

# Cinese International Group Holdings Limited 富盈環球集團控股有限公司

*(Incorporated in Ontario, Canada and continued in the Cayman Islands with limited liability)*

Stock Code : 1620

## Environmental, Social and Governance Report

# 2021





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## ABOUT THIS REPORT

Cinese International Group Holdings Limited (the “**Company**”, together with its subsidiaries, the “**Group**” or “**we**”) is pleased to present the Environmental, Social and Governance Report of the Company for the year ended 31 December 2021 (the “**ESG Report**”) to provide an overview of the Group’s management on significant issues affecting the operation and the performance of the Group in terms of environmental and social aspects.

### PREPARATION BASIS

The ESG Report has been set out in accordance with the standards as set forth in the “Environmental, Social and Governance Reporting Guide” (the “**ESG Reporting Guide**”) as contained in Appendix 27 to the Rules Governing the Listing of Securities (the “**Listing Rules**”) on The Stock Exchange of Hong Kong Limited (the “**Stock Exchange**”) and has complied with all the mandatory disclosure requirements and the “comply or explain” provisions set out in the ESG Reporting Guide. The details of the corporate governance issue of the Group have been set out in the section headed “Corporate Governance Report” in the annual report of the Company for the year ended 31 December 2021 (the “**Annual Report**”).

### REPORTING PERIOD

This ESG Report demonstrates the Group’s sustainability approach and performance in the environmental and social aspects of the Group’s business during the reporting period from 1 January 2021 to 31 December 2021 (the “**Reporting Period**”), which is in line with that of the Annual Report.

### REPORTING BOUNDARIES

This ESG report summarises the performance of the Group in respect of corporate social responsibility, covering its major operating activities of the Group, namely (i) air ticket distribution; (ii) travel business process management; (iii) other business process management; and (iv) travel products and services. Data was primarily collected from the Company’s office in Canada.





## REPORTING PRINCIPLES

In line with the ESG Reporting Guide, the ESG Report has applied the following principles:

**“Materiality”**: Communication with stakeholders and materiality assessment are engaged in the preparation process of the ESG report to determine key ESG topics. The threshold at which the key ESG issues are determined by the Board is that the issues are sufficiently important to investors and other stakeholders, such that they should be reported.

**“Quantitative”**: This ESG Report adopts quantitative data to present the KPIs of the environmental and social aspects and set targets (which may be actual numerical figures or directional, forward-looking statements) to reduce a particular impact, with a narrative to illustrate its purpose and impacts. We also provide comparative data on the environmental and social KPIs in the report.

**“Balance”**: This ESG Report follows the principle of balance and provides an unbiased picture of our ESG performance with avoidance of selections, omissions, or presentation formats that may inappropriately influence a decision or judgment by the report reader.

**“Consistency”**: Methodologies used in the ESG Report for statistics and KPI disclosures are consistent with those used in the 2020 ESG Report.

## CONTACT INFORMATION

This ESG Report is published in both Chinese and English on the website of the Stock Exchange (<http://www.hkexnews.hk>) and the website of the Company (<http://www.cighl.com>). Should there be any discrepancy between the Chinese and the English versions, the English version shall prevail. In the meantime, your feedback regarding the review and its overall sustainability practices is welcomed. The Company’s contact details are as follows:

### **Chinese International Group Holdings Limited**

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Email: [enquiry@cighl.com](mailto:enquiry@cighl.com)

# INTRODUCTION

The Group is a long-established air ticket consolidator, travel business process management provider and travel products and services provider in Canada, founded in 1976 and with more than 40 years of operating history. The principal businesses of the Group include (i) air ticket distribution in which it distributes air tickets to travel agents and travelers and issues air tickets directly on behalf of contracted airlines; (ii) travel business process management in which it provides mid-office and back-office support services to travel agents; (iii) other business process management in which it provides certain translation and agent services on behalf of a healthcare company; and (iv) travel products and services in which it designs, develops and sells package tours, as well as other travel products and services to travel agents and travelers.

