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ABOUT THIS REPORT

This report is the second Environmental, Social and Governance ("ESG") Report of Summi (Group) Holdings Limited (formerly known as Tianyi (Summi) Holdings Limited) (the "Company") with the focus on the disclosure of the Company and its Subsidiaries' (collectively, the "Group's") information on the environment and the society. This report is prepared according to the Environmental, Social and Governance Reporting Guide as set out in Appendix 27 to the Rules Governing the Listing of Securities on the Stock Exchange of Hong Kong Limited (the "Stock Exchange"). It includes the data and information about the Group and the orange juice processing facilities and orange plantations it operates. This report covers the financial year of the Group from 1 July 2017 to 30 June 2018 (the "Reporting Period").

Since its inception, the Group always upholds persistence, diligence, pioneering and innovative ideas, and seizes the opportunities available in the market in order to deal with market challenges. The Group commits to provide safe, environmentally friendly, green, high-quality health products and enhances the Group's competitiveness and profitability efforts.

By adhering to the product philosophy of "Naturally right way", the Group's engagement in manufacturing and sales of the Group's products, including Summi fresh orange juice, frozen concentrate orange juice ("FCOJ") and related products and fresh oranges, is closely related to environmental protection and utilisation of natural resources. Therefore, the Group has established a series of policies and measures for administering environmental and natural resources protection regarding energy, water, production materials, use of manpower, disposal of wastes and control of emissions, demonstrating its commitment to contribute to the sustainable development of the communities in which the Group operates and fulfilling the social responsibility at different operation levels.



COMPANY PROFILE

The Company was established in 1993 with its headquarters in Hong Kong. The Company was listed on the Stock Exchange (Stock Code: 00756.HK) on July 10, 2008. The Company is one of the national leading enterprises of agricultural industrialisation listed on the main board of the Stock Exchange which operates its own orange plantation, engages in the production, processing and sales of Summi fresh orange juice, FCOJ and its related products and fresh oranges. The Company is also one of the Asia's largest orange juice industry cluster enterprises.

The Group has been focusing on this industry for 25 years, and has established processing facilities in three major citrus plantation areas (i.e. Chongqing, Fujian and Hunan) of the People's Republic of China (the "PRC") with cutting-edge production equipment and standardised professional management team. Our products have passed a number of international quality certifications and are highly recognised by the industry.



STAKEHOLDER COMMUNICATION

The Group places great emphasis on communication with stakeholders and understands stakeholders' requirements and aspirations through various channels so as to review and improve its operation and performance in terms of the environmental, social and governance aspects.

Major stakeholders	Demands and expectations	Communication channels
Shareholders & investors	 Good corporate governance Sustainable profitability Production safety Prevention of operational risks 	Company announcementsGeneral meetingsAnnual reportRoadshow
Government	— Compliance and operation	— Supervision and evaluation
Customers	 High-quality products High-quality services Cost-effectiveness Information security Communication channels 	 Business communication Customer service hotline Customer's feedback Industry exhibition
Employees	 Good corporate governance Improvement in employee's remuneration and welfare Career development Workers' rights and interests 	 Staff meetings and activities Staff training Workers' Congress Staff manual and internal publications Recruitment
Environment	— Energy conservation— Reduce emission of pollutants— Reasonable use of water	Communication with local residents Periodical monitoring
Communities	 Supporting the public welfare activities Improving community environment Promoting employment 	Communication with communities and local governmentCharity activities
Media	Transparent information Improving product quality and maintaining business stability	Company's websiteCompany's advertisementsBusiness interviews

The Group welcomes stakeholders' feedback on our environmental, social and governance approach and performance. Please give your suggestions or share your views with us via the message board at our Company's website https://hksummi.com.

MATERIALITY ASSESSMENT

During the Reporting Period, the Company conducted a comprehensive materiality assessment. This involved conducting interviews and/or surveys with internal and external stakeholders to identify areas having the most significant operating, environmental and social impacts towards our business.



Based on the results of the materiality assessment, the use of resources, employee-related issues, anti-corruption and product responsibilities are considered to be the most concerned issues of the stakeholders of the Group. The Group strives to review these issues regularly for continuous improvement in its sustainability performance.



