



SYMPHONY

SYMPHONY

Environmental, Social and Governance Report 2017  
環境、社會及管治報告

**SYMPHONY HOLDINGS LIMITED** 新豐集團有限公司

STOCK CODE 股份代號 01223.HK

## Content

ABOUT THIS REPORT .....	2
OUR VISION OF SUSTAINABLE DEVELOPMENT .....	2
COMMUNICATION WITH THE STAKEHOLDERS .....	3
SUSTAINABLE AND EFFECTIVE INTERNAL CONTROL AND RISK MANAGEMENT.....	3
PRODUCT LIABILITY AND COMMITMENT TO CUSTOMERS .....	3
SUPPLY CHAIN MANAGEMENT .....	6
EMPLOYEES' HEALTH AND SAFETY.....	7
FOCUS ON NURTURING TALENTS AND BUILDING A STRONG TEAM .....	9
EMPLOYMENT AND LABOUR PRACTICES.....	11
STRICT PROHIBITION OF CHILD AND FORCED LABOUR .....	16
ANTI-CORRUPTION & ADVOCATING INTEGRITY .....	16
COMMUNITY INVESTMENT .....	17
ENVIRONMENTAL PROTECTION .....	19
KEY ENVIRONMENTAL INFORMATION.....	19
GOING FORWARD.....	23

## ABOUT THIS REPORT



Symphony Holdings Limited (the “Company” or collectively with its subsidiaries the “Group”) is pleased to present the Environmental, Social and Governance Report of the Group for 2017. This is the second Environmental, Social and Governance Report of the Group which covers the sustainable development direction, strategy and performance of the Group during the reporting period from 1 January 2017 to 31 December 2017 (the “Reporting Period”). The report also elaborates on the effort made and the long-term value we created for stakeholders. The report merely covers the strategy and performance of the operations of the Group’s Hong Kong office and that of Shenyang outlet mall, the retailing and sourcing services of the branded apparel, swimwear and accessories in China assessing the performance relating to the environment, society and governance.

We shall continue to achieve the goal of sustainable development through stringent management, and ensure full integration of the concept of sustainable development into the Group’s business strategy. We take into account the “Environmental, Social and Governance Reporting Guide” contained in Appendix 27 of the Rules Governing the Listing of Securities on The Stock Exchange issued by the Hong Kong Exchanges and Clearing Limited in preparing this report. The report discloses the Group’s performance during the Reporting Period in sustainable development in related business which is also considered material.

### Feedback

---

Our continuous improvement relies on your valuable opinions on our performance and also our reporting presentation adopted. If you have any doubt or suggestion, you are welcome to email us at [info@symphonyholdings.com](mailto:info@symphonyholdings.com). Your feedback will assist us to improve our performance in environmental, social and governance.

## OUR VISION OF SUSTAINABLE DEVELOPMENT

Our core philosophy have always been expanding the Group’s branding and outlet mall businesses, as well as the maintenance of the sustainable development, prosperity and stability of the community. This belief has enabled us to accumulate years of experience and earn reputations. Sustainability development is a key to the success of our businesses. Facing the tough market conditions in the future, we shall continue to uphold our existing sustainable development philosophy, we shall actively adapt to the new norms of economic development, seize development opportunities in a complicated and volatile market environment, give full play to our operational advantages and continuously upgrade the governance level, so as to achieve the goal of sustainable development.

## **COMMUNICATION WITH THE STAKEHOLDERS**

With years of experience in corporate operations, we understand the importance of the stakeholders' opinions. As disclosed in the report last year, our business has maintained a stable development for many years made possible with the support and trust from our stakeholders, both of which have been being our cornerstones. Our main stakeholders are groups that are either extremely influenced by the Group or are sufficiently important to influence the Group's business. They include our customers, suppliers, contractors, employees, business partners, regulators, shareholders and investors. We maintain contact with different groups of stakeholders through a variety of channels. These include annual shareholders' meeting, telephone consultations, site visits, employees' performance appraisal, the Company's team activities, meetings and the Company's website. Looking forward, the Group will continue to communicate closely with all stakeholders so that we can effectively formulate development strategies. We firmly believe that continuous maintenance of such policies will effectively improve the sustainability and business development of the Company.

## **SUSTAINABLE AND EFFECTIVE INTERNAL CONTROL AND RISK MANAGEMENT**

The Group deeply understands the importance of internal control and risk management — a structured internal control and risk management system is closely knitted to the sustainable development of an enterprise. Therefore, the board of directors has always actively monitored our internal control, risk assessment and management system so as to identify unfavourable factors that may adversely affect the Group's business. Such unfavourable risks include, for instance, operational, financial, compliance and environmental protection related. Corresponding measures will be implemented once these risks are identified. Apart from this, the Group's Audit Committee will review the Group's internal assessment and risk management system on a continuing basis to ensure the existence of an effective internal control monitoring system. To further improve the efficacy of our risk management and internal control system, we have appointed an independent service provider in March 2016 to conduct review of our internal system and advise us on corresponding improvement measures. The Group's sustainable development policies will be complemented by the continuous monitoring and improvement of our internal control and risk management mechanism whereby taking us one step closer to the Group's sustainable development goal.

