3.88 (100.00%)
By Employee Category		
Senior Management	7.21 (100.00%)	10.60 (100.00%)
Middle Management/Supervisor	1.03 (71.79%)	1.21 (93.33%)
General Staff	0.60 (55.87%)	4.69 (99.64%)

³ FY2022 represents the period from 1 January 2022 to 31 December 2022.

⁴ Percentage of employees who received training is calculated by dividing the number of trained employees of each category by total employees of that category.

ENVIRONMENTAL PROTECTION

Recognising the significance of environmental preservation for sustainable development, the Group is dedicated to minimizing the environmental effects arising from our daily business operations. We uphold compliance with all pertinent environmental laws and regulations, and we have established an Environmental Policy that outlines a framework for environmental management. This policy aims to mitigate the impact on various environmental aspects throughout our daily business activities. Additionally, we have implemented a set of environmental criteria for the selection and evaluation of suppliers, as they significantly contribute to our overall environmental footprint. For more detailed information, please refer to the “Sustainable Procurement” section of the ESG Report.

During the Reporting Period, the Group had no material non-compliance of the laws and regulations relating to air and greenhouse gas (“GHG”) emissions, discharges into water and land, generation of hazardous and non-hazardous waste and use of resources in Macau and Hong Kong that had a significant impact on the Group.

Emission Management

In order to assess our environmental impact, we actively measure and monitor our greenhouse gas (GHG) emissions. We ensure that our emissions align with international standards and best practices in this area. The majority of our GHG emissions stem from fuel usage in our vehicles, purchased electricity, paper disposal, and business travel. In FY2023, our total GHG emissions amounted to 935.94 tonnes of carbon dioxide equivalent (“tCO₂e”). Additionally, air emissions were generated through the consumption of mobile fuels.

	Unit	FY2023	FY2022
GHG Emissions			
Scope 1 ⁵	tCO ₂ e	27.48	18.50
Scope 2 ⁶	tCO ₂ e	823.40	1,075.67
Scope 3 ⁷	tCO ₂ e	85.06	10.67
Total GHG emission	tCO ₂ e	935.94	1,104.84
GHG emission intensity	tCO ₂ e per Full-time employee (“FTE”)	2.59	3.39
Air Emissions			
Nitrogen oxides (“NO _x ”)	Kg	2.69	4.27
Sulphur oxides (“SO _x ”)	Kg	0.16	0.11
Particulate matter (“PM”)	Kg	0.20	0.31

⁵ Scope 1 represents direct GHG emissions generated by the use of fuels for mobile sources. The fuel consumption is attributed to the vehicles of Macau subsidiaries and is calculation based on the Methodology of GHG Emissions Calculation from Combustion issued by the IPCC.

⁶ Scope 2 represents energy indirect GHG emissions generated by the use of purchased electricity from local power companies. Due to insignificant electricity usage in the Hong Kong offices, only data of the subsidiaries in Macau are disclosed. The calculation is based on the published emission factors of the 2021 Sustainability Report of CEM (Companhia de Electricidade de Macau), a public utility company in Macau.

⁷ Scope 3 covers energy indirect GHG emissions generated by paper disposal and business trips. The calculation is based on the 2010 Guidelines to Account for and Report on Greenhouse Gas emissions and Removals for Buildings (Commercial, Residential or Institutional Purposes) of Environmental Protection Department in Hong Kong and the GHG Conversion Factors for Company from the UK government.

Electricity consumption is the largest source of emission of the Group, accounted for over 82.40% of our total GHG emission during the Reporting Period. To reduce the GHG emission, we are dedicated to promoting energy efficiency and energy saving in the value chain by improving productivity through the introduction of more energy efficient equipment. Besides, we will also prioritise the use of mobile fuel with low carbon and air pollutant emission.

Our non-hazardous waste includes wastepaper and domestic waste, which is managed by the building management. Our hazardous waste was mainly ink cartridge, which will be recollected by the service providers for further handling. During the Reporting Period, the Group generated a total of 108kg non-hazardous waste and a total of 3kg of hazardous waste was generated.

Resources Consumption

The Group is committed to fostering a green workplace by harnessing the collective power of individuals. In addition to the energy-saving measures mentioned earlier, we have established the Green Office Policy to increase the awareness and shared responsibility of our staff in protecting the environment. To reduce consumption of energy and waste generation, we have implemented a range of eco-friendly initiatives in our daily operations. These initiatives are aimed at reducing our ecological footprint and promoting sustainable practices throughout our operations.