## BOARD STATEMENT – ESG GOVERNANCE STRUCTURE

The board (the “**Board**”) of directors of the Company (the “**Directors**”) is pleased to present the ESG Report that summarises the ESG initiatives, plans, and performances of the Group and demonstrates its commitment to sustainable development. The Group commits towards the long-term sustainable growth goal and strives to be a responsible corporation. The Group has formulated robust and stable ESG governance practices to ensure the alignment of ESG governance with our strategic growth while advocating the integration of ESG into our business operations.

The Board has the responsibility to develop ESG-related initiatives, manage and monitor of ESG-related risks as well as maintain the effectiveness of the Group’s ESG strategies. The Board recognises the importance of ESG-related goals and targets setting for the Group’s long-term success. ESG-related targets have been set at operational level and the performance against these targets is reviewed and evaluated regularly. Management of the Group is designated to supervise the daily implementation of ESG practices, report to the Board accordingly as well as ensure compliance with all applicable ESG laws and regulations. ESG matters are evaluated and prioritised through an annual materiality assessment. The Board approves the result of the assessment which is incorporated into the Group’s strategies and plans. Overall ESG performance is reviewed by the Board at least on an annual basis through the approval of the ESG report.

Looking forward, the Board will continue to lead the management team to review the business strategy in a timely manner, and achieve satisfactory returns to the shareholders of the Company. In the meantime, the Board also recognises the importance of operating in a responsible manner for the environment and community. We strive to achieve sustainable development for affordable capital and long-term competitiveness by integrating environmental and social factors into management considerations. Sustainability strategy is based on the compliance with the legal requirements in the areas where we operate and the opinions of stakeholders. The Group has established and implemented various policies to manage and monitor the risks related to environment, employment, operating practices and community. Details of the management’s approaches to the sustainable development of different areas are illustrated in this ESG Report.



## STAKEHOLDERS ENGAGEMENT



The opinions of stakeholders serve as the best reference for improving our operational performance and promoting business development. By communicating with stakeholders (investors, shareholders, employees, suppliers and customers, etc.) through various means, we can collect opinions from different aspects and perspectives to achieve overall improvement of the Group. Set out below are our major communication channels with stakeholders:

Stakeholders	Communication Channels	Areas of common goals/concerns
Investors and shareholders	<ul style="list-style-type: none"> <li>– General meetings</li> <li>– Results announcements, annual reports and ESG reports</li> <li>– Company website</li> </ul>	<ul style="list-style-type: none"> <li>– Business development and financial performance of the Group</li> <li>– Information on ESG matters</li> <li>– Corporation governance matters</li> </ul>
Employees	<ul style="list-style-type: none"> <li>– Direct communications</li> <li>– Direct communications and regular discussions with superiors</li> </ul>	<ul style="list-style-type: none"> <li>– Profitability of the Group</li> <li>– Remuneration and career advancement</li> <li>– Occupational health and safety</li> <li>– Training and professional development</li> </ul>
Customers	<ul style="list-style-type: none"> <li>– Interactions and open ways of communication including providing customer service hotlines</li> </ul>	<ul style="list-style-type: none"> <li>– Quality and efficiency of customer services</li> </ul>
Business partners and suppliers	<ul style="list-style-type: none"> <li>– Meetings/conferences/emails/telephone calls</li> <li>– Site visits</li> </ul>	<ul style="list-style-type: none"> <li>– Supply chain management</li> <li>– Procurement procedures</li> <li>– Monitoring project process and development</li> <li>– Assessment and reviews</li> </ul>
Community	<ul style="list-style-type: none"> <li>– Company website</li> <li>– Participating in charitable activities</li> <li>– Staff recruitment activities</li> </ul>	<ul style="list-style-type: none"> <li>– Support charitable organisations and activities</li> <li>– Job creation</li> </ul>

Through our communication channels with stakeholders, we map out and prioritise our ESG issues and enhance our understanding of the views and expectations of our stakeholders, thus enabling us to better assess and manage the impact of our activities.