## **PRODUCT LIABILITY AND COMMITMENT TO CUSTOMERS**

To maintain the sustainable development of the Company, product liability is a crucial factor. Henceforth, all the business units of the Group diligently carry out product liability related tasks. We seek to offer quality products and make every effort to protect the legal rights of all users and consumers, prevent any bodily damage or property loss due to product defect. We have been meticulously monitoring the product supply management, safety and quality control, customer service quality so as to ensure that our products are up to the highest level in terms of safety and quality. Going forward, we shall continue to focus on standardizing the operational procedure so as to maintain a high level of quality products.

During the Reporting Period, we have not recalled any product due to safety and health issues. To the best knowledge of the Directors, the Group have not received any complaint from any individual in relation to advertisement and product label inconsistency relating to health and safety requirements, products and services or any applicable law and regulation relating to the operation of the Group's business, including Law on Protection of Consumer Rights and Interests (《消費者權益保護法》), Product Quality Law (《產品質量法》), Advertisement Law of the People's Republic of China (《中華人民共和國廣告法》), Interim Measures for the Administration of Internet Advertising (《互聯網廣告管理暫行辦法》) and other applicable governmental laws and regulations relating to publications and advertising promotions. In addition, we have not been subject to any material complaint, product claim or recall during the Reporting Period.

#### *Creating a premier shopping environment*



To ensure the quality of products sold in our outlet mall, we adopt a strict brand tenant selection procedure when recruiting brand tenants, including obtaining from them business registration records, brand registration certificates, authorization evidence, related approvals and so forth, in order to preserve a premium shopping environment. In addition, our on-site management personnel will continue to inspect the entire operating environment and will immediately inform relevant staff or responsible brand tenants to rectify any issue or potential risk, if identified.

#### *Product Quality*

Products offered for sale in our outlet mall by brand tenants or at points-of-sale by our distributors are sourced or licensed directly from the brands. We forbid any unauthorized or non-licensed sale of products to ensure that all products sold reach the quality standard of the brand and comply with all applicable national and industrial standards.

#### *Customer Services*

As mentioned above, we highly treasure, and aim at protecting, the legal rights of our mass product users and consumers. Hence, we shall (in compliance with the Company policies) try our very best to meet customers' demands or assist our patrons to reflect their concern to our brand tenants or distributors. By doing so, we hope to provide all customers with an ideal shopping environment.

#### *Continuously Improving Customer Service Quality*

We actively encourage our customers to express their opinions. We firmly believe that customers' opinions is key to improving our service quality, and to achieve this, we offer various

communication channels to collect feedback such as customer service hotlines, customer service centers, email, company website and also telecommunication applications. Over the last year, although we did receive complaints about our brand and outlet mall businesses, these complaints were mostly suggestions and queries related to product quality, promotion campaign and delivery delays. Once our customer service staff received such complaints, they would follow up in accordance with the existing procedure within the system. For example, if a customer want to return or exchange an item and if the request meets the return or exchange policies, we shall do our best to meet their demands; if the issue relates to product quality, our staff would request our brand tenants to improve product quality; if the complaint relates to our internal management, we shall conduct internal assessment to understand the root of the problem and our own deficiency so that we can learn our lessons and also emphasize to our staff members the importance of customer satisfaction. The Group always values customers' opinions and strive to prevent the occurrence of the same issue again in the future. As we deeply believe that customers' feedback is essential for continuous improvement, we shall continue to be open and listen to such feedback, whether they are positive or negative.

#### *Protecting Customer Privacy*

The Group has in place a privacy and data security system. The Company has also, in compliance with the relevant laws and regulations, formulated a set of procedures and policies to process customer information so as to safeguard the privacy of customers' personal data and sensitive information. Such policies include strict prohibition of employees using customer's information for any non-business related purpose. Apart from that, designated staff member have already been assigned to handle customers' information such as telephone number and identity, in the strictest confidence. All customer information collected can only be used for a specified purpose. Moreover, we review and update such policies and procedures regularly to fulfill business requirements, regulatory guidelines, relevant laws and regulations.

