

SmarTone

SmarTone Telecommunications Holdings Limited

Stock Code: 0315

ENVIRONMENTAL, SOCIAL
AND GOVERNANCE REPORT 2021/22



No. 1 *Consumers'*
Best Preferred
SmarTone 5G Network

“Consumers’ No.1 Best Preferred 5G Network” is based on results obtained from study conducted by market research company NuanceTree, as commissioned by SmarTone. 771 post-paid SIM card users were interviewed via online survey and street interviews between July and Sep 2020.

SmarTone

5G The Widest Coverage in HK

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ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

About this report

SmarTone Telecommunications Holdings Limited and its subsidiaries (referred to in this report as “the Group”, “the Company”, “SmarTone” or “we”) are pleased to present our environmental, social and governance report. This report covers the financial year ended 30 June 2022 and is prepared in accordance with the Environmental, Social and Governance Report Guide under Appendix 27 of the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited.

The scope of this report covers our key business operations in providing telecommunications services in Hong Kong. The Group’s operations in Macau and Guangzhou (customer service center) are excluded from the scope as their scale is insignificant as compared to the Group’s operations in Hong Kong.

This report highlights the Group’s sustainability efforts in environmental and social aspects. For details of our corporate governance, please refer to the Corporate Governance Report included in the Group’s Annual Report 2021/22.

The board of directors (the “Board”) oversees the environmental, social and governance (“ESG”) issues of the Group, and sets forth the overall ESG management approach, strategy and priorities. The Board is responsible for the overall risk management and internal control systems of the Group and for reviewing its effectiveness, which also covers the ESG-related risks to the Group’s business. Risk management framework is in place to provide a consistent approach on the risk management processes in identification, assessment, treatment and reporting of all risks identified affecting key business processes. The Board reviews and assesses the Group’s ESG achievements which forms an integral part of the Group’s overall performance that the Board bears the ultimate governance role.

We performed a materiality review based on a peer review and stakeholder engagement process that determine the material ESG aspects to the Group. We compared the year-to-year environmental and social data and adopted a consistent environmental data treatment approach to allow a fair comparison of our environmental performance over time.

Stakeholder engagement

The Group strives to create long-term value for our stakeholders. The Group maintains ongoing dialogue and engage with key stakeholders, including customers, employees, suppliers, media, shareholders, regulators and the communities, to understand their expectations and address their concerns. The Group collects views from stakeholders regularly through a range of channels such as meetings, interviews, focus group discussions, surveys and feedback programmes.

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Customer service and satisfaction

We strive to deliver outstanding experiences and meaningful value to customers. The Group's superior service has been widely recognized, as evidenced by the service awards received from various reputable organizations during the past years.

For the year ended 30 June 2022, the Group received the following prestigious awards:

- **CAHK STAR Awards 2021**
Communications Association of Hong Kong
Best 5G Mobile Operator – Silver
Best 5G Connected Arena – Gold (SmarTone 5G LAB)
- **e-Brand Award 2021**
e-Zone
The Best Mobile Network
The Best 5G Home Broadband Service
- **Quality Service Programme**
Hong Kong Retail Management Association
2021 Quality Service Retailer of the Year – Telecommunications Category
2021 The Best In-Store Technology Adoption – Silver Award
- **Marketing Excellence Awards 2021**
Marketing Magazine
Excellence in Mass Event (5G LAB for All)

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Environmental protection

The Group is committed to environmental protection. It makes efficient use of resources, promote green awareness within the Group, follows eco-friendly management practices and supports community events to build a green living environment. We target to achieve year-on-year reductions in total greenhouse gas (GHG) emissions intensity and total energy consumption intensity in the long run. To achieve this, we are taking active steps, which are described in more details in the following sections.

Emissions

Electricity is the key source of energy for our business and our major source of greenhouse gas emissions. Other minor sources of emissions include our transport vehicles and standby emergency generators.