# MATERIALITY ASSESSMENT

To prioritise relevant sustainability areas that would have a material impact on the Group's operations and reputation, the Group has adopted a three-step process to conduct materiality assessment as described below.

## Step 1: Identification

Through industry research and with reference to the ESG Reporting Guide, the Group has identified a list of sustainability issues that are relevant to the Group's business operations for the Reporting Period.

## Step 2: Prioritisation

Ranking the identified topics with reference to the respective level of interest, risk and importance to the Group through stakeholders engagement and generating a list of prioritised material topics based on the Group's understanding of the stakeholders' concerns and requirements as a result of stakeholders engagement.

## Step 3: Validation

The Board has regularly reviewed, validated and endorsed the list of material sustainability topics to ensure that they are relevant and material to the Group for further action and disclosure as appropriate.

After discussion with the key stakeholders, the Group has prepared a materiality matrix for the purpose of a materiality assessment. The result of the materiality assessment suggests that the material ESG issues of the Group are as follows:

- Employment
- Labor standards
- Health and safety
- Development and training
- Anti-corruption
- Emissions

These material ESG issues will be discussed in the ESG Report. Looking forward, the Board will also review the Group's strategic planning and performance from time to time. The Board also sets out (and where necessary revises) ESG goals and targets based on relevant KPIs, reviews the ESG performance on a regular or at least yearly basis, strives to provide a supportive environment, and incorporates ESG initiatives into the Group's strategy in order to reduce the adverse impact of its activities on the environment.



## A ENVIRONMENT

### A1 EMISSIONS

As the Group does not operate any manufacturing factories, the Group does not impose significant impacts on the environment due to the minimal activities undertaken. The Group's main emissions, being greenhouse gas emissions and wastes produced, are primarily attributable to its use of resources in terms of electricity, water and paper during daily operation. There is no direct discharges into water and land, and no significant impact on the environment. The Group has established environmental policies aiming to lessen its impact on the environmental and natural resources by using its resources more efficiently, and by monitoring and minimising its energy consumption and thereby reducing emissions as practicable as possible. The Group does not anticipate any material risks in its operations in respect of environmental protection concerns.

The major sources of air emissions of the Group during the Reporting Period are (i) direct emission generated by the Group; and (ii) indirect energy emission resulting from the use of electricity at its offices.

The Group believes that reducing and mitigating all forms of emissions from our business, to safeguard the well-being of humanity's future, is the duty of all businesses. The Group endeavours to observe environmental-benign practices in its operation. Measures include avoidance of electronic appliances with high electricity consumption and adoption of efficient electronic appliances to reduce emissions of greenhouse gases from our business. Furthermore, other recognised methods to reduce waste generation, such as double-sided printing, and recycling waste paper are also adopted. As a result of the effective approaches and diligent implementation, the Group ensured wastes were handled in a responsible manner. Simultaneously, the Group's energy usage, and thus its corresponding greenhouse gas emissions, was also controlled to a sensible quantity.

The Group considers the hazardous waste generated during the Group's operations is minimal as the Group's operating activities are generally in office buildings and the type of work carried out does not directly lead to the generation of hazardous waste. Accordingly, data of hazardous waste is not provided in the ESG Report.

Given the business nature of the Group being mainly the provision of travel-related services, non-hazardous wastes produced such as paper waste and water waste are insignificant. Accordingly, data of non-hazardous waste is not provided in the ESG Report. However, the Group encourages reuse of paper which has only been printed on one side. Paper recycling bins are also deployed at various locations.

The Group has complied with relevant environmental laws and regulations in Canada relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste, where applicable, and is not aware of any material non-compliance with the relevant environmental laws and regulations, and has no violation during the Reporting Period.



