



豐盛生活服務有限公司  
FSE LIFESTYLE SERVICES LIMITED

(Incorporated in the Cayman Islands with limited liability)

Stock Code: 331

Property & Facility  
Management Services



City Essential Services



E&M Services



# FSE Lifestyle Enriching Lifestyle

ESG Report 2022-2023



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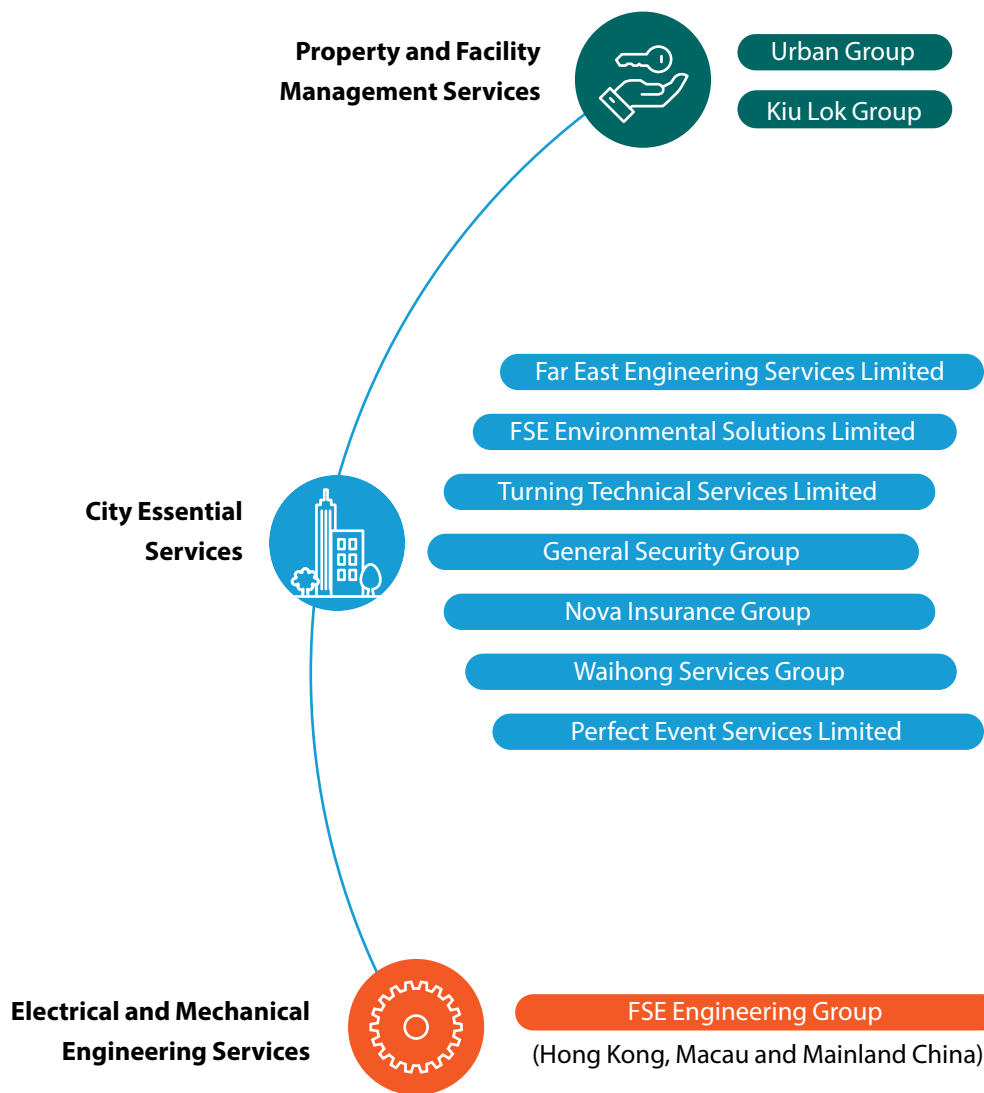
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# ABOUT THIS REPORT