#### *Promotion and Labelling*

As an outlet mall and branding business operator, we frequently launch a variety of marketing campaigns to promote the outlet mall and our licensed brands. Contents of these marketing materials are subject to a set of strict internal review procedures whereby designated and experienced staff members in sales and marketing review and ensure that the marketing materials comply with the Advertisement Law of the People's Republic of China (《中華人民共和國廣告法》), the Interim Measures for the Administration of Internet Advertisement (《互聯網廣告管理暫行辦法》) and other applicable laws and regulations governing advertising and labeling enacted by the relevant government authorities, before the marketing materials are to be officially used.

Besides, to ensure that consumers are provided with sufficient information on the product labels, we have specified in writing when we negotiate with outlet mall brand tenants that all goods sold by brand tenants should have complete product labels in compliance with the regulations. Product label details shall include but not limited to product name, brand label, implementation standards, name of the manufacturer, details on the certificate of approval, product specifications and other details. Such comprehensive details will fully protect the interests of the consumers.

## SUPPLY CHAIN MANAGEMENT

A sound supply chain management system is significant to the sustainable development of our business and also that of the entire Group. A solid supply chain is also closely correlated with product liability and quality. Thus, we place great emphasis on supply chain management and have devised a series of comprehensive and systematic policies on supply management. We aim to, through a complete and standardized procurement procedure which engages professional and experienced staff to monitor every detail in the entire procurement process while also continuously inspect our sourcing cycle to identify missing elements in our procurement procedure for improvement. We endeavour to improve the efficiency and cost-effectiveness of our procurement process while fulfilling our goal of quality control and maintaining good supply chain management. We shall also continuously review laws and policies related to procurement to ensure compliance.

To further maintain satisfactory supply chain management, we adhere to a sound procurement review scheme whereby we manage our procurement process from the source, carefully select suppliers to ensure that they conform to our screening criteria, prudently evaluate the potential risks of engaging the suppliers to ensure that they are equipped with sufficient technological knowhow and ensure the quality of the products and services.

### *Code of Conduct*

To further promote the concept of sustainable development, we share our value of sustainability and the Group's philosophy of sustainable development with our suppliers and encourage them to improve their performance and contribute together with us, to economic, social and environmental sustainability.

**EMPLOYEES' HEALTH AND SAFETY**

We are committed to protecting the health, safety and well-being of our employees and focus on “maintaining a safe and healthy working environment”. To create a safe working environment, ensure that employees are free from work-related injuries and observe the relevant laws and regulations. During the Reporting Period, we have organized various activities, policies and training, seeking to minimize the risk of hazards and accidents via a well-established and safe operational structure, and ensure that employees can work under a secure environment. As far as the Directors of the Company are aware, the Group has not received any major administrative sanctions or penalties due to violation of any production safety laws or regulations during the Reporting Period.



*Fire Safety Knowledge*

The Group recognizes the importance of fire safety. We have posted educational materials relating to fire safety at the workplace to increase our employees' basic awareness of fire safety so that employees can adopt certain simple contingency plans and self-help measures in case an accident occur.



### *Strengthening of Emergency Drills*

In order to increase our responsiveness in case there are fire accidents, annual fire drills are indispensable. We have established a comprehensive emergency response and coordination mechanism to improve our response capabilities if there is a fire or other hazards. Through regular fire drills, we ensure that our employees are conscious of how to face any emergency, including first-hand experience of using fire tools, thereby enhancing their abilities to escape from and save themselves at a fire scene, thereby minimizing the casualties in term of loss of life and property caused.



### *Comprehensive Body Check System*

In order to ensure the sustainability of the Company's business, active participation of employees is vital. We, therefore, attach great importance to the physical health and well being of our employees and have established an employee medical examination system to provide free body check services to employees of designated positions and seniority, so to ensure that our employees are in good shape.

## FOCUS ON NURTURING TALENTS AND BUILDING A STRONG TEAM

The Group has always placed emphasis on nurturing talents. We have been striving to improve our employees' capabilities. During the Reporting Period, we provided various types of training and development opportunities for employees from various business units. The training topics are extensive covering employees' management ability, customer service and team building.

We also regularly organize different types of cultural and recreational activities and competitions for our employees, such as tug-of-war competitions, sports events and team building activities, so that employees can relax in their spare time, thereby facilitating exchanges between colleagues and building a harmonious team spirit. The Group and its subsidiaries will also organize various corporate events such as annual dinners, Chinese New Year parties and birthday parties to foster a sense of belonging amongst each employee to the Group.



Furthermore, we effectively utilize social media and establish a WeChat employee group to encourage employees to share and exchange their work and life experience, this in turn foster interactions and communications between employees, enhance employees' sense of belonging, and simultaneously enable us to effectively listen to our employees.



### Ongoing Education and Training

We offer to different categories of employee on-the-job trainings and education that align the required professional skills with their job positions. For instance, we arrange management skill training sessions for managers of each store and provide communication skill training for each staff member. Subject to actual performance and ad-hoc demands, we also arrange non-regular training courses to improve personal development, leadership and management skills of our employees. 1,382 hours of training were conducted during the Reporting Period, out of which a total of 284 staff members participated in the training sessions resulting in an average of 4.87 training hours per staff.