The following table sets out the greenhouse gas emissions and wastes disposal the Group has recorded during the Reporting Period:

### **Total greenhouse gas emissions and intensity**

Total greenhouse gas emissions (100 metric ton CO <sub>2</sub> -e)	2021	2020
Scope 1 Direct Emission	31	38
Scope 2 Indirect Energy Emission	18	27
GHG emissions intensity <sup>1</sup> (100 metric ton CO <sub>2</sub> -e/employee)	0.3	0.5

\* Scope 1: Direct emissions from sources that are owned or controlled by the Group.  
Scope 2: Indirect emissions from the purchased electricity consumed by the Group.

## **A2 USE OF RESOURCES**

Conservation of resources is a worldwide movement, and the Group is committed to using resources watchfully and prioritising environmentally-friendly materials. In order to fulfill the Group's environmental commitment, we have implemented various measures to improve energy efficiency and reduce paper and water consumption. By monitoring and managing the use of resources, the Group aims to reduce operating costs and carbon footprint. Due to the nature of the Group's business, the use of packaging materials is irrelevant. Details on energy and water consumption will be discussed in the following sections.

### **Office management**

Energy-efficient appliances are prioritised in the Group's premises whenever applicable. Sensible use of resources, such as turning off electronic equipment instead of standby mode and using e-statement and e-communication instead of printing where applicable, is encouraged among the Group's employees to cut energy consumption. As a result of the Group's energy-saving practices and water-saving campaign, its energy consumption, as well as water consumption, were kept to a sensible amount. Additionally, the Group provides the necessary infrastructure to facilitate electronic documentation. In any cases that a hardcopy is necessary, double-sided printing is always favoured to reduce consumption of paper, and in turn conserve forestry resources.

The following table sets out the total amount and intensity of direct and indirect energy consumption data the Group has recorded during the Reporting Period:

### **Total amount and intensity of direct and indirect energy consumption**

	2021	2020
<b>Total energy consumption (kWh)</b>	<b>315,489</b>	422,011
Electricity (kWh)	138,859	207,631
Natural Gas (kWh)	176,630	214,380
Energy consumption intensity <sup>2</sup> (kWh/employee)	2,206	3,323

<sup>1</sup> The intensity refers to 100 metric tons of carbon dioxide equivalent (CO<sub>2</sub>-e) per the number of employees at the end of the Reporting Period.

<sup>2</sup> The intensity refers to kWh per employee at the end of the Reporting Period.

**Water usage**

Based on the business nature, the Group has not identified any issue in sourcing water. The water consumption is limited to the water usage in the office which is supplied by the landlord of the properties and not by the Group, thus water usage is considered to have minimal effect on the Group's business operation. The Group will continue to adopt prevention measures by encouraging all staff to follow the water saving practice as set by the Group.

The Group is dedicated to using resources efficiently in its operation. The electricity and water consumed in its offices are the Group's key energy and water consumption, respectively. The total amount and intensity of water consumption data during the Reporting Period are shown below:

**Total amount and intensity of water consumption**

	2021	2020
<b>Total water consumption<sup>3</sup></b> (cubic meters)	<b>452</b>	218
<b>Water consumption intensity<sup>4</sup></b> (cubic meters/employee)	<b>3.2</b>	1.7

**A3 THE ENVIRONMENT AND NATURAL RESOURCES**

The Group recognises that working closely with different stakeholders is one of the key factors to success. The Group encourages our employees to work in an environmentally responsible manner and is committed to procuring products and services that are environmentally-benign whenever feasible. The Group also strives to communicate our environmental commitment to customers, suppliers, and even the public and encourages them to support our cause.

Due to its business nature, the Group considers that its operations did not pose any significant impact on the environment and natural resources during the Reporting Period.

**A4 CLIMATE CHANGE**

The Group recognises the climate-related issues which have impacted/may impact our business. During the Reporting Period, we started to identify and assess these climate-related risks.

Acute physical risks such as the increased severity and frequency of extreme weather events including typhoons and storms may cause business interruption, increase insurance premium and raise the possibility of health and safety incidents. In addition, chronic physical risks which arise from longer-term changes in the climate, which include increased mean temperature may increase operating and maintenance costs.