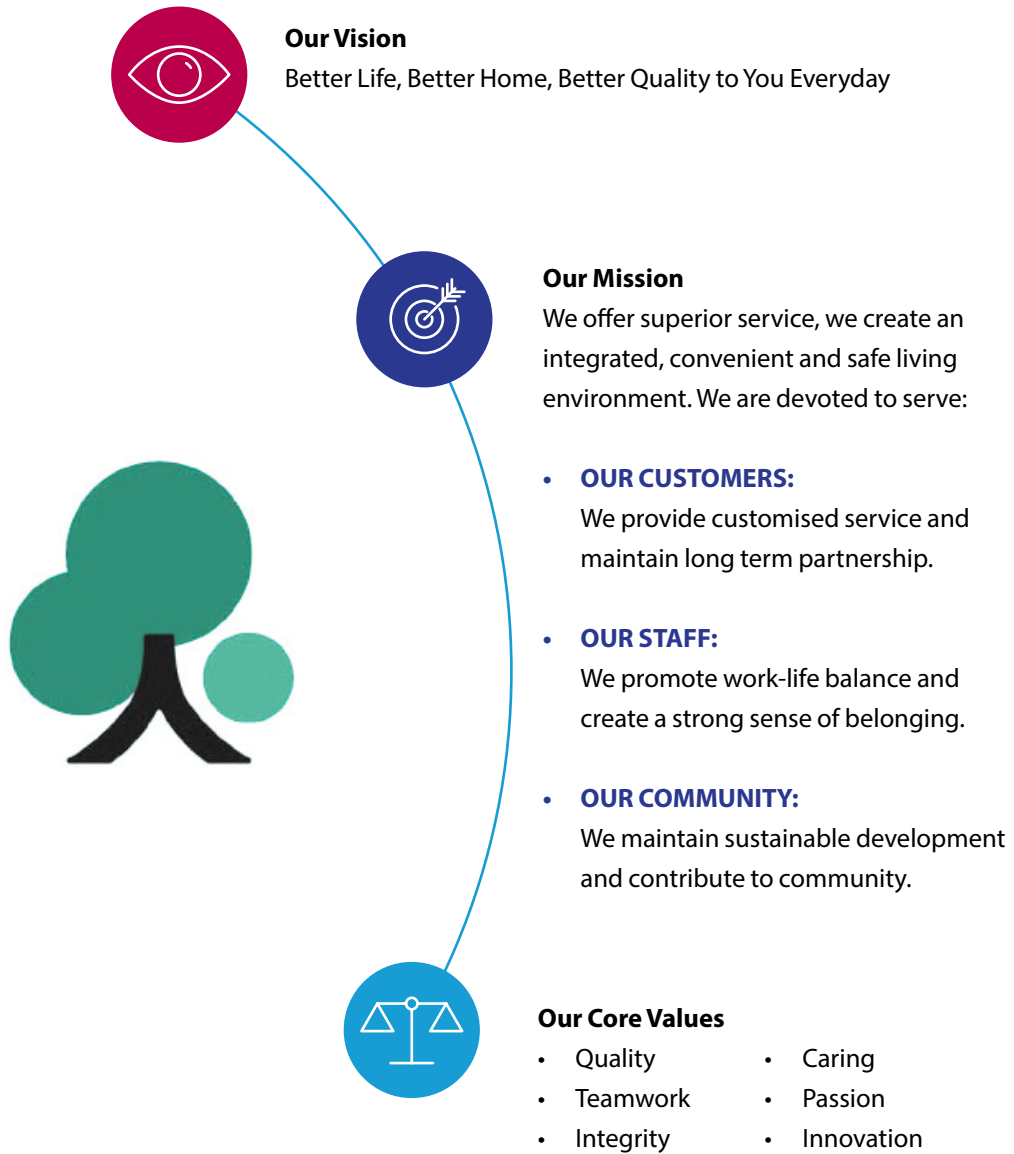
## About FSE Lifestyle Services Limited

FSE Lifestyle Services Limited (the “Company”, together with its subsidiaries, the “Group”, “FSE Lifestyle”, or “we”) is a leading lifestyle services conglomerate with three major business segments: property and facility management services, city essential services, electrical and mechanical engineering services.



With our professionalism and expertise, together with the extensive synergy created among the companies, the Group builds a strong network and offers a full range of professional services to renowned clients and main contractors who are engaged in property developments, public infrastructures, education and transportation facilities as well as entertainment and travel industries in Hong Kong, Macau and Mainland China.





## Reporting Standard and Scope

The Group has prepared this Environmental, Social and Governance (“ESG”) Report with full compliance with the ESG Reporting Guide (the “ESG Guide”) in Appendix 27 to the Listing Rules issued by the Hong Kong Exchanges and Clearing Limited (“HKEx”). It details our performance, policies, and strategies in four key areas including human capital, environment, value chain, and community, for the period from 1 July 2022 to 30 June 2023 (the “reporting year” or “FY2022/23”) and communicates our ESG-related initiatives and efforts to various stakeholders.

The four reporting principles, including Materiality, Quantitative, Balance and Consistency, have been applied in the preparation of the ESG Report.



### MATERIALITY

The Group conducts stakeholder engagement to identify and review material issues applicable to the Group’s business operation. The results have been addressed in the report.



### QUANTITATIVE

Unless otherwise specified, the Group adopts the same methodologies for data collection and disclosure for comparability of data.



### BALANCE

The Group adopts and upholds principles of impartiality, ensuring both positive and negative impacts are being addressed.



### CONSISTENCY

The Group adopts consistent statistical and discloses historical data, if possible, to demonstrate the Group’s sustainable development progress and performance.

This report covers the Group’s property and facility management services, city essential services, and Electrical and Mechanical Engineering Services<sup>a</sup>. The reporting scope has been determined by the materiality of ESG impacts resulting from the business operation of the Group. Unless specified in the list below, the reporting scope confines to FSE Lifestyle’s operation in Hong Kong.

<sup>a</sup>This year, we have expanded our reporting scope to include Perfect Event Services Limited as data for the full financial year is available since acquisition.

## Reporting Scope for FY2022-23



### Property and Facility Management services

- Urban Group
- Kiu Lok Group



### Electrical and Mechanical Engineering Services

- FSE Engineering Group  
(Hong Kong, Macau and Mainland China)



### City Essential Services

- FSE Environmental Solutions Limited
- Perfect Event Services Limited
- Turning Technical Services Limited
- Nova Insurance Group
- Waihong Services Group
- General Security Group
- Far East Engineering Services Limited

The Group's continuous improvement depends on valuable comments and suggestions from all stakeholders. If you have any questions regarding this ESG Report, you are welcome to contact the Group by e-mailing [johnlee@fseng.com.hk](mailto:johnlee@fseng.com.hk).

## Stakeholder Engagement and Materiality Assessment

A consultant was appointed by the Group to conduct a three-stage stakeholder engagement and materiality assessment exercise as detailed below to identify the material ESG aspects.

### Stage 1

#### Identification



High materiality ESG aspects identified in the FY2021/22 ESG Report have been reviewed by stakeholders to determine any relevant updates to the aspects.

### Stage 2

#### Comparison



The results from Stage 1 were consolidated and compared with industry peers to develop a prioritised list of material aspects.

### Stage 3

#### Validation



The consolidated list of material ESG issues was reviewed and endorsed by the ESG Committee. The list was made sure to comply with the relevant HKEx Aspects and Key Performance Indicators ("KPIs") for disclosure in the ESG Report.



This year, an internal review was conducted to evaluate the impact of external environment on the Group and to assess whether material ESG issues identified last reporting year continue to remain valid.

<b>High Materiality Aspects and KPIs</b>		
A1. Emissions	A1.4	Total non-hazardous waste produced and intensity
A2. Use of resources	A2.1	Direct and/or indirect energy consumption by type in total and intensity
B1. Employment	B1.1	Total workforce by gender, employment type, age group and geographical region
	B1.2	Employee turnover rate by gender, age group and geographical region
B2. Health and Safety	B2.1	Number and rate of work-related fatalities that occurred in each of the past three years
	B2.2	Lost days due to work injury
	B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored
B6. Product Responsibility	B6.4	Description of quality assurance process and recall procedures
	B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored
B7. Anti-corruption	B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases
	B7.2	Description of preventive measures and whistleblowing procedures, how they are implemented and monitored
B8. Community Investment	B8.1	Focus areas of contribution
	B8.2	Resources contributed to the focus area

The list for medium and low materiality KPIs can be found in [Appendix A](#).