GREEN PRODUCTION

CERTIFICATE OF SUSTAINABLE AGRICULTURE GUIDING PRINCIPLES ("SAGP")

In December 2016, the Group was awarded a certificate of SAGP by a world leading beverage company, for the orange plantations providing fresh oranges to produce frozen concentrate orange juice to the abovementioned company. The accreditation signified that the source quality of the orange plantations operated by the Group and the Group's agricultural practice complies with the stringent requirement for maintaining sustainable supply of healthy agricultural ingredients, in an environmental-friendly manner, to the international beverage giant. The Group will continue to develop its orange plantation business according to the standard of SAGP, so as to maintain the fresh oranges we produce at a top-quality level.

The SAGP set various expectations for the agricultural ingredient suppliers of the above-mentioned beverage giant, to meet sustainability challenges specific to agriculture. The SAGP provides a mutually beneficial basis for it and its partners in the agricultural supply chain. At present, its suppliers are required to meet "Supplier Guiding Principles" ("SGP"), which illustrate its expectations of compliance with all relevant laws, regulations and other legal requirements, and highlight the importance of responsible workplace practices that respect human rights. The SAGP expands on the SGP and provides guidance to its suppliers of agricultural ingredients. The SAGP establishes the framework for defining its commitment to sustainable procurement and incorporating it into the internal governance and sourcing processes.

The Group is the first orange juice supplier in the world certified for the compliance of requirements of SAGP stipulated by the above-mentioned beverage giant. The Group believes that such accreditation will benefit us in enhancing the long-term relationship with this major customer.

POLLUTION CONTROL AND EMISSION REDUCTION

As a leading enterprise in the orange juice market in the PRC, the Group acknowledges that environmental protection and performing social responsibility shall be the fundamental obligations of agricultural products processing enterprises. Meanwhile, it is firmly believed that the sustainable development of the Group also relies on efforts and dedication of its staff as well as the social support and inclusion.

The Group strictly complies with several national environmental laws and regulations and strictly enforces corresponding emission standards in its production, which mainly include the Environmental Protection Law, the Law on Prevention and Control of Atmospheric Pollution and the Law on Environmental Impact Assessment of the PRC, etc. The Group is aware of the "Paris Agreement" on reducing the emission of greenhouse gases. With respect to the emission of greenhouse gases, pollutants and wastes, we have established and implemented a set of effective measures on resources and energy usages, administrative measures on exhaust gas, waste water and solid waste operations. These measures include:

- improve and optimize production process to enhance energy utilization efficiency and reduce emission of greenhouse gases, pollutants and wastes;
- introduce video conference system, so as to decrease carbon emission arising from the business travel. Staff are encouraged to choose public traffic tools for business travels, thus to reduce carbon emission arising from separate use of private cars;
- reduce the use of hazardous substances, promote industrial waste reduction, recycle resources, save energy and reduce carbon emission in order to enhance the Group's environmental protection results
- strengthen education and training and enhance staff awareness of environmental protection so as to thoroughly carry out environmental protection

In addition, the Group is currently carrying out different energy-saving projects to help the processing plants to achieve energy-saving and emission reduction, and with an aim of phasing out high-polluting, high-carbon energy gradually.

GREEN PRODUCTION

We insist on maintaining a strict environmental control from orange plantations to production facilities and ultimately to the consumers. All of our production facilities were built in accordance with the Environmental Protection Law of the PRC. In the Reporting Period, the Group maintained its top quality in environmental management and operations. We strive to guarantee that our business is developing in green and sustainable ways.

Air pollutants Emissions

In the Group's production and operating activities, the air pollutants emitted primarily consist of Nitrogen Oxide (NOx), Sulphur Oxide (SOx) and Particulate Matters (PM) from burning of fossil fuels and vehicle exhausts. During the Reporting Period, the Group's total emissions of Nitrogen Oxide, Sulphur Oxide and Particulate Matters are as follows:

Nitrogen Oxide emission	26,526.31 kg
Sulphur Oxide emission	131.93 kg
Particulate Matters emission	0.11 kg

Greenhouse Gas Emissions

The main sources of the Group's greenhouse gases (GHG) emissions are the use of electricity, steam and burning of fossil fuel (Including Scope 1: direct GHG emissions and Scope 2: indirect GHG emissions during various business activities). During the Reporting Period, the Group's GHG emissions were as follows:

GHG Type	Scope 1	Scope 2
	CO ₂ (Tonnes)	CO ₂ (Tonnes)
Carbon dioxide (CO ₂)	439.40	125.52
Methane (CH ₄)	0.01	<u> </u>
Nitrous oxide (N ₂ O)	44,443.67	_
Total	44,883.08	125.52

Hazardous Wastes

The Group has handled hazardous wastes in strict compliance with the Solid Wastes Pollution Prevention Law of the People's Republic of China. The sludge generated by the Group has been treated by professional agencies after being dried. Waste paint buckets have been recycled, and other hazardous wastes have been properly treated according to related national environmental laws and regulations.