#### Analysis of staff training sessions

---

Total training hours	1,382 hours
Average training hours	4.87 hours / person

#### Total trained hours by gender

---

Male	150 hours
Female	1,232 hours

#### Total trained hours by types of employment

---

Senior management	96 hours
Mid-level management	140 hours
General and technical staff	1,146 hours

#### Total trained hours by age

---

Below 30	161 hours
31-40	1,141 hours
41-50	51 hours
51-60	29 hours

### *Performance Appraisal System*

In order to boost the morale of our staff, our Group has implemented a comprehensive performance appraisal system that is based on the following principles:

- Fair and just;
- Objective and accurate;
- Timely feedback;
- Feasibility and practicability;
- Positive reinforcement.

The human resources department is responsible for organizing the performance appraisal each year. A comprehensive promotion scheme has gradually been developed. The performance appraisal results will be used as a reference and employees are provided with broad development opportunities. The Company's remuneration policy and incentive system aim at attracting and retaining talents.

### **EMPLOYMENT AND LABOUR PRACTICES**

We cherish the results created by our employees for the Group, so we offer our employees not merely a job but also a good working environment and long-term development opportunities, enabling them to work in an enriched and fulfilling surrounding. In order to clarify the basic rights of employees and regulate employment behaviors, we are committed to complying with the relevant national laws and regulations and strictly implement the relevant administration systems and policies, including the "Staff Handbook", "System for Human Resources Management" (《人力資源管理制度》) and "Handbook of the Human Resources and Administrative System" (《人事行政管理制冊》).

Major laws and regulations of the People's Republic of China which relate to employment matters of the Group include the Labour Law of the People's Republic of China, the Labour Contract Law of the People's Republic of China and the Regulation on the Implementation of the Employment Contract Law of the People's Republic of China. To the best knowledge of the Directors of the Company, the Group is not subject to any major administrative sanctions or penalties due to violation of any employment laws or regulations during the Reporting Period.

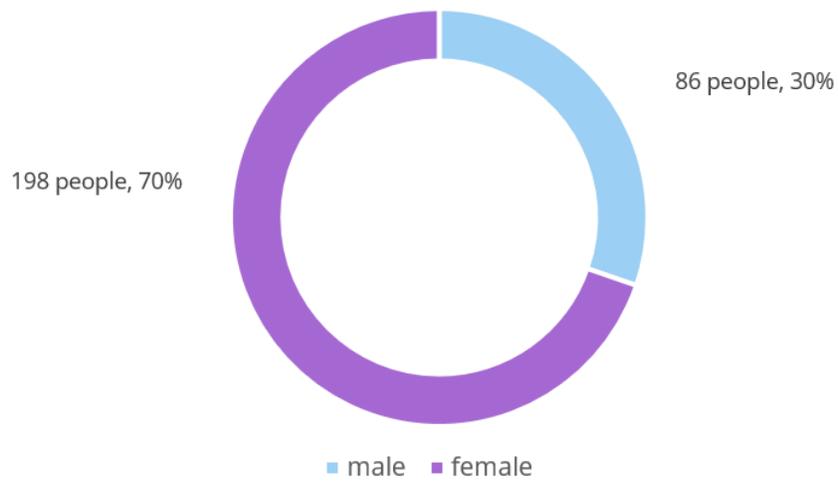
### *Recruitment of Talents*

We have always considered our employees our most important asset. To cope with the issue of continued labour shortage, we made continuous efforts to attract and retain talents in the past year, hoping to employ more talents in the current competitive human resources market. In terms of strategy, we still adhere to the major principle of "fairness" and recruit employees through different channels. In the recruitment process, we undertake that we recruit employees base on competency and qualifications rather than their nationality, gender, age, family status. Whenever an employee resigns or is laid off, our Group has established protocol of standard handling procedures. Our human resources department will also conduct enquiry on the resignation to ensure that there has no occurrence of unfairness or discrimination. To further retain talents, we shall regularly conduct two-way performance appraisal and offer certain reward and promotion opportunity to those with outstanding performance. The purpose of this is to motivate employees to work and demonstrate that their promotion chances will not be