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE

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## Board Statement

Addressing sustainability issues and managing Environmental, Social and Governance (“ESG”) risks are essential to demonstrating our sustainability performance and meeting the expectations of our stakeholders. The Board of Directors holds the overall accountability for the Group’s ESG management approach, strategy and performance. The Board’s responsibilities include reviewing the Group’s material ESG topics and approving the ESG related policies and targets. The Board also reviews and signs off the annual ESG Report. To support the Board’s oversight and systematic management of the ESG issues, we have set up a Board-level ESG Committee. The members of the Committee are appointed by the Board and composed of three executive directors (one of the executive directors is the Chairman) and two independent non-executive directors of the Company. The ESG Committee meets regularly to review the Group’s sustainable development and provide recommendations on relevant ESG matters to the Board. The recommendations are examined and endorsed by the Board, for various departments to drive ESG performance accordingly.

A stand-alone ESG report which references Appendix 27, Environmental, Social and Governance Reporting Guide, to the Listing Rules will be published on the websites of the Company and Hong Kong Exchanges and Clearing Limited in October 2023.

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## Governance

### *Compliance with relevant laws and regulations*

During the Year, there were no reported cases of non-compliance with relevant laws and regulations that have had a significant impact on business regarding the environment, health and safety, labour standards, and data privacy.

### *ESG Committee*

During the reporting year, the ESG Committee convened 3 meetings to discuss the ESG issues including materiality assessment, progress of environmental targets and ESG Report. The ESG Committee has also updated the environmental targets for fuel and electricity consumption, as well as paper procured for FY2022/23.

### *Risk Management Committee*

The Risk Management Committee oversees the Group’s risk management mechanism, including risks and opportunities related to ESG, and is also responsible for maintaining and reviewing the effectiveness of the Group’s risk management and internal control systems. The Group has adhered to a formally established Risk Management Policy to identify, evaluate, and manage risks (environmental and social) on a regular basis.

### Internal Audit

The Board has authorised the Audit Committee with the responsibility to review the risk management and internal control systems of the Group, which include financial, operational and compliance controls. The internal audit function, which is fully independent of the daily operations of the Group, is conducted by the Company's Internal Audit Department.

### Integrated Management System

The Group's management committee oversees the implementation of the Group's Integrated Management System ("IMS") and sustainability policies under the leadership of an Executive Directive. The IMS comprises of three international management systems certified to standards established by the International Organisation for Standardisation ("ISO") – ISO 9001 Quality Management System, ISO 14001 Environmental Management System, and ISO 45001 Occupational Health and Safety Management System.

### Ethical Governance

We uphold the highest ethical standards and accountability throughout the Group's daily operation and have a stringent zero-tolerance approach towards any fraudulent or unethical conduct. All employees are required to follow the instructions as stated in the Employee Handbook. For instance, it lists out the rules on accepting gifts from business partners.





The Group’s whistleblowing and grievance mechanisms has been stated in our Whistleblowing Policy and Employee Handbook, to facilitate the Group’s ongoing due diligence against unethical behaviour and provide confidential channels for concerned employees at all levels to report bribery or malpractice of any form. Moreover, our Anti-Fraud Policy provides a dedicated confidential channel for employees and external stakeholders to report any suspected or actual fraud, corruption, illegal acts, or unethical practices by employees and other personnel of the Group.

The Group also invited the Independent Commission Against Corruption (“ICAC”) to conduct a seminar on ethical awareness in March 2023. During the reporting period, the Group has fully complied with the laws and regulations relating to bribery, extortion, fraud, and money laundering, and did not have any concluded corruption cases against the Group or its employees.

### Our committees

In order to improve our overall operational management and provide necessary support for our long-term growth in terms of sustainable development, the Group has formed the following 14 committees, each of them facilitating different purposes. Collectively, these committees serve a shared purpose of benefiting the Group’s sustainability roadmap.

Committee	Purpose
BIM Buildability Technologies Committee	<ul style="list-style-type: none"> <li>To provide training and workshops on Building Information Modelling (“BIM”)</li> <li>To drive innovation and application of new technology</li> </ul>
Business Development Committee	<ul style="list-style-type: none"> <li>To enhance business competitiveness</li> <li>To explore new areas of development</li> </ul>
CSR Committee	<ul style="list-style-type: none"> <li>To encourage employee participation in social services</li> <li>To practice corporate citizenship and strengthen teamwork among employees</li> </ul>
Green Committee	<ul style="list-style-type: none"> <li>To promote green policies and measures, organise green activities, and keep update for the environmental news</li> <li>To build up a green culture within our working environment</li> <li>To strengthen the care for the environment and contribute more to our society</li> </ul>

<b>Committee</b>	<b>Purpose</b>
Human Capital & Engagement Committee	<ul style="list-style-type: none"> <li>To ensure that policies and practices are put in place to facilitate 1) recruitment and retention, 2) talent development, 3) compensation and benefits, and 4) ESG initiatives related to staff</li> </ul>
IT, Technical & Training Committee	<ul style="list-style-type: none"> <li>To introduce innovative technologies in the industry and continuously improve business quality</li> <li>To provide training to retain and nurture talents</li> </ul>
Investor Relations Committee	<ul style="list-style-type: none"> <li>To develop strategies for involvement and cultivation of investors</li> </ul>
Labour Relations Committee	<ul style="list-style-type: none"> <li>To enable better communication with labour unions on labour-related issues</li> </ul>
Publication Committee	<ul style="list-style-type: none"> <li>To promote company brand development and enhance corporate communications</li> </ul>
Sports & Recreation Committee	<ul style="list-style-type: none"> <li>To promote a healthy and balanced lifestyle for employees and strengthen their sense of belonging</li> </ul>
ESG Committee	<ul style="list-style-type: none"> <li>To review the Group’s sustainable development and related policies</li> <li>To make recommendations to the Board on matters concerning the Group’s sustainability development</li> </ul>
Trade Association & Institution Committee	<ul style="list-style-type: none"> <li>To collect feedback from contractors and other business partners on government policies and drafted legislation</li> </ul>
Youth Committee	<ul style="list-style-type: none"> <li>To gather innovative ideas from young employees within the Group</li> </ul>
Caring & Safety Committee	<ul style="list-style-type: none"> <li>To enhance safe and caring culture in our life</li> <li>To take care of our colleagues, workers and their families as our neighbours</li> </ul>