When we consider transition risks, the tightening climate policies and regulatory requirements may imply higher capital investment and otherwise non-compliance costs.

In light of these climate-related risks, the Group has implemented various mitigation and adaptation measures. We have property insurance and public liability insurance to protect our interests and reduce potential financial loss. In addition, we have formulated operational procedures to provide clear guidelines on what our employees should do to protect their own, the customers, and the Group's assets and property under extreme weather events such as storms and typhoons.

<sup>3</sup> Water consumption data covers only some of the premises.

<sup>4</sup> The intensity refers to the cubic meters per employee at the end of the Reporting Period.

## B SOCIAL

### B1 EMPLOYMENT

The Group agrees that employees are crucial in the sustainable growth of the Group and is committed to providing a pleasant working environment to its employees.

The Group attaches paramount importance to ethical employment practice and equal opportunities by adhering to all relevant employment legislations and regulations. The Group fully respects the age, gender, race, disability, religious belief, political stance, marital status, and sexual orientation of individual employees. Competitive remuneration packages based on the value of the job position and prevailing market practices are offered to employees so as to attract and retain talents. The Group generally determines its employees' salary based on their qualifications, experience and capability, and conducts annual performance reviews to assess the performance of its employees which forms the basis of the Group's decisions with respect to salary adjustments, bonuses and promotion. The Group also reviews the working hours, paid annual leaves and paid sick leaves, and other employment practices on a regular basis to ensure the compliance with up-to-date labor laws and regulations.

The Group strictly complies with the relevant employment legislation. During the Reporting Period, there was no case of prosecution for violating employment legislation and the Group did not experience any strikes or any labor disputes with its employees which would result in any material adverse effect on the business operation, results of operations or financial condition of the Group.

#### **Total workforce by gender**

Gender	2021	2020
Male	48	43
Female	95	84
Total	143	127

#### **Total workforce by employment type**

Employment type	2021	2020
Full time	143	127
Contract	—	—
	143	127



**Total workforce by age group**

Age group	2021	2020
18-30	30	25
31-45	41	39
46-60	50	49
Above 60	22	14
Total	143	127

**Total workforce by geographical region (location of work)**

Location of work	2021	2020
Canada	142	126
Others	1	1
	143	127

**Employment Turnover Rate**

The staff turnover rate is calculated by the number of employees who left the Group during the year divided by the number of employees at the end of the reporting year. The overall staff turnover rate and staff turnover rate by gender, age group and geographical region of the Group in 2021 and 2020 are as follows:

Staff turnover rate (overall)	2021	2020
Overall rate	41.3%	43.3%

  

Staff turnover rate by gender	2021	2020
Male	37.5%	37.2%
Female	43.2%	46.4%

  

Staff turnover rate by age group	2021	2020
18-30	73.3%	52.0%
31-45	39.0%	41.0%
46-60	26.0%	34.7%
Above 60	36.4%	64.3%

Staff turnover rate by geographical region (location of work)	2021	2020
Canada	41.5%	42.1%
Others	—	200.0%

The Group recognises the importance of maintaining a stable staff force for its continued success. Staff remuneration is determined with reference to personal qualifications, performance, relevant experience, responsibilities and market trends. Discretionary bonuses are granted to employees based on merits and in accordance with industry practice. Other benefits including share options, subsidised medical care, pension funds and training programmes are offered to employees.

The Group respects cultural diversity and is committed to the provision of a working environment which is free from all forms of discrimination (including age, religion, gender, pregnancy, marital status, disability, family status and race). Therefore, any employee dismissal due to discrimination or unlawful reasons is forbidden in the Group. Besides, opportunities for hiring, training and promotion are equal and open to all qualified candidates or employees and the Group has developed a systematic and objective evaluation mechanism to assess their performance based on qualifications, work experience, skills and abilities. When a position becomes available, the Group prefers internal promotion (where possible) to external recruitment.