SmarTone launched 5G service to spearhead smart city development in Hong Kong. SmarTone selected Ericsson as the sole 5G vendor for the deployment of 5G in Hong Kong. If 5G is deployed in the same way as previous generations to meet the increasing traffic demands, energy consumption of mobile networks would increase dramatically. This is unsustainable in terms of cost as well as environmental impact. Ericsson introduces an innovative approach to reduce network energy use. It includes solutions that enable operator networks to use as little energy as possible while managing expected growth in data traffic; meeting the needs of both current and future 5G networks.

The Group incorporates energy efficiency in the design and operations of its cell sites, switching centers and data center. We are deploying new generation of radio base station equipment with lower power consumption and higher tolerance to ambient temperature. We have converted some of our cell sites to non-air conditioned sites. For cell sites that still require air-conditioning, we deployed inverter-type air conditioners to reduce the power consumption on air-conditioning. With the use of new technology and state-of-the-art base station equipment, it is expected that the electricity consumption of our newly built or upgraded radio base stations will be reduced by approximately 25%. The new generation of base station equipment is being deployed in our network phase by phase according to the network upgrade plan and technology evolution.

For switching centers, we replaced traditional chiller systems with Oil-Free Variable Speed chillers which could achieve 30%–50% efficiency improvement. We also optimized the ambient temperature of our data center for maximum energy saving while keeping healthy operations of the servers and devices.

All these measures will reduce much of the carbon emissions from the equipment in and air-conditioning for the base stations, switching centers and data center.

By the nature of our business, the discharges into water and land, and generation of hazardous and non-hazardous waste during our course of operations is minimal. To further reduce the possibility of inadvertent discharge of hazardous waste, starting from 2021, SmarTone partnered with Hong Kong Battery Recycle Centre Limited (“HKBR”) for the recycling of all Waste Lead Acid Batteries (“WLAB”) disposed of from the switching centers and data center. HKBR is the first facility in Hong Kong that is licensed to recycle WLAB locally, providing the cleanest, safest, and most optimal solution for this hazardous waste, reusing over 90% of WLAB.

Regulatory compliance

During the year under review, the Group was not aware of any incidents of non-compliance with laws and regulations that have a significant impact on the Group relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.

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Use of resources, the environment and natural resources

In addition to our efforts in reducing power consumption by our cell sites, switching centers and data center mentioned above, we also demonstrated our environmental concern through efficient use of resources in our daily operations.

Our entire line of retail shops uses a wirelessly operated customer management system. Frontline colleagues use tablets to provide services to customers, including the use of e-Signature to replace paper for contract confirmation and the use of e-leaflets to replace paper-based promotional leaflets. The wireless system greatly reduces the use of paper in our sales process. We also established carbon reduction measures and progressively increase the use of high energy-efficient appliances in our daily operations to reduce carbon emissions.

Examples of our environmental-friendly measures include:

Energy saving

- Use energy-saving lighting fixture (LED) and electronic ballasts
- Reduce lighting provisions in non-working areas
- Gradually deploy intelligent fan coil units in the central air-conditioning systems to reduce energy consumption
- Install energy saving mechanism in certain offices (automatic switch off office lighting/air-conditioning in non-office hours)
- Use electrical fans instead of additional air-conditioning for overtime works in wintertime when only a few staff are staying in office
- Encourage staff to switch off unnecessary lighting, equipment, personal computers and monitors in lunch time, after office hours, while away or in meeting
- Encourage staff to unplug all mobile phone chargers/adapters when they are not in use
- Encourage staff to adopt video teleconferencing for both internal and external meetings to save fuel/energy which may otherwise be consumed in travelling

Green procurement

- Use suppliers/vendors with recognized environmental-friendly certificates whenever possible
- Purchase office equipment with Grade 1 energy saving labels whenever possible
- Printing paper – select those made from 100% plantation fiber and 100% chlorine free bleached