# OUR HUMAN CAPITAL

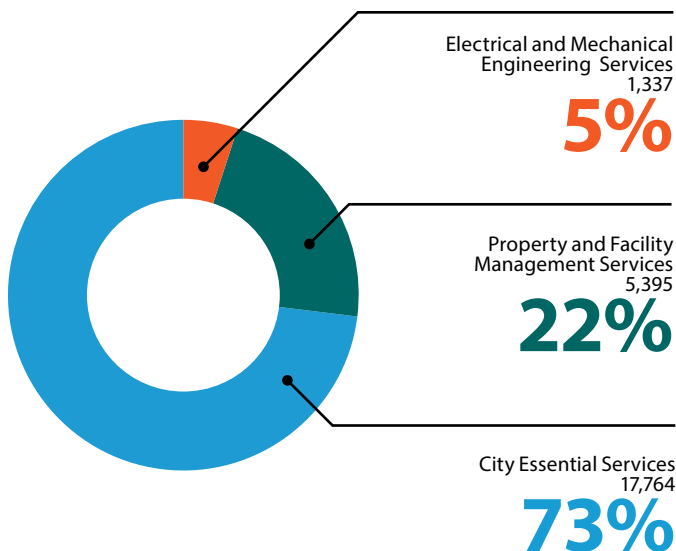
FSE Lifestyle is committed to building a team of over 20,000 employees and ensuring they are supported and motivated in an inclusive, respectful, and collaborative work environment. The Group embraces diversity, equity and inclusion (DEI) regardless of nationality, race, religion, gender, age, family status, and other diverse backgrounds. Our recruitment decisions and offering of promotion opportunities are based solely on the candidate’s knowledge, competence, qualifications, and experience, and are in strict compliance with our Employee Handbook and any internal policies related to human resources management.

## A Competent and Diverse Workforce

FSE Lifestyle believes talents are an indispensable element in its sustainable development. As of 30 June 2023, the Group has a competent team of 24,496 employees. Our commitment to creating value for both employees and the Group has led us to establish an Employee Handbook for acquiring talents and dismissal of employees, enabling the Group to manage human resources in an effective and ethical manner. Our recruiting procedures strictly comply with the applicable laws and regulations<sup>b</sup> related to labour standards across all business operations.

Child and forced labour are strictly prohibited within the Group’s operations and along our supply chain. The Group requires all job applicants to provide documentary proof to ensure that they meet the minimum legal working age. Regarding forced labour, the Group adheres to the Working Hours section in the Employee Handbook which governs the basic working hours and days of employees according to local employment laws and regulations. Any suspected violations of the above policies, laws and regulations will lead to an internal investigation. Disciplinary actions or summary dismissal will be acted on responsible staff depending on the nature and severity of the breach.

## Total Workforce by Business Segment<sup>c</sup>



<sup>b</sup> Including but not limited to the Employment Ordinance (Cap.57 the Laws of Hong Kong), the Labour Law of the People’s Republic of China (“PRC”), the Provisions of Prohibition of Child Labour of the PRC, and the Occupational Safety and Health Ordinance (Cap.509 the Laws of Hong Kong), etc.  
<sup>c</sup> Includes both full-time and part-time employees in Hong Kong, Macau and the People’s Republic of China (“PRC”).



Retention of talents is one of the key pillars to the Group's success. To provide motivational feedback, we offer competitive remuneration packages and fringe benefits that correspond with our employees' performances, experiences, and responsibilities. These benefits are available to all employees regardless of their nationality, race, religion, gender, age, family status, and other diverse backgrounds, and more. We have a transparent system put in place for assessing their individual performance and our employee appraisal and compensation system offer an opportunity for employees to provide constructive feedback. Our managers draw appraisal decisions objectively, considering professional competence, work performance, and average salary standards.

In addition to the retention of talents, the Group follows the requirement listed in the Employee Handbook regarding the dismissal of employees to ensure unbiased decisions supported by evidence are made. To ensure compliance with all applicable legal and regulatory requirements, the Group's management team reviews our Employee Handbook and guidelines on a regular basis. During the reporting period, there were no cases of non-compliance with the laws and legislation related to employment and labour practices.

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### A Positive Workplace

We believe that the health and well-being of our employees are key to the success of the Group. Therefore, we strive to construct a positive atmosphere and an inclusive workplace environment. The Group adheres to the Employee Handbook and all related statutory requirements to ensure that reasonable working hours and rest days are provided for and accepted by our staff.

Besides workplace environment, we also value work-life balance and recognise the importance of taking care of our employees both in and out of the workplace. Providing opportunities for employees to engage in social activities will boost morale and motivation, increasing their overall efficiency and sense of belonging. The Group's **Sports & Recreation Committee** has launched a variety of staff activities such as outdoor activities, birthday parties, workshops and regular sport team practices such as football, basketball, badminton, dragon boat etc., catered to the diverse interests of our employees.

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### FSE Lifestyle + AXA Health Market Launch

In April 2023, we collaborated with AXA Hong Kong to organise a Healthy Market at our head office. This event invited merchants to offer healthy products at discounted prices to our employees. Over 300 colleagues from the Group actively participated in the event and took pleasure in engaging with the Group's healthcare activities.



FSE Lifestyle + AXA Health Market Launch in April 2023



### FSE Lifestyle’s Fruits Day

The Group organised “Fruits Day” to promote a healthy lifestyle by serving a variety of fruits at head offices across different business units. Through this activity, we hope to deliver the message of the importance of a healthy diet to our employees.



In addition to workplace events, the Group also ensures that we stay up to date on market information. In response to the Government’s announcement of the implementation date for the cancellation of the long service payment (LSP)/MPF Offsetting Mechanism, 60 of our executives and employees from our human resources and finance teams attended Willis Towers Watson’s (WTW’s) briefing session to prepare for upcoming legislative changes.



WTW briefing session in May 2023





Dialogue with Executive Vice-Chairman

The Group recognises the crucial role of communication in ensuring smooth business operation and effective employer-employee dialogues. To facilitate transparent and open communication, we continue to refine our communication channels such as regular luncheons, management chatting with young staff, newsletters, seminars, and committee meetings. Through these engagement activities, we have collected constructive feedback and suggestions, allowing us to identify potential areas for improvements.



Dialogue with CEO



Management Briefing Session

Continuous improvement is crucial to our success and we are proud to announce that all our business units have received the Caring Company Certificate and Logo from the Hong Kong Council of Social Service in 2023. This award reflects our longstanding commitment in placing great values on our clients, employees and the community meeting their well-being, safety and the health, our top priority through caring and preventive measures.