The Group strives to maintain the work-life balance of its employees by establishing fair and reasonable working hours and leave policies to ensure that employees have sufficient time for rest and leisure. For the betterment of the harmonious relationship between the employees across departments and offices, the Group provides various social activities to its employees where appropriate.

The Group did not note any cases of material non-compliance with the relevant employment legislation during the Reporting Period.

## B2 HEALTH AND SAFETY

The Group takes health and safety seriously. The Group is committed to protecting the health and safety of our employees by running our business in a safe and responsible manner.

The Group follows a health and safety policy and has implemented various measures at its offices to promote occupational health and safety and to ensure compliance with applicable laws and regulations. The Group conducts health and safety on-the-job training for all its new employees as and when appropriate for continuous improvement. The Group also publishes bulletins with occupational health and safety guidelines, rules and procedures to remind and promote the importance of safety in the workplace at all times and maintain an internal record of workplace accidents.

The Group is subject to certain applicable health and work safety laws and regulations in Canada and the United States. To ensure compliance with the relevant laws and regulations, it has set up joint health and safety committees to review health and safety matters from time to time to oversee safety in the work environment, review any recent workplace accidents and to design any required remedial actions. As part of its internal reporting protocol, any workplace accidents, identified cases of occupational diseases and health and safety incidents are recorded and kept on file.





The Group complies with all relevant occupational health and safety legislation and regulations, through the identification of hazards and management of risks whenever necessary. The Group also highlights communication by raising occupational health and safety awareness among employees.

The Group strictly complies with relevant occupational health and safety legislation. During the Reporting Period, the Group did not have any material accidents in the course of its operations nor any accidents related to the health or safety of its employees and the Group had not received any claims for personal or property damage by its employees nor paid any compensation as a result, and the Group is not aware of any material breach of the relevant occupational health and safety laws and regulations applicable to its business in all material respects.

During the Reporting Period, the Group adopted a series of prevention and control measures in response to the COVID-19 pandemic. According to the suggestions of local government departments, the Group provided anti-pandemic supplies for employees, set up access control and assigned special personnel to provide training on disinfection operation procedures and pandemic prevention and control measures, so as to improve the capacity of pandemic prevention and control and emergency response.

#### ***Number of work-related fatalities***

There has been no recorded case of employee work-related fatality during the years ended 31 December 2019, 2020 and 2021. Accordingly, the rate of work-related fatality for the years ended 31 December 2019, 2020 and 2021 is nil.

#### ***Lost days due to work injury***

There were no lost days due to work injury during the year ended 31 December 2021 and 2020.

### **B3 DEVELOPMENT AND TRAINING**

The Group believes that training and development contribute to the personal development of its employees and ensure the continuous success of the Group. Therefore, the Group has always regarded employee development as corporate investment. It has launched several training programs, through which employees receive regular training on technology, regulations and knowledge from the management or external consultants.

The Directors intend to develop talent and enhance loyalty through the provision of necessary training. All new employees are required to participate in induction courses to familiarise themselves with the Company and the Group's services and work safety standards. By providing regular training programs, the Group also aims to expand, deepen and strengthen employees' skills to make sure they possess the capabilities to address the volatile market as well as help advance their development. The Group hopes to provide a working environment that encourages continuous learning and development.

In light of the epidemic situation, flexible working arrangements, including home working, were implemented in the past year, resulting in the need to change the mode of training or even postpone it. However, the Group still actively encourages employees to continue their training by making it more flexible, including the provision of online training. Depending on the situation, the Group will resume face-to-face training at an appropriate time.

#### **B4 LABOR STANDARDS**

The Group strictly prohibits forced labor and child labor, adheres to ethical labor practices and refuses to engage in or support the use of child labor and forced labor. The Group always confirms that all employees are providing their service willingly and all employees have reached the minimum statutory age for work. The Group complies with all relevant laws and regulations related to preventing child and forced labor.