Non-hazardous Wastes

The Group has strictly classified and stored the non-hazardous wastes. The fruit pomace is sold after being dried for extraction of pectin, and waste paper is recycled by dedicated departments.



GREEN PRODUCTION

EFFICIENT USE OF RESOURCES

The Group regards reducing energy consumption and recycling of resources as priorities during our production processes. We keep improving our conservation-minded management system and have implemented various energy conservation programs and utilised more green energy, which enables us to reduce the consumption of water, electricity, coal, diesel, and at the same time increase the recycling of resources step by step. On the other hand, through the transformation and upgrade of equipment and advanced treatment system, we apply strict controls on the emissions of exhausted gases, disposal of sewage and various solid wastes to ensure they are properly disposed of for the sake of controlling and reducing the amount of waste discharged.

For the management of energy use, the Group has been monitoring on its energy use and focusing on the improvement of the energy efficiency of equipment to reduce energy consumption. We have also formulated several energy management measures for efficient utilization of energy and gradual enhancement of efficiency.

As an advocate of green office, we support the "Energy Saving Charter on Indoor Temperature". During the summer time, we maintain an average indoor temperature between 24–26° C to save energy. We have also reduced paper consumption through application of computer technology (e.g. written communication by email, use computer to store documents etc.). Furthermore, we introduced conference call system to hold part of our meetings for the aim to reduce carbon emission arising from business travels and at the same time, increasing work efficiency.

Major Energy Consumption

The energy consumed by the Group during its production and operating activities are mainly electricity, water, coal, natural gas and diesel. During the Reporting Period, their consumption by the Group are as follows:

Energy type	Consumption
Electricity	238,770 kwh
Water	11,440 tonnes
Coal	243 tonnes
Diesel	820 liters

Use of Packaging Materials for Finished Products

The Group primarily engages in manufacturing and sales of orange juice and related products. The packaging materials for orange juice are primarily cartons and plastics.

EMPLOYMENT

The Group strictly complies with laws and regulations relevant to its operation, including the Provisions on Minimum Wages, the Regulations on Paid Annual Leave for Employees, the Regulation on Work-Related Injury Insurance and the Special Rules on the Labour Protection of Female Employees of the PRC. The Group regards talents as core resources of the enterprise and provides employees with competitive remuneration and benefits in the market. We continuously improve various systems on the selection, training and retention of employees, so as to create a fair and open working environment for employees and offer diversified career advancement opportunities.

The Group strictly guarantees and offers the employees social insurance benefits, as well as various leaves and holidays. The Labour Law of the PRC is stringently complied by the Group in handling the dismissal of employees.

We always hope that the growth of our employees can be synchronized with the development of the Group. For this reason, we design various career advancement paths for suitable employees to expand their development space and for staff retention.

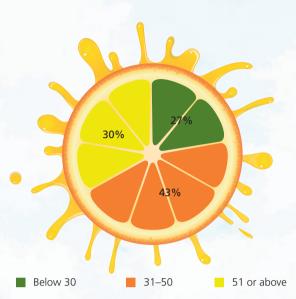
In addition, since the Group seeks for diversified development and abidance of fairness, we provide fair treatments to employees and strongly oppose to any forms of discrimination caused by factors such as gender, age, religion, race, geography, physical condition, etc.

As at 30 June 2018, the Group had 932 employees, as categorized below by type of employment contract, age, gender and geographical regions:

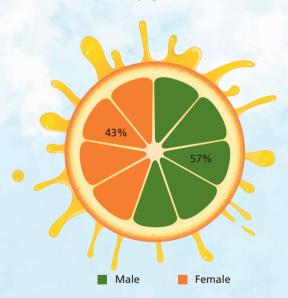
Staff by type of employment contract



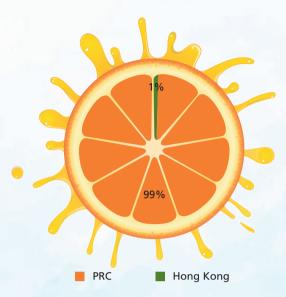
Staff by age group



Staff by gender

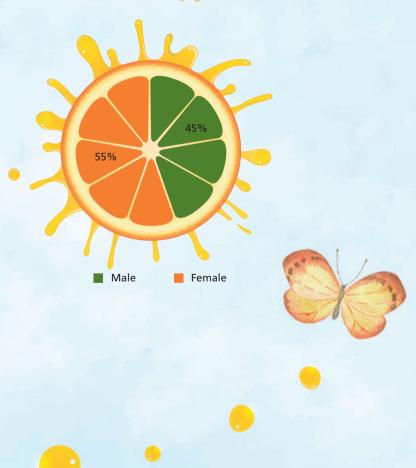




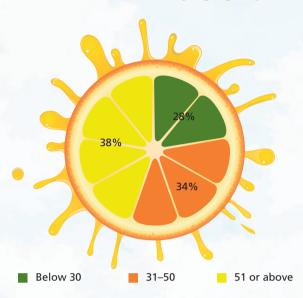


The Group attracted staff to render long-term service by favorable working environment, provision of development platform, emphasis on staff health and security, and other aspects. During the Reporting Period, turnover rate of long-term service staff remained below 5%.

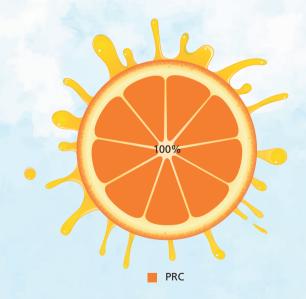
Staff turnover rate by gender



Staff turnover rate by age group



Staff turnover rate by geographical regions



HEALTH AND SAFETY

The Group attaches great importance to the safe production environment for employees and life, health and safety of frontline staff. We strictly comply with the Work Safety Law, the Law of the PRC on the Prevention and Control of Occupational Diseases, the Regulations on the Safety Management of Hazardous Chemicals and the Provisions on Fire Control Safety Education and Training of the PRC to ensure that we provide employees with a healthy and safe working environment.

The Group is continuously improving the production safety rules, standard operation procedures and emergency rescue plans. We have developed operating guidelines in processing plants as clear as possible and requires managements at all levels to conduct field visits for the purpose of timely and effective management. We also have supervision and inspection on how our staff implement relevant rules and operation procedures.

For the safety and protection of front-line employees, the Group concentrates on safety education and training. We provide all staff with necessary labour protection articles, facilities and equipment with reference to their job duties, and requests frontline manager to regularly review the proper implementations and usage of such articles, facilities and equipment. We also conduct all-rounded checks on irregular basis to detect any risk factors. Furthermore, fire drills were conducted regularly in each of the processing plants to help strengthen the ability of the emergency team to meet the challenges from emergencies. We also arrange certain health check-up for all employees regularly. There are no work-related injuries or death of employees during the Reporting Period.

DEVELOPMENT AND TRAINING

The Group devotes high attention to staff development and training. In order to improve staff's job skills and professional competence, our human resources department carries out training plans annually taking into consideration training requirements and plans of different departments. We provide a variety of training programs to employees of different levels and offer them with extensive career development opportunities, which cover technical improvement, safety education, corporate values, professional ethics and management ability, operation skills, and quality control system. For short-term seasonal staff, the Group offers pre-service trainings, skill trainings and safety trainings. All of these are designed not only to build a platform for employees so as to help them to continuously improve their overall quality and expertise, but also reserve talents and professionals for better operation and development of the Group. During the Reporting Period, the Group organized 4 internal training seminars.

LABOUR STANDARDS

The Group has developed its labour management system in accordance with laws and regulations such as the Labour Law, the Labour Contract Law and the Work Safety Law of the PRC. Child labour or forced labour is strictly prohibited from taking any positions in the Group and its members. The candidate information is strictly verified. Candidates will be permitted to admit into registration and on-boarding procedures only if ID cards verification and checks on residence registration have not detected any abnormal issues. Candidates who cannot provide valid certificates of identity will not be qualified for employment. If any information is found to be in violation of employment laws or standards, the recruitment will be instantly terminated.

If the Group discovered that it has hired child labor by mistake, it has to make rectification immediately. The Group has to report the case to relevant labor authorities for review and verification, keeps such staff from working and sends the staff to hospital for health check. If the case is verified, the Group will pay salaries in full to the staff and send notice to families for returning the staff to the care of families in a timely manner.