The Caring Company Scheme Award Presentation 2022/2023



## Environment Appreciation Journey

The Group has always been supportive towards the “Green Power Hike” organised by the Green Power. This year marks the second consecutive decade of the Group’s participation. Practicing nature appreciation and fund raising for environmental conservation and education through exploring the ecology of Hong Kong is important to us and the wider community. Through the event, colleagues can acquire relevant knowledge and to practise “Leave No Trace” while enjoying the beauty of nature.

## Sports and Employee Well-being

We believe that sport activities are closely related to the well-being of our employees. Therefore, the Group has hosted multiple sports activities for employees to participate in. A Friendly Football Match has been held between Towngas and the Group in June 2023. During the competition, players showed traits of resilience and determination, which are also key elements to business success.

Besides football matches, the Group has also participated in Dragon Boat racing at the Shatin Dragon Boat Festival and won the 2<sup>nd</sup> running up. Organised by the Construction Industry Council (CIC) and Hip Seng Construction, the Caring Committee Cup is a wonderful opportunity for our Dragon Boat Team to showcase teamwork and camaraderie. We are proud to see our teammates coming together as one to achieve such good results.

In April 2023, the FSEE basketball team participated in the “Well Dunk! Charity Corporate 3x3 Basketball Tournament 2023” organised by the InspiringHK Sports Foundation. Nearly 100 competitive teams from various industries competed for champions. The team demonstrated unwavering determination, teamwork and a fierce fighting spirit, the FSEE basketball team achieved an impressive accomplishment by securing the 2<sup>nd</sup> runner-up in the Cup Division.



Dragon Boat Racing at the Shatin Dragon Boat Festival



FSEE basketball team in the “Well Dunk! Charity Corporate 3x3 Basketball Tournament 2023”



Friendly Football Match with Towngas in June 2023





## People Development

We place great emphasis on the ongoing development and growth of the Group's workforce. We believe this is a key component of our ESG agenda, as it drives the long-term sustainable development of the Group and enables us to provide our customers with best-in-class products and services. To ensure that our employees catch up with the latest industry knowledge and innovative technologies, we have provided comprehensive and structured training and development programmes to our employees. We are not only closely identifying and nurturing future talents, but also prioritise providing upward mobility within the Group and a means to enhance employee loyalty. Our focus is on sharing an environment where employees can grow and achieve their careers, thereby strengthening their commitment to the organisation.

Our training programmes cover aspects that may have an impact to the Group's daily operation, including but not limited to the integration of management systems, risk assessments, leadership training and cross-generation exchange programmes.

Our Training and Education Subsidy Scheme cultivates a continuous learning culture and is an effective tool to stimulate the potential of our employees. Our employees are welcome to apply for the Training and Education Subsidy Scheme with the ambition to accelerate personal growth and prepare for career advancement. Under FSE Engineering Group's Training Subsidy Policy, employees can apply for subsidies for Master- or Degree- level education relevant to their jobs, with up to 80% subsidy granted. Besides tertiary and advanced education, employees are also encouraged to attend training courses such as Problem-Solving Skills Workshop, BIM Viewer Training, to strengthen individual workplace skillsets.



Hong Kong is an urban commercial region with constant changes and rapid development in macro workforce demographic composition. As a people-oriented business, we believe that the solution to the above-mentioned issue lies within the capability of the younger generation. The Group’s Human Resource Department recognises the need of nurturing future talents to facilitate sustainable development and stay competitive within the commercial market. To address this topic, subsidiaries of the Group have rolled out training programmes for years. These renowned talent development programmes are necessary in shaping the future leadership figures of the Group, leading the group to even more success.

During the Year, over 160,000 hours of training in various work skills were provided to our staff.

### FSE Executive Development Training Programme (EDP)

Commenced in November 2020, the FSE EDP is designed to advance the business skills and leadership capabilities of our managers to become future leaders in our Group. The programme takes a multidimensional approach to learning and knowledge transfer, combining lectures, group discussions, case studies, site visits, networking opportunities and executive coaching to provide new insights and offer participants opportunities to apply them in daily works.



FSE EDP Team Building Day in November 2022



Site visit to Hong Kong International Airport in February 2023



Crisis Prevention and Management Workshop in June 2023



CEO Café in April 2023



“Team Building in Action 2022 – Drum-Jam Experience” in December 2022

### FSE Young Executive Training Programme (YETP)

Commenced in Q2 2021, the FSE Young Executive Training Programme is a two-year bespoke programme with aims to strengthen our talent pipeline, and to offer our talents extensive opportunities to experience diversified training programs and corporate events. The Group offers different learning channels to accelerate the pace of development and enrich our young executives’ horizon. During FY2023, 43 of our high potential young executives participated in various events and enjoyed the programme.



Visits to T-Park and Baguio Waste Glass Bottle Recycling Plant in January 2023



2022-2023 Management Coaching Programme

### Waihong Manager Trainee Program

Waihong has launched a two-year “Manager Trainee Program” since 2013 with aims to provide solid understanding of daily operations to potential future leaders. During this period, members of our management serve as mentors and share their experiences with the trainees.

Manager trainees are required to take various learning courses, submit study reports, complete project assignments, and attend regular meetings with managers. To broaden their horizons, they also rotate across different sites, gaining operational experience.

By attaching themselves to the program, they comprehend the entire operations technique, thereby strengthening the Group’s coordination. Following the completion of the program, outstanding individuals will be promoted to management level positions where they can accelerate further and strengthen the Group’s operating structure.



### Management Coaching Programme

The Management Coaching Programme is a programme that fits into the Group’s Training and Development Curriculum in aims to nurture leaders of the future. Embedded with the objectives of “Inspiring the participants to lead change in of VUCA (Volatile, Uncertain, Complex and Ambiguous)”, “Transforming the Group to become an agile organisation”, and “Maintaining the growth momentum”, this comprehensive 20-week programme consists of briefing sessions, psychometric assessment, meetings, coaching sessions, and follow-up events. These 5 components within the programme allowed our participants to foster personal growth, thus bringing forward new insights and skillsets to their respective business units, ultimately benefiting the Group.