No employee should be less than 16 years of age. Diligent verification of age must be conducted before hiring a new employee by the human resource department. Documents submitted as proof of age are checked to ensure the appearance of an applicants is consistent with the photograph on the identity documents.

When an instance of forced labor comes to light, immediate actions stipulated by the relevant legislation are taken. The subject employee is removed from the workplace immediately. The human resource department is asked to verify all relevant information and confirm whether the employee is indeed a case of forced labor.

During the Reporting Period, there was no case of child labor or forced labor.

#### **B5 SUPPLY CHAIN MANAGEMENT**

The Group is committed to purchasing products and services in an environmentally-benign and socially responsible manner. The Group expects suppliers and service providers to deliver their goods and services in accordance with the Group's environmental, social and governance commitments.

The Group selects our business partners carefully through due diligence, in order to obtain and supply high-quality products and services. Transparent, fair and open procedures are the hallmarks of procurement procedures for all materials, services and contents. The Group cooperates with only those business partners who believe in the same ethical values and standards.

Since the Group is engaged in global travel business process management and travel products and services, the entire supply chain involves different businesses in different regions, so it is difficult to define its location, the number of enterprises across its entire supply chain was 229 (31 December 2020: 265).

The Group expects suppliers and service providers to deliver their products and services in accordance with the Group's ESG commitments, in order to achieve the Group's environmental mission and fulfil its corporate social responsibility. The Group will conduct audits and risk ratings for suppliers on a yearly basis. If suppliers are found to seriously violate their agreed responsibilities and operating procedures, the Group will terminate cooperation with them to ensure that the performance in terms of quality, environment and safety along the supply chain is in line with the Group's policy.





## B6 PRODUCT RESPONSIBILITY

The Group competes morally in the active and challenging market and is committed to complying with all relevant trade description and product liability legislations and regulations. The Group endeavours to provide professional and responsive services to customers and continuously improve service quality with regard to feedbacks and comments from them. Owing to the business nature of the Group, the products sold and shipped subject recalled for safety and health reasons are not applicable to the Group. The Group has in place a complaint handling system that strives to resolve any dissatisfaction by its customers in an amicable manner acceptable to its customers. During the Reporting Period, the Group did not receive any significant written complaints relating to our services.

The Group respects intellectual property rights and takes all feasible measures to protect the confidentiality of customer information. The Group has adopted a data privacy policy, pursuant to which its employees are required to keep the confidential personal information they have knowledge or access to, in order to avoid any breach or misappropriation of personal information.

The Group complies with the relevant product liability legislation. During the Reporting Period, there was no case of prosecution for violating product liability or privacy-related legislation.

## B7 ANTI-CORRUPTION

The Group believes that honesty, integrity and fairness are of vital importance to its business operations. The Group endeavours to maintain a high level of the ethical corporate culture. The Group does not tolerate bribery, corruption and money laundering, and other fraudulent activities in its operations. All employees of the Group are expected to adhere to our standards of ethical, personal and professional conduct serving with integrity and honesty.

Updated training on anti-money laundering, anti-bribery and anti-corruption is provided to Directors and employees from time to time. The Group prohibits employees from soliciting, accepting or offering any bribes in conducting business or affairs. The Group also actively communicates relevant conduct, integrity and procedural requirements to employees and stakeholders. Whistle blowing channel is provided by the Group and every possible step is taken to keep the confidentiality of the whistle-blower. Review of the effectiveness of the internal control systems is also conducted on a regular basis for the prevention of corruption.

The Group strictly complies with legislation relevant to bribery, extortion, fraud, money laundering and anti-corruption. During the Reporting Period, there was no case of prosecution for violating related legislation being brought to the Group or the Group's employees.