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Efficient use of paper

- Default duplex printing for digital copiers
- Encourage printing multiple pages on single sheet of paper
- Use print-on-demand system so unwanted print jobs can be deleted even after being sent to the servers
- Deploying electronic document management system to minimize paper filing and enhance documents sharing within the Company
- Use fax server to enable viewing incoming fax on desktop computers and so reduce paper printing
- Reduce or minimize newspaper/magazine ordering in paper form; use on-line subscription if necessary
- Encourage staff to use digital presentation for meetings, instead of printing hardcopy handouts

Recycling

- Use printer/fax/copier toners that can be collected/sold back to suppliers for recycling
- Participate in waste recycling schemes for collecting wastepaper, used fluorescent tubes, aluminum cans and plastic bottles
- Stationeries – reuse internal envelopes and box files; encourage smart use of stationery
- Collect festival wrappings and hampers (e.g., mooncake boxes) for recycling

By the nature of our business, the usage of water during our course of operations is minimal. The Group is primarily engaged in telecommunications services offering voice, multimedia and mobile broadband services, which does not require any packaging material. The package material used for the mobile devices and accessories sold by the Group during the course of business is part of the products and is provided by the respective mobile device and accessory manufacturers.

Climate change management

Climate change is a global challenge that affects communities and businesses as a whole. One of the consequences of climate change is extreme weather events, such as hurricanes and flooding which may affect the Group's daily operations. The Group has emergency plans to respond to possible disruptions in network and business operations. It also makes every endeavor, as mentioned in previous paragraphs under this section, to run an environmental-friendly and low-carbon emission business to help fight against global climate change.

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Employment and labor practices

Employment

At SmarTone, we strive to provide an engaging, respectful and caring work environment to our employees. We embrace two ways communication. We use different internal communication channels to create line of sight to engage our employees at all levels. We provide training and development platform to support employees' career progression. We reward and recognize performance and behavior through pay, incentives and recognition award programs.

The Company care for the well-being of our employees. We encourage work-life balance through a variety of work practices. We implemented Flexi Working Hours since 2017 to support employees' needs in reporting duty. We built staff lounges/breastfeeding rooms in the main offices to address the needs of new working mothers. We grant a half-day paid "Family Leave" once every quarter to allow employees time off to take care of their families. In response to the need for stress and emotional management as a result of social and pandemic disturbance, we put in place an Employee Assistant Program to provide psychological, work and family consultations to employees and their family members to maintain their psychological health.

The Company also held a variety of staff activities throughout the year, which include:

- **Health talks**

The Company held a series of health talks during the year covering a wide-range of topics, taking care of the physical and mental health of not only the employees themselves but also their family members. The speakers were all professionals including registered dietitians, traditional Chinese medicine practitioners, social workers, etc.

- **Chinese New Year Reunion**

We gather together via video streaming to express our New Year good wishes to each other, and witness the ceremonial "roast pig cutting" by senior management and greetings from the God of Wealth.

- **You-deserve-a-treat**

Surprise gifts were given to staff as a token of thanks from the management. Gifts given during the year included ice-cream coupons for the Mid-Autumn Festival, rice cakes for the Chinese New Year and rice dumplings for the Dragon Boat Festival.

The Group is an equal opportunity employer. All employees enjoy equal employment and career opportunities and no employee shall be disadvantaged because of sex, pregnancy, disability, marital status, family status, race, age, religious, beliefs or sexual orientation.

We believed that all employees have the right to work in an environment free of discrimination, harassment, vilification, and victimization. The Group will not tolerate such behavior under any circumstances.

Regulatory compliance

During the year under review, the Group was not aware of any incidents of non-compliance with laws and regulations that have a significant impact on the Group relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.

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Health and safety

The Group is committed to providing employees with a healthy, safe and secure work environment that is free from all recognised hazards.

We incorporate workplace safety in the design and operations of our premises and the way we conduct business. First aiders and first aid box administrators are assigned for each office, shop and facility of the Group. Employees can assess information on occupational safety and hygiene awareness through a dedicated section in the Group's intranet. All accidents at work are properly reported and handled with due care.