Recycling & Waste Management

- Encourage staff to recycle paper, equipment and supplies whenever possible, such as recycling use of office supplies, particularly during the transition between former and new employees.
- Encourage Recycling the use of shop fixtures when new shops open.
- Enforce print quota to limit print-out hardcopies.
- Maximise printing and copying options by encouraging double-sided printing and save used and one-sided printing paper to be reused for notepaper.

Energy Conservation

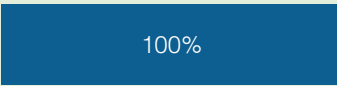
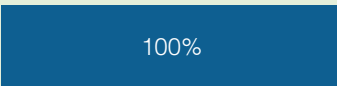
- Encourage staff to adopt simple and easy practices to conserve energy by making good use of natural resources and sunlight in meeting room.
- Switch off lights when the rooms or hallway areas are not in use.
- Switch off computers before leaving workplace.
- Enable energy saving modes on all copiers, printers and other electronic equipment after long periods of inactivity.

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Due to the control of water supply and discharge being managed by the building management and the absence of individual sub-metering, specific data on water consumption is unavailable. There were no issues in sourcing of water during the Reporting Period. To provide an overview of resource consumption in FY2023, please refer to the table below:

Resource Consumption	Unit	FY2023	FY2022
Purchased electricity ⁸	MWh	1,333.05	1,740.01
	GJ ⁹	4,798.97	6,246.03
Intensity	MWh per FTE	3.69	5.34
Mobile fuel	L	10,819.09	7,130.00
Unleaded petrol	L	4,697.34	5,330.00
Diesel	L	2,737.69	1,800.00
Gasoline	L	3,384.06	0
Intensity	L per FTE	29.97	21.87
Paper	Tonne	0.01	0.94

Environmental Targets

Environmental Targets (Base year FY2020)	Intensity		Progress as of FY2023
	FY2020	FY2023	
GHG Emission Reduce GHG emission intensity by 15% by FY2025.	3.59 tCO ₂ e per FTE	2.59 tCO ₂ e per FTE	
Energy Consumption Reduce energy consumption intensity by 8% by FY2025.	Electricity		
	4.39 MWh per FTE	3.69 MWh per FTE	
	Mobile Fuel		There is a significant increase in the use of mobile fuel consumption due to the loosening of Covid-19 restrictions. Need to reduce 87.9% from FY2023 in order to reach the target.
3.94 L per FTE	29.97 L per FTE		

In addition, we also develop medium-long term targets on GHG emissions and energy consumption, aiming to reduce GHG emission intensity by 25% and reduce energy consumption intensity by 15%, both with a base year of FY2020 and a target year of FY2030.

⁸ Due to insignificant electricity usage in the Hong Kong offices, it only covers the electricity consumption of the office and most of the retail stores of the Macau subsidiaries, as electricity consumption of some of the retail stores is controlled by the casino management and no sub-metering for individual occupants.

⁹ The conversion factors from volumetric units of unleaded petrol, diesel oil and gasoline consumption to energy units are in reference to CDP Technical note: Conversion of fuel data to MWh.

Climate Change Resilience

Climate change poses a significant and wide-ranging challenge with risks impacting not only the global community but also our business operations. Recognising the urgency of this issue, the Group is fully dedicated to aligning with the “Dual Carbon Goals” set by the Chinese government. These goals, aiming to achieve carbon peak by 2030 and carbon neutrality by 2060, are integral to our commitment to enhancing climate change resilience. To ensure effective management of climate-related concerns, the Board takes responsibility for overseeing and integrating these issues into the Group’s overall strategy. Meanwhile, the Audit Committee diligently monitors the progress of our reduction targets on a regular basis.

In order to comprehensively understand and proactively address the risks associated with climate change, the Group has conducted a thorough assessment of both physical and transition risks. This evaluation enables us to identify potential impacts in order to develop appropriate mitigation measures. Further details outlining the specific risks are provided below.