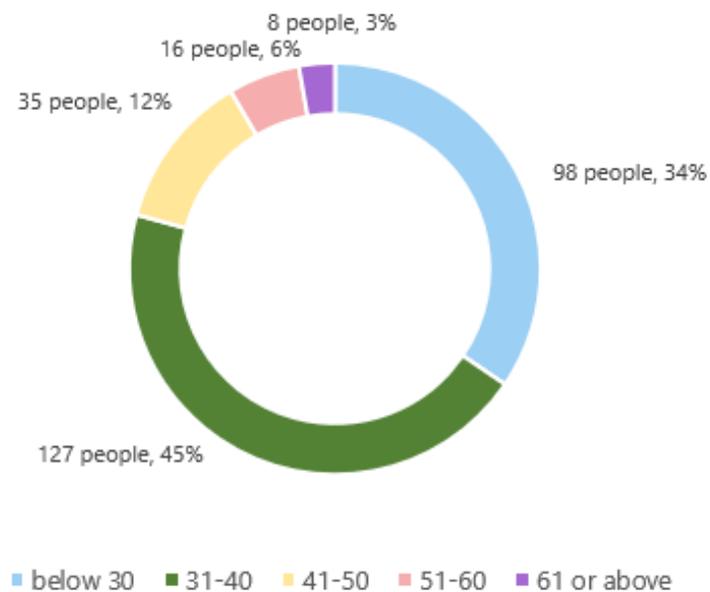
hindered as a result of sex, age or race. Our working hours are also in strict compliance with the national, local laws and regulations. Meanwhile, the Group strictly forbids the employment of child labour.