OPERATION MANAGEMENT

SUPPLY CHAIN MANAGEMENT

Suppliers are critical parts in the business of the Group. They provide the Group with various products and services, including plant and equipment, transportation services, raw materials and construction services, etc. We pay special attention to supplier management and maintain good communication and cooperation with them. The Group assesses whether suppliers are qualified by considering their locations, transportation methods and means of packaging, and supply history record, and such assessment is carried out at least once every year. We will only work with partners who operate their business in a professional and ethical manner.

The Group's criteria for selecting suppliers are based on fair and clear standards, such as the product quality, post-sale services, prices and payment days and cooperation history, to procure not only most productive but also environmental-friendly resources and products and services with the highest quality. The Group arranges assessment for suppliers on a regular basis and applies timely treatment for those suppliers who fail in the assessment. A majority of suppliers of the Group are located in the PRC.

PRODUCT RESPONSIBILITY

Quality control

The Group possesses advanced technology to ensure the high quality of our products and complies with the Food Safety Law of the PRC, Product Quality Law, Law on Protection of the Rights and Interests of Consumers and other relevant laws and regulations. From the selection and inspection of raw materials to the production and delivery of products, strict quality control standards and hygiene standards are implemented throughout the entire process to ensure that the products are of good quality and wholesome, including Summi fresh orange juice, FCOJ and related products and fresh oranges. Our products have passed the ISO22000 certification, the HACCP certification, the SGS certification, the SGF certification and the HACCP certification on food safety as well as a certificate of SAGP awarded from a leading international client, certifying the source quality of the orange plantations operated by the Group. The products supplied to the client by the Group have passed standard sorting and tests to guarantee the environmentally-friendly, high quality, safe and sustainable products being produced.

Once customers have feedbacks and comments to our products, the Group conducts inspections according to the product control procedures. When recall is determined as necessary for products under inspection due to all reasons, the Group launches recall procedures immediately and maintains such inspection records, ensuring that all substandard products are fully recalled in a timely manner. During the Reporting Period, the Group had no product recalls as a result of quality issues and received no complaints on product quality.

Protection of Intellectual Property

Increasing competitiveness requires not only technology innovation, but also the protection and management of intellectual property. The Group conscientiously implemented the strategy of intellectual property protection to enhance the market competitiveness. Confirming that intellectual property contributes to promote, guide, safeguard and evaluate innovation advancements, we establish a complete intellectual property management mechanism to coordinate the entire process of internal and external intellectual property management. In addition, the Group has set up a contingency plan for intellectual property rights to provide solutions for the protection or infringement of intellectual property infringement of the Group's trademark and patent rights. During the Reporting Period, the Group recorded no material infringement of intellectual property.

Protection of customer information and privacy

For the confidentiality of information, the Group strictly abides by the Contract Law, the Regulations of the PRC for Safety Protection of Computer Information Systems, the Law on the Protection of Consumer Rights and Interests and relevant laws and regulations of the PRC. The Group committed to protecting the privacy of customer data it held. It sets the rules applicable for managing market-related documents and enforces these rules stringently. No department and staff should be permitted to access, copy and reproduce the content of customer information without approval. Furthermore, we install firewall and anti-virus software so as to protect the confidential information from improper use of hackers.

OPERATION MANAGEMENT

Advertising and Labeling

The Group strictly complies with relevant laws and regulations such as Advertising Law, Trademark Law, etc. of the PRC. If promotional activities are necessary, the marketing department of the Group will cooperate with external advertising agencies to design the advertisements with reference to market demands and business strategies of the Group. As for labeling for products, we show the contents in a real, legal and clear way in order to comply with the law and promote a healthy lifestyle and highend brand images.

ANTI-CORRUPTION

The Group has clearly stipulated the "Code of Corporate Governance Practices" and has strictly enforced all relevant anti-corruption laws on anti-corruption in Hong Kong and the PRC. We have taken the laws as the standard to set up the

internal rules and regulations for building up an honest and clean administration. The Group has a reporting mechanism in which employees can report any suspicious activity to those charged with governance. Members of the Group shall not accept or ask for gifts or hospitality in any form. Upon receipt of the report, the Group will conduct a detailed investigation and review. Once the employees are confirmed to be involved in any abuse of power or corruption, they will be severely punished and we will report the misconduct to the judicial department for pursuing liability in accordance with the law. On the other hand, we will take immediate actions and terminate the relevant business contract or cooperation once we confirm that the partners have accepted bribery and report to relevant government authorities if necessary. During the Reporting Period, the Group has neither breached any relevant anti-corruption laws nor involved in any corruption cases.