Physical Risk

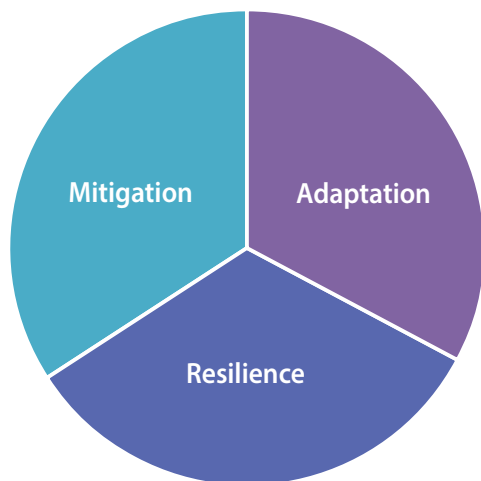
- Extreme weather events such as typhoons and floods may damage the Group’s assets and disrupt the supply chain
- Frequent extreme heat and severe weather may result in a higher cost for human resources
- Increased insurance premiums and potential for reduced availability of insurance on assets in locations with high exposure to natural disasters



Transition Risk

- Tightened environmental laws and regulations may increase the cost of compliance
- Changes in precipitation patterns and frequent extreme weather may change our customer’s preference for fashion apparel
- Failing to fulfil the expectation of customers may damage the reputation of the Group and result in a lower demand for the Group’s products

The Group has established the Climate Change Policy that encompasses a robust climate management framework. This framework comprises three key approaches: mitigation, adaptation, and resilience, all of which are integrated into our daily operations. The primary objective is to set up a robust framework that minimizes our environmental impact and mitigate potential climate-related risks to the Group.



Our mitigation initiative includes actively reducing or preventing GHG emissions. To this end, the Group has set a clear GHG reduction target, aiming to decrease GHG emission intensity by 25% before the end of FY2030. Continuous communication with internal and external stakeholders regarding our target is a crucial aspect of our climate management strategy. By engaging with these stakeholders, we promote the adoption of low carbon practices in their daily operations.

Adaptation is another key element of our climate management framework. We conduct regular climate risk assessments to understand the risks and opportunities associated with climate change on our operations. Armed with this knowledge, we develop measures to mitigate risks and exploit potential opportunities, ensuring our business remains resilient in the face of a changing climate.

Resilience is integral to our climate management approach. We have integrated climate risk identification into our overall ESG risk management process. As part of our efforts, the Employee Handbook outlines clear procedures for working during extreme weather conditions, ensuring the safety of our employees through relevant safety measures and contingency plans. In order to enhance employee awareness and understanding of climate change, we provide informative materials and resources. By equipping our employees with knowledge, we empower them to contribute to our climate change resilience efforts.

COMMUNITY PARTICIPATION

The Group recognises the importance of establishing a strong and sustainable relationship with the local community in the areas where we operate. We are committed to supporting diverse community groups by actively seeking to understand their concerns and allocate appropriate resources to make contributions to society in various areas, including health and wellness, environment, and education. To guide our community engagement activities, we have formulated a comprehensive Community Engagement Policy. This policy outlines the principles and guidelines that govern our interactions with the local community. We are dedicated to engaging all stakeholders and supporting programs that empower the local community. To ensure a structured and impactful approach, we have developed a specific charity budget as part of our business plan. This budget is allocated to charities and initiatives that align with our purpose and values, maximizing the positive effect on the community. We actively seek out opportunities to participate and contribute in meaningful ways.

HKEx ESG REPORTING GUIDE INDEX

HKEx ESG Reporting Guide General Disclosures & KPIs		Explanation/Reference Section
Aspect A: Environment		
A1 Emissions	<p>Information on:</p> <p>(a) the policies; and</p> <p>(b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.</p> <p>Note:</p> <p>Air emissions include NO_x, SO_x, and other pollutants regulated under national laws and regulations. Greenhouse gases include carbon dioxide, methane, nitrous oxide, hydrofluorocarbons, perfluorocarbons and sulphur hexafluoride.</p>	ENVIRONMENTAL PROTECTION
KPI A1.1	The types of emissions and respective emissions data.	ENVIRONMENTAL PROTECTION – Emission Management
KPI A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	ENVIRONMENTAL PROTECTION – Emission Management
KPI A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	The Group's operation does not involve disposal of hazardous waste due to its business nature.
KPI A1.4	Total non-hazardous waste produced (in tonnes) and where appropriate, intensity (e.g. per unit of production volume, per facility).	Information not available since disposal of waste is controlled by the buildings management.
KPI A1.5	Description of emission target(s) set and steps taken to achieve them.	ENVIRONMENTAL PROTECTION – Environmental Targets
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 PROTECTION – Emission Management Reduction targets have not been set due to insufficient data for target setting.