*Analysis on Employee Distribution*

Proportion by Gender

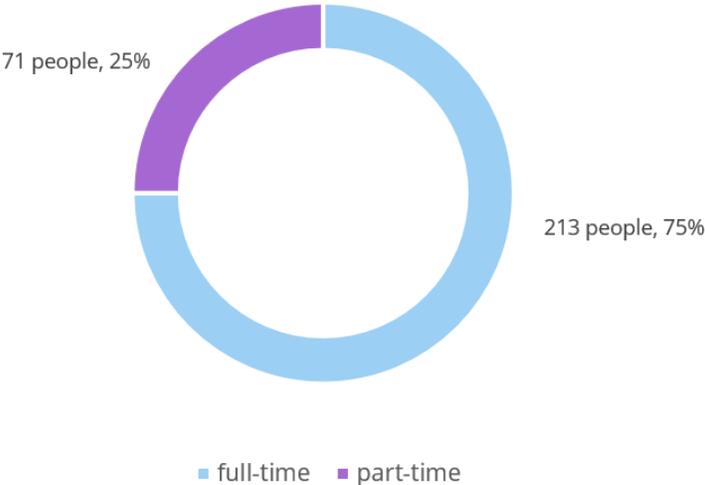


Proportion by age

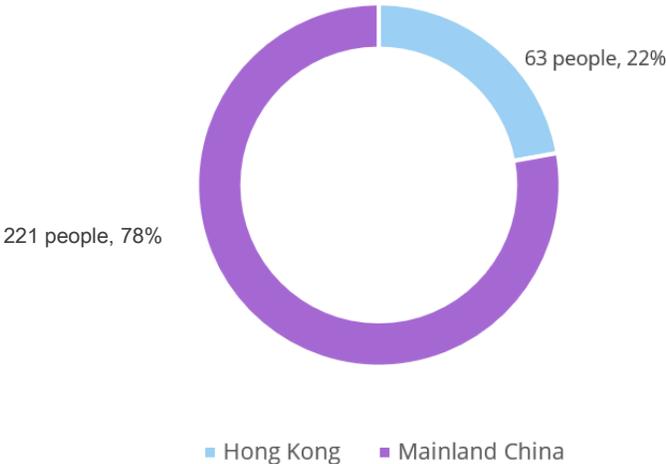


*Analysis on Employee Distribution (continued)*

Proportion by Employment Category

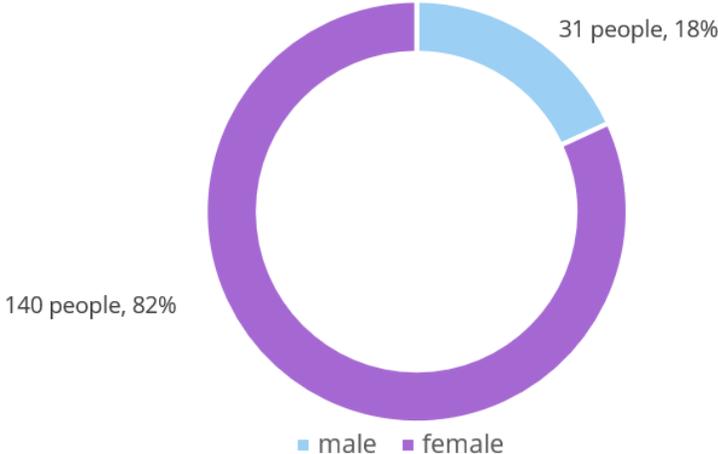


Proportion by geographical region

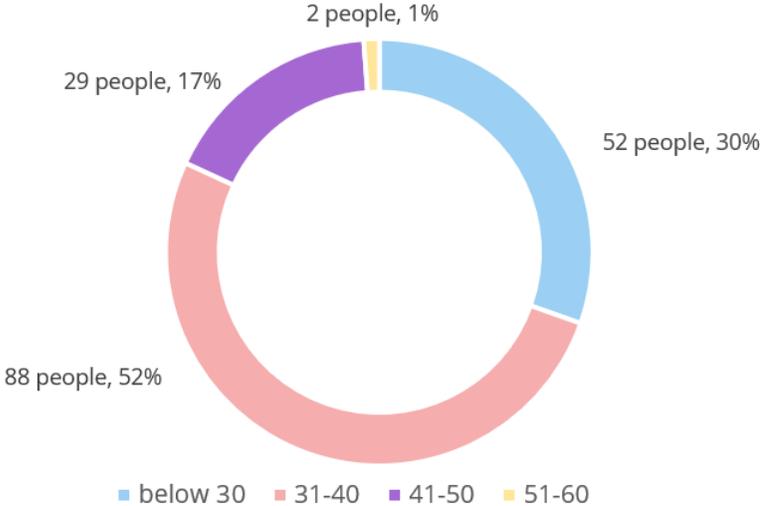


*Analysis on Employee Turnover*

Proportion by gender

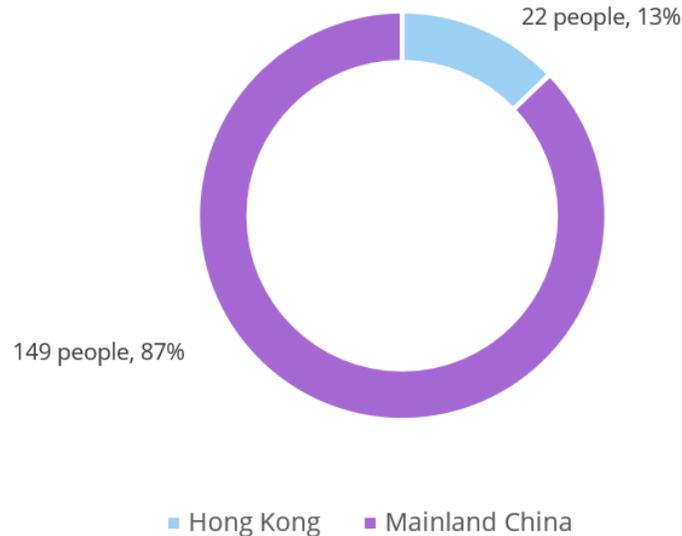


Proportion by age



*Analysis on Employee Turnover (continued)*

Proportion by geographical region



*Employee Benefits and the Remuneration Structure*

The Group provides its employees with competitive benefits and remuneration. In addition to basic annual leave, we also offer marriage leave, bereavement leave, maternity leave, work injury leave and breastfeeding leave. In accordance with the People's Republic of China laws and regulations, we make contribution to various employee benefit schemes, including retirement insurance, work-related injury insurance, medical insurance, unemployment insurance and maternity insurance for full-time employees. Remuneration for full-time employees in the People's Republic of China generally includes basic salary, job position compensation, performance evaluation remuneration, other subsidies and allowances. Furthermore, we may also offer year-end discretionary bonus for employees based on annual operating results. Employees' remuneration and benefits are determined by the management or remuneration committee of the Company with reference to their performance and experience. In order to ensure the fairness and competitiveness of our remuneration structure, we conduct annual review of the structure taking into account the average salary level of the region where we operate and the minimum wage standard set by local government. We have formulated salary and performance benchmarks for each level of job position according to the current average salary level, technical and professional qualifications of relevant positions and monthly and annual performance appraisal, among which, further adjustments will be made depending on each employee's technical expertise, qualification and performance, thereby upholding a fair and competitive remuneration structure.

### **STRICT PROHIBITION OF CHILD AND FORCED LABOUR**

The Group strictly complies with laws and regulations relating to minimum age of employment and strictly forbids child labour in compliance with laws and the requirements of social responsibility. All new recruits are subject to a set of review procedures such as interviews and identity checks to minimize the chance of employing child labour. The Group strictly complies with the Labour Law of the People's Republic of China, the Labour Contract Law of the People's Republic of China, the Law of the People's Republic of China relating to the Protection of Minors and the Regulations on the Prohibition of the Use of Child Labour, and clearly prohibits child labour employment in its recruitment policy.

In addition, the Group stresses the importance of zero tolerance for forced labour and employment must be based on individual's own will. We undertake that:

- forced behavior shall be prohibited;
- none of the employees shall be induced to work for the Group by fraudulent means;
- none of the employees' interest shall be obtained or none of the employees shall be forced to work through punishments or coercion.