Response to COVID-19

The "fifth wave" of COVID-19 infections, caused by the Omicron variant, has been sweeping Hong Kong since the start of 2022. In consideration of employees' health and safety and to echo to the Government's call for reducing flows of people and social contacts, during the peak of the fifth wave, we arranged non-front line, non-customer facing employees to work remotely from home as far as possible. We also provide rapid antigen test (RAT) kits to employees free of charge. Employees who needed to report duty to the office should conduct a RAT with negative result before entering into the Company premises.

Cleaning and sanitizing measures were strengthened for our retail stores and offices. We also adopted various practices for better risk management, which include:

- Minimize physical visits of external guests. If physical meetings are unavoidable, all meetings with external guests were restricted to designated areas only.
- Avoid face-to-face cross functional or large group meetings. Encourage using video conferencing in replacement of face-to-face meeting to minimize social contacts and to avoid cross-location transmission of the disease.
- Avoid unnecessary social gathering among employees.
- Request employees to use the meeting and pantry facilities of his/her own working area to prevent spreading the disease in the work community.
- A COVID-19 infection reporting & tracking mechanism has implemented requiring any employee who is infected or identified as "close contact" to report to the Company. This is to ensure those impacted employees are self-quarantine and to ensure workplace safety.

The best way to fight against COVID-19 is taking vaccination. To encourage and support employees to get vaccinated, we allowed employees to take the vaccination during office hours. In considering employees may need rest after the vaccination, we provided paid leave to the employees on the following day after receiving each dose of the vaccination. We realized that some of the employees may need professional advices before taking vaccination due to personal circumstances. We contracted with CUHK Medical Centre to provide health check service for COVID-19 vaccination to these employees. The Company bore the full cost of the health check service.

Regulatory compliance

During the year under review, the Group was not aware of any incidents of non-compliance with laws and regulations that have a significant impact on the Group relating to providing a safe working environment and protecting employees from occupational hazards.

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Development and training

SmarTone is committed to offering learning and development opportunities for all staff members in meeting the Group and business needs.

On-boarding training and orientation are provided to help new recruits get familiar with SmarTone and equip them to handle their daily works. The Human Resources Department organizes numerous face-to-face and online training for employees in all ranks throughout the year, covering a wide range of topics including industry and business knowledge, legal and regulatory updates, communication skills, personal development, IT skills, etc. The Group also sponsors suitable employees to participate in external work-related training activities.

Labor standards

The Group adheres to applicable labor standards and strictly prohibits the use of child or forced labor in its operations. Our suppliers and contractors are expected to follow similar standards of labor practices when collaborating with us.

Regulatory compliance

During the year under review, the Group was not aware of any incidents of non-compliance with laws and regulations that have a significant impact on the Group relating to preventing child and forced labor.

Operating practices

Supply chain management

The Group has a fair and open process in dealing with vendors. We will conduct competitive bidding/tendering for purchase of products and services.

The selection of the supply source is determined in a fair and unbiased manner. Due considerations are given to both technical and commercial aspects covering product quality, delivery commitment, satisfaction of service to meet our purchase needs as well as price performance. In evaluation of our supply source, credits will be given to vendors who have a corporate green policy for their products, production and manufacturing process in reducing wastage and protecting the environment.

Customer data privacy and security

Our employees will routinely handle or process personal data relating to the Group's customers. Employees will only collect and use personal information or data for legitimate regulatory, customer service and the Group's business purposes. They will:

- take all reasonable steps to keep personal data confidential and will only disclose this information to personnel in the Group that need to have access to the information for the purposes for which it was collected; and
- at all times respect any confidential and/or data protection obligations which may be in an agreement between the Group and a third party.

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The Group's Information Security Division defines the policy on protection of customer information while the Information Services Division operates a range of controls to secure information properly against accidental or unlawful destruction, accidental loss, alteration, unauthorized disclosure or access and all other unlawful forms of processing.