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HKEx ESG Reporting Guide General Disclosures & KPIs		Explanation/Reference Section
A2 Use of Resource	Policies on efficient use of resources including energy, water and other raw materials. Note: Resources may be used in production, in storage, transportation, in buildings, electronic equipment, etc.	ENVIRONMENTAL PROTECTION – Resources Consumption
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 PROTECTION – Resources Consumption
KPI A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	ENVIRONMENTAL PROTECTION – Resources Consumption
KPI A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	ENVIRONMENTAL PROTECTION – Resources Consumption
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 PROTECTION – Resources Consumption Reduction targets have not been set due to insufficient data for target setting.
KPI A2.5	Total packaging material used for finished products (in tonnes), and, if applicable, with reference to per unit produced.	The Group's operation does not directly involve the use of packaging materials.
A3 The Environment and Natural Resources	Policies on minimising the issuer's significant impact on the environment and natural resources.	ENVIRONMENTAL PROTECTION
KPI A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	ENVIRONMENTAL PROTECTION
A4 Climate Change	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.	ENVIRONMENTAL PROTECTION – Climate Change Resilience
KPI A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them.	ENVIRONMENTAL PROTECTION – Climate Change Resilience

HKEx ESG Reporting Guide General Disclosures & KPIs		Explanation/Reference Section
Aspect B: Social		
B1 Employment	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.	RESPONSIBLE EMPLOYMENT
KPI B1.1	Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region.	RESPONSIBLE EMPLOYMENT
KPI B1.2	Employee turnover rate by gender, age group and geographical region.	RESPONSIBLE EMPLOYMENT
B2 Health and Safety	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.	RESPONSIBLE EMPLOYMENT – Healthy and Safe Workplace
KPI B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	RESPONSIBLE EMPLOYMENT – Healthy and Safe Workplace
KPI B2.2	Lost days due to work injury.	RESPONSIBLE EMPLOYMENT – Healthy and Safe Workplace
KPI B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored.	RESPONSIBLE EMPLOYMENT – Healthy and Safe Workplace

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HKEx ESG Reporting Guide General Disclosures & KPIs		Explanation/Reference Section
B3 Development and Training	<p>Policies on improving employees' knowledge and skills for discharging duties at work.</p> <p>Description of training activities.</p> <p>Note: Training refers to vocational training. It may include internal and external courses paid by the employer.</p>	RESPONSIBLE EMPLOYMENT – Training and Career Development
KPI B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	RESPONSIBLE EMPLOYMENT – Training and Career Development
KPI B3.2	The average training hours completed per employee by gender and employee category.	RESPONSIBLE EMPLOYMENT – Training and Career Development
B4 Labour Standards	<p>Information on:</p> <p>(a) the policies; and</p> <p>(b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.</p>	RESPONSIBLE EMPLOYMENT – Employment Practices
KPI B4.1	Description of measures to review employment practices to avoid child and forced labour.	RESPONSIBLE EMPLOYMENT – Employment Practices
KPI B4.2	Description of steps taken to eliminate such practices when discovered.	RESPONSIBLE EMPLOYMENT – Employment Practices
B5 Supply Chain Management	Policies on managing environmental and social risks of the supply chain.	OPERATIONAL SUSTAINABILITY – Sustainable Procurement
KPI B5.1	Number of suppliers by geographical region.	OPERATIONAL SUSTAINABILITY – Sustainable Procurement
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.	OPERATIONAL SUSTAINABILITY – Sustainable Procurement
KPI B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	OPERATIONAL SUSTAINABILITY – Sustainable Procurement
KPI B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	OPERATIONAL SUSTAINABILITY – Sustainable Procurement

HKEx ESG Reporting Guide General Disclosures & KPIs		Explanation/Reference Section
B6 Product Responsibility	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	CUSTOMER SATISFACTION
KPI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	CUSTOMER SATISFACTION – Handling Complaints
KPI B6.2	Number of products and service related complaints received and how they are dealt with.	CUSTOMER SATISFACTION – Handling Complaints
KPI B6.3	Description of practices relating to observing and protecting intellectual property rights.	OPERATIONAL SUSTAINABILITY – Privacy and Security
KPI B6.4	Description of quality assurance process and recall procedures.	CUSTOMER SATISFACTION – Product and Service Excellence
KPI B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored.	OPERATIONAL SUSTAINABILITY – Privacy and Security
B7 Anti-corruption	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	OPERATIONAL SUSTAINABILITY – Business Integrity
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.	OPERATIONAL SUSTAINABILITY – Business Integrity
KPI B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.	OPERATIONAL SUSTAINABILITY – Business Integrity
KPI B7.3	Description of anti-corruption training provided to directors and staff.	OPERATIONAL SUSTAINABILITY – Business Integrity
B8 Community Investment	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	COMMUNITY PARTICIPATION
KPI B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	COMMUNITY PARTICIPATION
KPI B8.2	Resources contributed (e.g. money or time) to the focus area.	COMMUNITY PARTICIPATION