### **ANTI-CORRUPTION & ADVOCATING INTEGRITY**

In order to meet our pledge of openness, integrity and accountability in our business operation, we have formulated a series of anti-corruption policies, including anti-fraud management, whistle-blowing policies and fraud prevention measures. In addition, the Group also has in place a reporting and investigation system, setting up a general manager's suggestion box for reporting of any suspected corruption, bribery and fraud, on a no name basis. Relevant investigation procedures have also been established.

We expressly included anti-bribery clauses in the agreements signed with outlet mall brand tenants hoping to create a healthy, fair and ethical business environment; ensuring that both brand tenants and ourselves have installed an intact internal management system and will continue to manage and nurture a working environment with zero tolerance to any commercial bribery or other improper transactional practices.

To the best knowledge of the Directors of the Company, the Group has not received any complaints or taken any disciplinary actions relating to corruption, bribery or other misconducts during the Reporting Period. In the meantime, our business operations comply with relevant policies, laws and regulations relating to anti-corruption, blackmail, fraud and money-laundering during the Reporting Period.

## COMMUNITY INVESTMENT

We strive to promote social harmony, the betterment of livelihoods of the general public as well as the healthy development of the local economy. During the Reporting Period, we organized various kinds of activities, targeted to further promote community harmony and contribute to the building of a better community.

### Traditional Folk Craft Event



### Floriculture Class



### Easter Parent-child Competition



### Parent-child Play dough Course



### Mother's Day Flower Event



### Father's Day Thank You Event



Marathon



Tea Art DIY



## ENVIRONMENTAL PROTECTION

The Group is committed to green development. To achieve a harmonious relationship between the Group and the environment, and to manage the surrounding by adopting a continuous development strategy and thoroughly comply with the Law of Environmental Protection of the People's Republic of China, we have developed structured environmental protection plans and energy-saving policies in order to embrace the green concept in the daily operation of our branding and outlet mall operations. These initiatives include the launch of energy conservation and emission reduction projects in order to reform and improve the recycling rate of reusable waste. The Group hopes to engage various means to reduce carbon emission and achieve its goal of minimizing negative impact to the environment. At the same time, we aim to achieve emission reduction at the source through employees training to heighten their awareness of environmental protection. Simultaneously, to perfect our management on environmental governance and regulatory supervision, we shall frequently keep ourselves updated of the latest environmental protection laws, regulations and protocols so as to take corresponding actions to comply with the regulations and fulfill our corporate social responsibilities.

### *Laws and Regulations relating to Environmental Protection*

The relevant environmental protection laws and regulations related to our Company include the Law of Environmental Protection of the People's Republic of China, The Environmental Impact Assessment (EIA) Law of the People's Republic of China etc. During the Reporting Period, to the best knowledge of the Directors of the Company, the Group was not subject to any major administrative sanctions or punishments due to violation of any environmental laws or regulations.

## KEY ENVIRONMENTAL INFORMATION

Indicators	Value	Unit
<b>Greenhouse gases (hereafter as "GHG")</b>		
Total emissions	726.38	tonne of carbon dioxide equivalent (hereafter as "tCO <sub>2</sub> e")
Direct emissions (scope 1)	49.32	tCO <sub>2</sub> e
Indirect emissions (scope 2) <sup>1</sup>	677.06	tCO <sub>2</sub> e
Total GHG emissions per square metre of floor area (Scope 1 and 2)	12.20	tCO <sub>2</sub> e (per square metre)
<b>Exhaust gas</b>		
Nitrogen oxides (NO <sub>x</sub> )	12.26	Kilogram (hereafter as "kg")
Sulphur oxides (SO <sub>x</sub> )	0.27	kg
Suspended Particulate Matter (PM)	0.90	kg

Indicators	Value	Unit
<b>Non-hazardous waste</b>		
Total non-hazardous waste <sup>2</sup>	2.88	tonne
Total non-hazardous waste per square metre of floor area	0.05	kg (per square metre)
<b>Energy</b>		
Total consumption	1,040,228.80	kilowatt hour (hereafter as “Kwh”)
- Electricity <sup>1</sup>	869,483.24	Kwh
- Gasoline	170,745.56	Kwh
Total energy consumption per square metre of floor area	17.47	Kwh (per square metre)
<b>Water</b>		
Total water consumption <sup>1</sup>	26,476.15	m <sup>3</sup>
Total water consumption per square metre of floor area	0.44	m <sup>3</sup> (per square metre)

Notes:

1. Certain subsidiaries (including stores and kiosks of the branding businesses) are tenants, the electricity and water supply of which are controlled by the property management company. Thus, the total consumption of electricity and water only covers the subsidiaries in Hong Kong and Shenyang, the electricity and water supply of which are controlled by the Group.
2. Statistics concerning non-hazardous waste only covers the subsidiaries in Hong Kong and Shenyang. The total amount of paper being disposed of is assumed to be almost the same as consumption during the year. The system for the collection of non-hazardous waste production from other offices is subject to improvement. The Group will further enhance relevant statistics collection systems and set out relevant disclosure in the report as and when applicable.