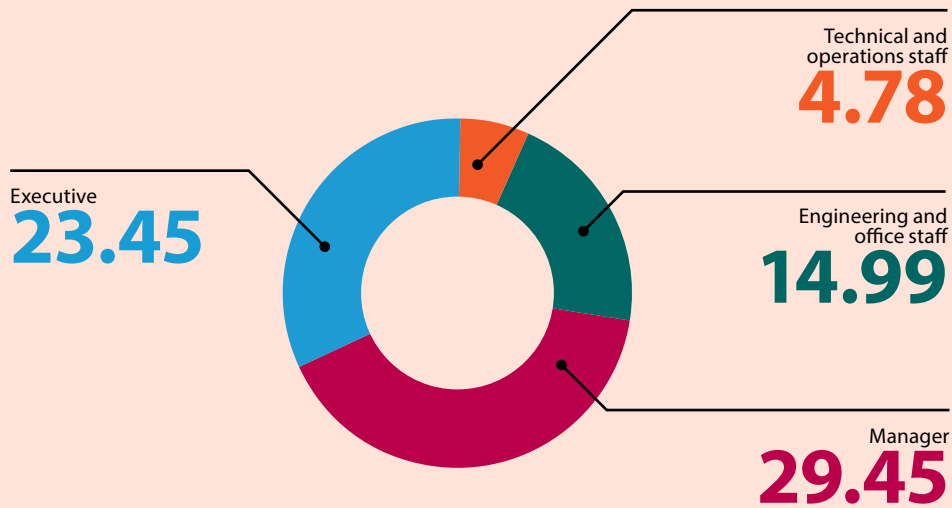
### Chit Chat Learn

The “Chit Chat Learn” programme is a newly formed training event by the Group in FY2022-23. With the objectives of knowledge sharing, promoting a learning culture within the Group, and encourage proactive discussions and interactions between stakeholders, this programme welcomes our EDP, YETP, Expo presenters and selected Young Executives. Held bi-monthly with each training sessions timed at around 1.5 hours, we hope our participants can acquire best practices and experience from the industry, leadership skills, and knowledge on new and emerging technologies (FioTec, BIM, AI, Robotics, etc.,) upon completion of the programme.



Chit Chat Learn in FY2022-23

## Average Training Hours Completed per Employee by Employee Category



Total Training Hours Completed  
**160,680**  
 Hours

Total Training Hours Completed per Employee  
**6.6**  
 Hours

The Group fully understands the importance of education and fully supports the development of young talents in the wider community by revamping our learning and development programmes. We have partnered up with educational institutions such as The Technological and Higher Education Institute of Hong Kong (THEi) and Hong Kong Metropolitan University (HKMU) in the reporting year. Within the programme, we invited students from THEi and HKMU to experience the Group’s corporate atmosphere as interns so they can pre-equip themselves with the necessary skills needed in the future. Members of the Group went to THEi and HKMU as guest speakers to share knowledge and experience with the younger generations.

As a caring company fulfilling its responsibilities and goals, we hope to continue revamping and improving our extensive training and development programmes in the future to cover the needs of our employees and the wider community.

### Occupational Health and Safety

“Caring” is one of our six core values in which the Group prioritises when it comes to building a safe, inclusive and caring workplace. We have implemented the ISO 45001 – certified OHS Management System to mitigate and control occupational health and safety hazards in our operations. Our Mainland China operations adhere to GB/T45001-2020/ISO 45001:2018 Occupational Health and Safety Management System and Safety Management Handbook, which effectively manages occupational health and safety hazards. The certification demonstrates our commitment to employees’ health and safety, which ensures operational health and safety risks and performance key components, such as safety accidents reporting system, safety committee, safety charters or regulations, regular safety audits, and regular body checks for site workers are in place.

### Joyful@Healthy Workplace Best Practices Award

Being a people-oriented business, the Group always stresses on the importance of occupational health and safety of our employees. The Group received the Joyful@Healthy Workplace Best Practices Award by the Occupational Safety and Health Council, the Labour Department, the Department of Health, the Pneumoconiosis Compensation Fund Board and the Occupational Deafness Compensation Board at the 18th Occupational Health Award Forum and Award Presentation Ceremony in April 2023. We also signed the Joyful@Healthy Workplace Charter to show our commitment towards creating a safe and happy working environment for our employees.



At Waihong, a risk reporting system is in place to monitor high-risk activities at the workplace. Information is collected by the person in charge of the site and consolidated by the designated department. The department will then implement relevant plans for onsite inspections and monitoring. Registered Safety Officers (“RSO”) are also commissioned to inspect the workplace regularly for identifying possible hazards, making recommendations for control measures, and overseeing accident investigations, emergency preparedness, and risk assessments.



Our Property and Facility Management business sector has been proactive in levelling up safety performance to meet the growing demand and to gain the trust of our clients. We have implemented stringent governance practices covering risk and crisis control. Urban and Kiu Lok have been experienced in implementing and managing such measures. Urban and Kiu Lok have integrated clear and comprehensive risk and management system covering a wide range of crises, from the operational suspension of building services and systems failures to territory-wide pandemics.

With the Group's collective effort in increasing our employees' level of safety awareness and implementing safety measures across workplace, the average accident rate<sup>d</sup> at FSE Engineering Group was 14.7 per 1,000 workers during the reporting year, lower than the published industrial average accident rate of 29.1 per 1,000 workers in 2022 according to the Legislative Council Panel on Manpower.

We understand the positive impact that effective and high-quality occupational safety policies and preventive measures have on our employees. To effectively manage and mitigate occupational health and safety risks, we will continue to review and improve our risk management systems. Furthermore, we will also continue to examine and analyse each potential hazard and actively engage with relevant stakeholders to develop and implement appropriate health and safety measures.

During the reporting period, there were two work-related fatalities. However, the two fatalities were unfortunate accidents that happened out of the Group's operational control. In addition, there were no cases of non-compliance with Factories and Industrial Undertakings Ordinance, Chapter 59, Occupational Safety and Health Ordinance, Chapter 509 and other applicable laws and regulations related to FSE Lifestyle.

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<sup>d</sup>The calculation method of accident rate per 1,000 workers is: (Number of industrial accidents/Employment size) x 1,000.