The privacy policy forms part of the Group's Code of Conduct for employees and is clearly set out in the Employee Handbook. All employees are required to strictly follow.

The Group has installed a cyber security framework consisting of multi-layered defense through people, processes and technology. The layers of defense, in sequential order, are:

- People, processes, policy, practices
- Physical security (data centers, office)
- Network perimeter security (Internet facing)
- Internal network security
- PC and server security
- Application security
- Data security

The Group provides regular security awareness and technical trainings to all levels of staff. Reinforcement reminders and alerts are sent to all staff as necessary.

The Group has set up an Information Security Committee ("ISC") which is chaired by the Chief Technology Officer. The ISC is composed of the technical team heads and the information security team. It holds monthly meetings to review latest cyber threats and risks, review effectiveness of implemented security controls, and provide direction for further improvements. Well-documented Information Security Policy is in place. External and internal information security assessments are carried out regularly.

The Group deploys state-of-the-art technology to protect its data.

Responding to customers' feedback

SmarTone treasures customers' feedback on our network and service, which drives us to continuously improve and give us valuable insights for future development. There are many channels for the customers to voice out their opinion, including 24/7 sales and service hotlines, 24-hour online live chat, online feedback/complaint/enquiry forms via website or mobile apps, etc.

Our customer service representatives will handle the feedback and complaint cases timely and professionally. All frontline and customer service representatives have received proper training to handle customer complaints and enquiries. There is established guideline in place so that complaint or enquiry cases can be treated in a consistent manner. Afterall, customers' satisfaction is our utmost priority.

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Product responsibility

We strive to adhere with all applicable laws and regulations relating to health and safety, advertising, labelling and privacy matters relating to products and services of the Group.

As holder of telecommunications licenses in Hong Kong, the Group takes proper and adequate safety measures for the safeguarding of life and property in connection with all installations, equipment and apparatus operated or used, including safeguarding against exposure to any electrical or radiation hazard emanating from the installations, equipment or apparatus operated or used by the Group. The Group complies with the safety standards and specifications as may from time to time be prescribed by the Communications Authority and any directions of the Authority in relation to any safety matter.

The Group strictly adhere to the requirements of the Trade Description Ordinance when conducting its business. Internal training, delivered by legal practitioners, has been given to staff who are responsible for sales and marketing.

The Group is primarily engaged in telecommunications services offering voice, multimedia and mobile broadband services, and re-selling of mobile devices and accessories of other manufacturers. Due to the nature of the Group's business, the risks of product recalls for safety and health reasons and infringement of intellectual property rights during the course of business are both minimal.

Regulatory compliance

During the year under review, the Group was not aware of any incidents of non-compliance with laws and regulations that have a significant impact on the Group relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.

Anti-corruption

All employees are expected to conduct business lawfully and ethically and are prohibited from accepting, offering, promising or payment of bribes from or to any individuals, companies or government officials.

Employees are required to avoid any conflicts of interest, actual or potential, which will put the Group's interests and reputation at stake. All employees must declare to the Group any interest, direct or indirect, that they or members of their immediate family may have in any business or other organisations that would conflict with the interest of the Group.

While the Group has set in place policies, procedures, codes and guidelines to ensure that the highest standards of conduct and integrity are observed by employees, employees may still spot malpractice and wrongdoing within the Group during the course of employment. It is the obligation of all employees, including contractual, part-time and temporary employees, to report it in accordance with the reporting procedures set out in the Whistle Blowing Policy, which aims to provide a secured and confidential channel for employees to report such cases directly to the CEO, Executive Directors and the designated Whistle Blowing Officers.

The above-mentioned policies on bribes, conflicts of interest and whistle blowing form part of the Group's Code of Conduct for employees and are clearly set out in the Employee Handbook. All employees are required to strictly follow.