## B8 COMMUNITY INVESTMENT

The Group assimilates community investment with the business to gain the trust of relevant stakeholders and explores collaboration opportunities with reputable organisations to support community programmes so as to meet the needs and expectations from the community. The Group takes initiatives to make a continuous contribution to building a caring and cohesive society to achieve corporate social responsibility goals. The awareness is cultivated among the employees and further encouraged at all levels of the Group. The people in need are visited, equal opportunities are present to all, health and safety standards are maintained, zero tolerance for discrimination and child labor, extending helping hand to the communities, to name a few activities which are undertaken by the Group to fulfill its commitment towards the society. In addition, the Group prefers local hiring whenever appropriate so as to support the local economy.

The Group will continue to regularly review the goals and direction of community investment, and supervise community investment, sponsorship and donation activities and approval policies. The Group will review annually whether the social performance of the Group meets the goals of community investment policies and community activities, supervise and enhance team capabilities, and ensure that community investment policies are implemented in all departments.



## LOOKING AHEAD



The Group considers that the currently implemented environmental protection and social responsibility measures are sufficient for complying with relevant laws and regulations. However, the Group will continue to keep abreast of the updated relevant requirements and conduct reviews from time to time, striving to strengthen environmental protection and social responsibility measures.

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KPI A2.2	Water consumption in total and intensity	A2

A	Environment	Section
KPI A2.3	Description of energy use efficiency and a description of targets set and steps taken to achieve them	A2
KPI A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency and a description of targets set and steps taken to achieve them	A2
KPI A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced	Not applicable in view of the Company's business nature
Aspect A3	The Environment and Natural Resources General Disclosure	A3 A3
KPI A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them	There is no significant impacts on the environment in the Reporting Period
Aspect A4	Climate Change General Disclosure	A4 A4
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	A4



B	Social	Section
Employment and Labor Practices		
Aspect B1	Employment	B1
	General Disclosure	B1
KPI B1.1	Total workforce by gender, employment type, age group and geographical region	B1
KPI B1.2	Employee turnover rate by gender, age group and geographical region	B1
Aspect B2	Health and Safety	B2
	General Disclosure	B2
KPI B2.1	Number and rate of work-related fatalities occurred in each of the past three years	B2
KPI B2.2	Lost days due to work injury	B2
KPI B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored	B2
Aspect B3	Development and Training	B3
	General Disclosure	B3
KPI B3.1	The percentage of employee trained by gender and employee category	B3 No face-to-face trainings were provided due to COVID-19, thus not applicable during the Reporting Period
KPI B3.2	The average training hours completed per employee by gender and employee category	B3 No face-to-face trainings were provided due to COVID-19, thus not applicable during the Reporting Period
Aspect B4	Labor Standards	B4
	General Disclosure	B4
KPI B4.1	Description of measures to review employment practices to avoid child and forced labor	B4
KPI B4.2	Description of steps taken to eliminate such practices when discovered	B4

B	Social	Section
Operating Practices		
Aspect B5	Supply Chain Management	B5
	General Disclosure	B5
KPI B5.1	Number of suppliers by geographical region	B5 Only disclose the number of suppliers during the Reporting Period
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	B5
KPI B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored	B5
KPI B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored	B5
Aspect B6	Product Responsibility	B6
	General Disclosure	B6
KPI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons	There were no recalls concerning the provision and use of the Group's products and services that have a significant impact on our operations
KPI B6.2	Number of products and service related complaints received and how they are dealt with	B6





B	Social	Section
KPI B6.3	Description of practices relating to observing and protecting intellectual property rights	B6
KPI B6.4	Description of quality assurance process and recall procedures	Recall procedures are not material to the Group's operation
KPI B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored	B6
Aspect B7	Anti-corruption	B7
	General Disclosure	B7
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	B7
KPI B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored	B7
KPI B7.3	Description of anti-corruption training provided to directors and staff	B7
Community		
Aspect B8	Community Investment	B8
	General Disclosure	B8
KPI B8.1	Focus areas of contribution (e.g. education, environmental concerns, labor needs, health, culture, sport)	B8
KPI B8.2	Resources contributed (e.g. money or time) to the focus area	B8