## Combating COVID-19 to Ensure Workplace Health and Safety

Since the outbreak of COVID-19, the pandemic has adversely affected global business in terms of financial and non-financial aspects. The Group understands the impacts it has on the global level and has taken various proactive measures and implemented contingency plans to manage associated risks. To ensure our management systems are addressing health issues across the group, a **Crisis Management Committee** consisting of senior staff from various departments was established.

The Group has required its business units to deliver announcement and memos to employees to address special arrangements during the pandemic. For example, Kiu Lok has sent out a memo to employees in December 2022 detailing the work arrangements in response to the Government adjusting isolation, quarantine and testing arrangements announced on 8th December 2022.

We value our clients, staff, community, and other stakeholders. Therefore, as our top priority to assure their safety and healthy well-being, the Group has arranged proactive measures:

- Flexible work and lunch hours
- IT enhancements to sustain business operations and work from home
- Providing personal protective equipment (including masks, rapid antigen test (RAT) kits, disposable gloves and protective gowns) to our front-line employees
- Body temperature testing for people entering the Group's work areas
- Placing hand sanitiser stations in easily accessible parts of the Group's work areas

In addition, we prepare warm and caring anti-pandemic gift packs for all colleagues who are infected and are under quarantine to show our care. The gift packs include supermarket vouchers, surgical masks, RAT kits, a pulse oximeter, throat lozenges, Vitamin C tablets and other health supplements. We also encourage our staff to get vaccinated and offer vaccination leave and other facilitation measures where practicable.

Comprehensive cleaning and preventive disinfection have also been conducted for common areas and any frequently touched surfaces within selected office spaces during weekdays and weekends to reduce the risk of virus transmission and assure a safe environment for our staff. We optimise the use of high-level disinfectors, air purifiers, hand sanitisers, body temperature measurements and sterilised carpets to prevent the spread of viruses. Depending on the pandemic situation, we will review our current measures and adjust accordingly to provide the best support for our stakeholders.

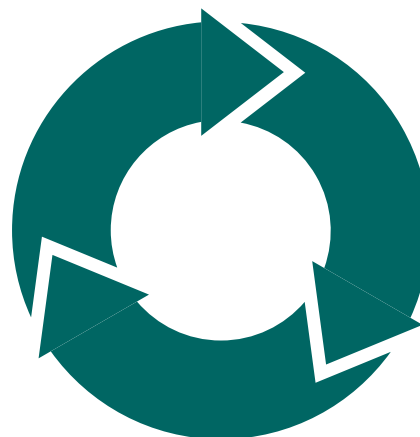
# OUR ENVIRONMENT<sup>e</sup>

## Environmental Concerns

Having signed the Low Carbon Charter launched by Business Environment Council Limited (“BEC”) in FY2021/22, we continue to commit to developing target setting aligned with Science Based Targets Initiatives (“SBTi”), implementing strategic actions, disclosing progress, and advocating sustainable practices to our stakeholders.

Our 14001–certified Environmental Management System helps us monitor and manage our environmental performance in a systematic approach, allowing us to identify and mitigate the environmental issues associated with our operations through a continuous improvement cycle. Although no significant impacts have been caused by the Group’s business operation, to mitigate identified potential environmental issues timely and track improvements over time, our Environmental Aspect Register records environmental issues and the associated mitigation measures.

Climate change and its associated threats have the potential to impact the Group’s business operation adversely, both physically and indirectly. We recognise such topics and have acted accordingly. Designated personnels have been assigned from every business unit, and they are required to meet regularly to discuss how the Group can reduce and mitigate climate change risks and identify potential opportunities. The Group has started to understand the 4 key principles of the Task Force on Climate-Related Financial Disclosures (“TCFD”), namely Governance, Strategy, Risk Management, and Metrics and Targets. In the future, we will reference and adhere to the TCFD when disclosing climate-related data, ensuring that climate change’s impact will be mitigated and reduced. Together, we contribute to a better and greener world.



## Commitment to the Environment

Our Group is committed to reviewing our carbon footprint carefully and keeps striving to reduce the business impact on the environment. To demonstrate our commitment in reducing environmental footprint, environmental targets regarding reduction in fuel consumption, electricity consumption and paper procurement have been set to reflect our strong passion in environmental sustainability. Our targets for FY2023/24 aims to reduce 0.5% of fuel consumption by intensity, 1.5% of electricity consumption by intensity, and 8% of paper procured by intensity.

<sup>e</sup> Climate change has not been included in this session as this issue is not material based on the results of materiality assessment. The Group will continue to review materiality of climate change and disclose in accordance with the materiality principle.

### (a) Energy Consumption and Emissions

The Group strives to reduce energy consumption and greenhouse gas emissions in our business operations and adheres to our Green Office Guidelines (“Guidelines”). Since buildings are a major source of electricity usage in Hong Kong, we provide our clients with cost-effective and energy-efficient electrical and mechanical solutions. The following measures have been adopted in our daily operations to reduce energy consumption:

- Installation of occupancy sensors to control lighting and outdoor air intake;
- Installation of UV protection window film to help maintain the indoor temperature;
- Keep air conditioning temperature at 24-26°C for power saving;
- Switching off lighting and air conditioning systems after working hours at the offices;
- Procuring energy-efficient appliances;
- Replacing old fluorescent lights with energy-efficient LED light fixtures; and
- Encouraging staff to switch off computer, lighting, and air conditioning system when it is idle.



Energy Saving Charter 2022

We continue our support towards Hong Kong Government’s Environment and Ecology Bureau’s “Energy Saving Charter 2022”, with aims to reduce our carbon footprint by promoting internal environmental awareness. To encourage behavioural change within internal stakeholders, we send quarterly newsletters and emails containing energy-saving tips to our employees. We also send emails to our external stakeholders promoting “No Air Con Night” and “Earth Hour” to demonstrate our commitment. We hope to drive positive changes through small initiatives.



### (b) Fuel Consumption and Emissions

To alleviate greenhouse gas emissions, we have implemented the following measures to reduce the vehicle fuel consumption:

- Review the parking areas of the company fleet to reduce the trip;
- Use Global Positioning System (GPS) to review the routing of the company fleet for shortening the trip; and
- Replace company vehicles with hybrid or electric cars whenever possible.