All new SmarTone employees are required to attend anti-corruption training conducted by the Independent Commission Against Corruption ("ICAC") upon joining SmarTone. In addition, all employees are invited to participate in ICAC's business ethics seminars organized by Sun Hung Kai Properties Group from time to time.

Regulatory compliance

During the year under review, the Group was not aware of any incidents of non-compliance with laws and regulations that have a significant impact on the Group relating to bribery, extortion, fraud and money laundering. There was no concluded legal case regarding corrupt practices brought against the Group or its employees during the year.

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Community

SmarTone is dedicated in corporate social responsibility. It launched different products or services and actively engage in a wide range of social service activities to contribute to the Community.

Anti-pandemic Support

During the height of the fifth wave of the COVID-19 pandemic, SmarTone proactively built out its 5G network to provide coverage for all community isolation facilities, which had no network infrastructure. The team worked intensely “day and night” and completed the most urgent build-out in two weeks. This benefitted not just SmarTone customers, but all residents who stayed at such facilities, as the Company offered free SIM cards for all.

The SmarTone team arranged immediate deliveries of 5G Wi-Fi routers and free local data cards to onsite frontline healthcare workers, helping them stay in seamless connection with the outside world during their anti-pandemic works through SmarTone’s quality and stable 5G network.

SmarTone is lending full support to customers and frontline healthcare workers and helping them quarantine without losing touch by providing extra local data, local voice call, free JOOX VIP music service, hmvod standard plan, and Home 5G Broadband service with to-the-door services.

Nurturing Talents

SmarTone launched its “5G STEM Classroom” program, offering 5G STEM (Science, Technology, Engineering & Mathematics) courses with a guided tour at the 5G LAB for local school students. The 5G LAB, located at the iconic sky100 Observation Deck of the International Commerce Centre (ICC), features some of Hong Kong’s newest 5G applications, as well as emerging applications globally. The 5G STEM Classroom gives students and teachers alike a deeper understanding of 5G applications, integrating with the STEM curriculum to provide a more dynamic education in innovative technologies, aiding in the development of the new generation who will drive Hong Kong’s Smart City development.

Jockey Club Digital Support Project for the Elderly

SmarTone supports the “Jockey Club Digital Support Project for the Elderly”, launched by the Hong Kong Jockey Club Charities Trust. We provided smartphones and free basic mobile service to elderlies in need through participating non-government organizations, to aid senior citizens in “LeaveHomeSafe” mobile app download and usage and help maintain their connection with the loved ones and the community.

Supporting Charities

SmarTone fully supports different charity events in the city with its powerful 5G network and staff, including the donation of free data cards and 5G Broadband service to underprivileged students during the suspension of face-to-face classes, to give back to the society and uphold social responsibility.

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SmarTone Volunteer Service Team

SmarTone regularly offers volunteering opportunities to our staff and actively promotes volunteering in an effort to give back to the community directly. These activities are organized by Human Resources with participation of passionate individuals forming the SmarTone Volunteer Service Team. Through their efforts, SmarTone staff have touched the lives of many and expanded their own minds in the process. SmarTone has been awarded by the Caring Company Scheme every year since 2002/03.

During the year under review, SmarTone organized or participated in many social service activities, including the following:

- **Visits to the elderly**

There are elderly people living alone in the community who need our attention, especially during this pandemic. The volunteer team, together with HKSKH Lok Man Alice Kwok Integrated Service Centre, organized home visits to the elderly in August 2021 and June 2022, sending them our blessings and gift packs of anti-epidemic supplies.

- **Meals for the needy**

In October 2021, our volunteers worked with Gingko House again, helping prepare and distribute free meal boxes for the underprivileged in Yau Ma Tei and Yau Tong. We hope we could, in the midst of the pandemic, send a “warm” care to them through the hot meals.