**Green Operations**

In relation to the business operation of our outlet, the Group emphasizes the environmental protection awareness of each brand tenant so as to create a green operational environment. In our co-operation agreement signed with each brand tenant, they are required to perform the following duties : -

- ensure reduction in environmental contamination during the process of production, storage and transportation of the goods offered;

- ensure that the goods provided and raw materials used for production of relevant products fulfill the requirements of national, local and industrial laws and regulations relating to environmental protection;
- give priority to production techniques and facilities that are pollution-free or cause less pollution;
- do not source from country or places where methods of production and equipment have been prohibited;
- give priority to recyclable packaging materials for product packaging to reduce wastage of resources.

Save from the above, preference is given to corporations that have obtained ISO 14001 (Environmental Management System) for the purpose of committing to a green business environment.

To further implement the concept of green operations, the construction or renovation of outlet mall is one of our top concerns. Apart from complying with environmental standards, we opt to maintain natural ventilation in certain outdoor and public area in order to lessen the reliance on energy consumption of the air conditioning system. In terms of design, we install glass rooftops in the indoor plaza and walkways of our many outlets, natural light is permissible and electricity is saved. In the future, we shall take into account as many environmental-protection factors as possible when we design our infrastructure.

#### *Green Office*

In order to achieve sustainable development, apart from managing the emissions from our outlet and brand operations, our office premises are yet another main source of emission. We integrate sustainability principles into the entire office management practices by promoting paperless office whilst carrying out various measures to reduce the consumption of natural resources in office, including but not limited to :-

#### Reducing electricity consumption

- ✓ use automatic sensor lights in some office areas;
- ✓ utilize natural light and wind to eliminate the use of electric lights and air conditioners in parts of the office;
- ✓ maintain the air-conditioning temperature at 25°C in summer and 18°C in winter, and ensure that air-conditioners are turned off automatically when staff are off duty;
- ✓ maintain the level of brightness of computer screens at 50% to 75%, and set computer monitors to be turned off automatically in 10 minutes;
- ✓ switch off idle electronic devices and lights.

#### Reducing paper consumption

- ✓ employees bring their own drinkware and avoid using disposable paper cups;

- ✓ encourage employees to dry hands with handkerchiefs so as to trim paper towel consumption;
- ✓ promote a paperless office and avoid wastage of a substantial amount of office supplies;
- ✓ provide recycling boxes to collect and reuse single-side printed paper.

#### Reduce water consumption

- ✓ after using water supply facilities, employees shall ensure that the relevant facilities have been turned off to avoid wastage;
- ✓ check the water supply facilities carefully to prevent water dripping and leakage and repair promptly once abnormality is identified, to reduce waste.

#### Reuse and recycling

- ✓ reuse office supplies, including envelopes, loose-leaf binders, paper bags and refillable stationeries;
- ✓ engage a professional environmental protection company to recycle scrap paper regularly.

#### *Efficient Use of Water Resources*

Domestic sewage is the principal source of sewage from the Group's business, which includes domestic waste from employees, sewage from the canteen, discharges from washrooms etc. Our domestic sewage is discharged into municipal sewage pipelines after pre-treatment procedures and then centrally treated by the sewage treatment plant. At present, the Group has not identified any defect in relation to the source of water.

#### *Waste Treatment*

No hazardous wastes or packaging materials are generated in the daily office operations. The solid wastes mainly comprise of domestic wastes and office used paper. To effectively handle these solid wastes, most domestic wastes and waste paper are disposed of by third-party professional agencies. Other domestic wastes are collected and transported to the urban environmental sanitation department for central processing.

## GOING FORWARD

During the Reporting Period, we performed our social duties by actively providing premium services to our customers, participating in community building, caring and aiding the under-privileged through charitable donations, caring for the development and growth of employees, creating a harmonious and comfortable working environment, nurture employees through training and development programs and working hand in hand with our employees.

Looking ahead, we aim to develop a variety of programs, consistently deliver better services to our customers, advocate the highest ethical standards, identify local talent. At the same time, we shall constantly participate in community activities and mitigate the environmental impact caused by our business operations. The Group shall keep on listening to feedbacks from various stakeholders, make continuous improvement, strike a balance amongst society, environment and development, for the purpose of promoting sustainability development.

The Group would like to take this opportunity to express its sincere gratitude to all stakeholders for their support and trust. We shall continue to fulfill our corporate social responsibilities, entrench the concept of sustainable development and make greater contributions to the sustainable development of the society.



SYMPHONY