COMMUNITY INVESTMENT

Without the support and trust from society, the Group would not have attained the success since its incorporation. As a leading brand in the PRC, we have contributed to the development of the PRC's public welfare activities by giving to local communities through practical actions. We proactively communicate with stakeholders around our plantations and incorporate their expectations and needs into our business strategies so as to contribute to local development. While we are seeking business development and financial returns to shareholders, we actively participate in various social welfare activities to understand the expectations and needs of communities on us. The Group also encourages and organizes our employees to participate in different community activities. We are devoted to public charity and volunteer activities and we will never stop caring for the needy and sponsoring environmental protection and preservation activities.



Subject Areas, Aspects and C	General Disclosures and KPIs	Section	Page(s)
Environment			
Aspect A1: Emissions	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste. Note: Air emissions include NOx, SOx, and other pollutants regulated under national laws and regulations. Greenhouse gases include carbon dioxide, methane, nitrous oxide, hydrofluorocarbons, perfluorocarbons and sulphur hexafluoride. Hazardous wastes are those defined by national regulations.	Pollution Control and Emission Reduction	6-7
KPI A1.1	The types of emissions and respective emissions data.	Pollution Control and Emission Reduction	7
KPI A1.2	Greenhouse gas emissions in total (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). — Scope 1 emissions — Scope 2 emissions — Scope 3 emissions	Pollution Control and Emission Reduction	7
KPI A1.6	Description of how hazardous and non- hazardous wastes are handled, reduction initiatives and results achieved.	Pollution Control and Emission Reduction	7
Aspect A2: Use of Resources	General disclosure Policies on the 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	Efficient use of resources	8
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).	Efficient use of resources	8
KPI A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	Efficient use of resources	8

Subject Areas, Aspects and	General Disclosures and KPIs	Section	Page(s)
Environment (continued)			
Aspect A3: The Environment and Natural Resources	General Disclosure Policies on minimizing the issuer's significant impact on the environment and natural resources.	Pollution Control and Emission Reduction/ Efficient use of resources	6-8
KPI A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Pollution Control and Emission Reduction/ Efficient use of resources	6-8

Social

Employment and Labour Practices

Aspect B1: Employment	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	Employment	9-12
KPI B1.1	Total workforce by gender, employment type, geographical region and age group.	Employment	9-11
KPI B1.2	Employee turnover rate by gender, employment type, geographical region and age group.	Employment	11-12
Aspect B2: Health and Safety	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	Health and Safety	13
KPI B2.1	Number and rate of work-related fatalities.	Health and Safety	13
KPI B2.2	Lost days due to work injury.	Health and Safety	13
KPI B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored.	Health and Safety	13

Subject Areas, Aspects and C	General Disclosures and KPIs	Section	Page(s)
Social (continued)			
Employment and Labour Practices (continued)		
Aspect B3: Development and Training	General Disclosure Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	Development and Training	13
Aspect B4: Labour Standards	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.	Labour Standards	13
KPI B4.1	Description of measures to review employment practices to avoid child and forced labour.	Labour Standards	13
KPI B4.2	Description of steps taken to eliminate such practices when discovered.	Labour Standards	13
Operating Practices			
Aspect B5: Supply Chain Management	General Disclosure Policies on managing environmental and social risks of the supply chain.	Supply Chain Management	14
KPI B5.1	Number of suppliers by geographical regions	Supply Chain Management	14
KPI B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored.	Supply Chain Management	14



Subject Areas, Aspects and	General Disclosures and KPIs	Section	Page(s)
Social (continued)			
Operating Practices (continued)			5.4
Aspect B6: Product Responsibility	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	Product Responsibility	14-15
KPI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Product Responsibility	14
KPI B6.2	Number of products and service related complaints received and how they are dealt with.	Product Responsibility	14
KPI B6.3	Description of practices relating to observing and protecting intellectual property rights.	Product Responsibility	14
KPI B6.4	Description of quality assurance process and recall procedures.	Product Responsibility	14
KPI B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored.	Product Responsibility	14

Subject Areas, Aspects an	d General Disclosures and KPIs	Section	Page(s)
Social (continued)			
Operating Practices (continued)			
Aspect B7: Anti-corruption	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	Anti-corruption	15
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.	Anti-corruption	15
KPI B7.2	Description of preventive measures and whistle- blowing procedures, how they are implemented and monitored.	Anti-corruption	15
Aspect B8: Community Investment	General Disclosure Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	Community Investment	16