- **Christmas party for kids**

In December 2021, the volunteer team partnered with HOPE Worldwide Centre for Kids (Shek Kip Mei) to host a Christmas party for grassroots families and children with special educational needs. The party featured a series of activities full of energy, intelligence and creativity. With the social distancing under the pandemic, we hope the party could bring a little joy and laughter to the children.

- **Fighting the pandemic with one heart**

Since early February 2022, Hong Kong has been battling the worst wave of the COVID-19 outbreak. The lives of the underprivileged, especially the elderly living alone, have been hit hard again by the fifth wave of the pandemic. The volunteer team put together 500 care packs composing COVID-19 rapid antigen test kits, hand sanitizers, wipes, oatmeal and noodles. These care packs were sent to our partner, HKSKH Lok Man Alice Kwok Integrated Service Centre, for distributing to the elderly and families in need with the help of social workers. We hope that our little support and help could bring warmth and comfort to these families.

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Key performance indicators

Environmental performance

	Unit	Year ended 30 June 2022	Year ended 30 June 2021
Greenhouse gas (GHG) emissions			
(mainly from use of electricity under Scope 2)			
Total GHG emissions ¹	tonne CO ₂ e	45,631	52,407
Total GHG emissions intensity	tonne CO ₂ e/ service revenue HK\$'000	0.010	0.012
Energy consumption			
Electricity	MWh	104,758	108,470
Gasoline and diesel	MWh	351	397
Total energy consumption intensity	MWh/ service revenue HK\$'000	0.023	0.025
Paper consumption			
Paper consumed (printing paper used during the course of business in offices, retail shops and stores)	kg	14,139	19,695
Paper recycled (all kinds of paper collected during the course of business and sent to recycling)	kg	15,876	26,522

Note:

1. Emission data in Scope 2 is calculated by multiplying electricity consumption and the emission factor from CLP Group or Hongkong Electric Company Limited.

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Social performance

	Unit	Year ended 30 June 2022	Year ended 30 June 2021
Employee profile			
Total workforce	no. of people	1,252	1,227
Total workforce by rank			
– Managerial	no. of people	290	263
– General	no. of people	962	964
Total workforce by gender			
– Female	no. of people	463	438
– Male	no. of people	789	789
Total workforce by age group			
– Under 30	no. of people	165	135
– 30–50	no. of people	817	863
– Above 50	no. of people	270	229
Total workforce by employment type			
– Full-time	no. of people	1,204	1,211
– Part-time	no. of people	48	16
Employee turnover			
Employee turnover rate	%	29.5	18.6
Employee turnover rate by gender			
– Female	%	29.3	20.2
– Male	%	29.5	18.3
Employee turnover rate by age group			
– Under 30	%	44.6	37.1
– 30–50	%	31.3	18.4
– Above 50	%	14.9	8.1
Occupational health and safety			
Work-related fatalities ¹	no. of people	0	0
Lost days due to work injury	days	7.5	4.5
Development and training			
Total workforce trained	no. of people	677	751
Employee trained by employee category			
– Managerial	no. of people	195	200
(% of employees in this category)	%	(67.2)	(76.0)
– General	no. of people	482	551
(% of employees in this category)	%	(50.1)	(57.2)
Employee trained by gender			
– Female	no. of people	254	284
(% of employees of this gender)	%	(54.9)	(64.8)
– Male	no. of people	423	467
(% of employees of this gender)	%	(53.6)	(59.2)
Average training hours per employee by employee category			
– Managerial	hours/employee	7.67	6.34
– General	hours/employee	17.78	6.34
Average training hours per employee by gender			
– Female	hours/employee	9.51	5.94
– Male	hours/employee	18.09	6.58
Supply chain management			
Number of approved suppliers by geographical location			
– Local	no.	367	295
– Overseas	no.	43	38
Product responsibility			
Number of complaints received ²	no. of cases	215	196

Notes:

1. There is no work-related fatality in each of the past three years including the year ended 30 June 2022.
2. This represents the number of complaint cases received from outside sources including the Office of the Communications Authority and the Consumer Council.