## **(c) Waste Management**

### *Non-hazardous Waste*

We strictly adhere to the Waste Disposal Ordinance (Cap. 354) in Hong Kong and our Green Office Guidelines (“Guidelines”) by continuing with our well-established policies to reduce non-hazardous waste, including office paper, newspaper, and carton boxes. To encourage the reuse of single-sided printouts, scrap paper boxes are placed next to printers and copiers. Paper recycling bins are placed at various locations and Print-on-Demand (POD) are also deployed. To further prevent reusable paper materials from being disposed of in landfills, we have extended our waste reduction policies to our site offices and workshops. In addition, we purchase green-labelled printing paper and are coordinating with our main contractors at the site to arrange a monthly collection of wastepaper by qualified collectors. To reduce paper usage, we have implemented electronic procurement and electronic payment systems.

### *Hazardous Waste:*

The Group recognises that ink cartridges can post potential adverse environmental impacts. Such chemical waste require treatment before disposal. We fully comply with the Waste Disposal Ordinance (Cap. 354) in Hong Kong by strictly following procedures to ensure proper handling of hazardous waste. With business units operating in the engineering service sector, we are registered as a Chemical Waste Producer in accordance with the EPD’s requirements and only engage licenced waste collectors to collect and properly dispose of chemical waste. As part of its sanitation and hygienic cleaning services, Waihong purchases environmentally friendly chemical products which will not post adverse environmental impacts in the operation process. During the reporting year, we have not generated chemical waste.

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## **Building a Culture of Sustainability**

We believe fostering behavioural change within the Group is key to driving sustainable growth. To nurture an environmentally friendly culture within the Group, the Green Office Guidelines were officially launched in November 2016. The Guidelines focus on paper use reduction, energy conservation and materials recycling at our offices, sites, workshops and plant rooms.

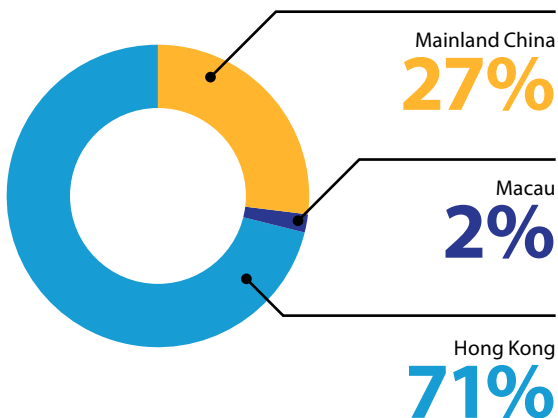


# OUR VALUE CHAIN

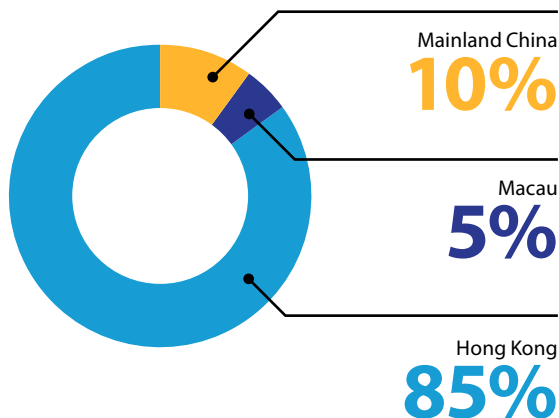
## Supply Chain Management

As a market leader in our respective industries, we recognise the potential risks and opportunities within our supply chain operation, and the need to implement sustainability considerations across our supply chain to provide the best-in-class and responsible products and services to our stakeholders. We actively integrate responsible corporate practices into our supply chain management to achieve long-term performance improvement and mitigate supply chain risks.

### Geographical Distribution of Suppliers



### Geographical Distribution of Subcontractors



In our Electrical and Mechanical Engineering Services, we prioritise suppliers and subcontractors who share our sustainability vision. The Procurement and Subletting Manual stipulates that potential suppliers and subcontractors must fill out an application form and attend an interview, in which they will be assessed according to the following factors: project experience, reputation, environment, safety, labour standards, and financial performance. Suppliers and subcontractors will be admitted to an approved list on a probationary basis if they meet the criteria. Upon completion of the first project, we will closely monitor newly admitted suppliers and subcontractors for another 12 to 24 months before adding them to the permanent approved list. Furthermore, we encourage our suppliers to prioritise the adoption of environmentally friendly products. In FY2022/23, 100% of our suppliers and sub-contractors have undergone the supplier screening process as stipulated in the Procurement and Subletting Manual.

We regularly assess the performance of existing suppliers and subcontractors through a comprehensive system. To ensure quality and consistency of our services in Mainland China, suppliers and subcontractors are reviewed semi-annually and quarterly, respectively. In cases of serious non-compliance, suppliers and subcontractors will be suspended or even removed from our list of approved suppliers and subcontractors.

To promote environmentally preferable products and services, the Group incorporates green building principles into building services equipment and adopts green building design, modular integrated construction (“MiC”), multi-trade integrated MEP (“MiMEP”) and Design for Manufacture and Assembly (‘DfMA’) to reduce energy consumption, carbon footprint, and construction waste. The Group invests in innovative construction technologies to improve its operational efficiency and project management, including Building Information Modelling (“BIM”), Digital Works Supervision System (“DWSS”), modularisation and prefabrication, Robotic Total Solution (“RTS”) and Sky Drilling and Sky Anchor Machine (“SDM” and “SAM”), as well as 3D laser scanning and mobile apps.

With growing expectations for our suppliers and subcontractors, the Group will enhance communication channels to facilitate smooth information channel flow. We will continue assessing their performance and develop sustainability-related capacity-building programmes. To drive advanced supplier performance improvement, we will actively promote the certification of environmentally friendly products and trace any non-conforming products that violate our business ethics practices.

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### **Responsible Services**

Upholding efficient, professional, and quality services is key to a high customer satisfaction rate and healthy long-term growth of a business. The Procurement and Subletting Manual and measures have been developed to ensure that users’ interests are protected and that our services are continuously improved. To ensure clear accountability within the organisation, each department has established guidelines in addition to our long-standing IMS. Further demonstrating our commitment to quality standards, FSE Lifestyle has adhered to the standard of ISO 9001 Quality Management System, which stipulates the responsibilities of relevant departments, as well as the implementation, monitoring and improvement procedures of our product and service offerings.

We carry out routine audits to our production lines to identify potential risks and defects, and we have established a standard audit system. In-depth investigations will be taken place in the event of substantial quality and safety concerns to identify the root causes and take appropriate measures to prevent any recurrence.

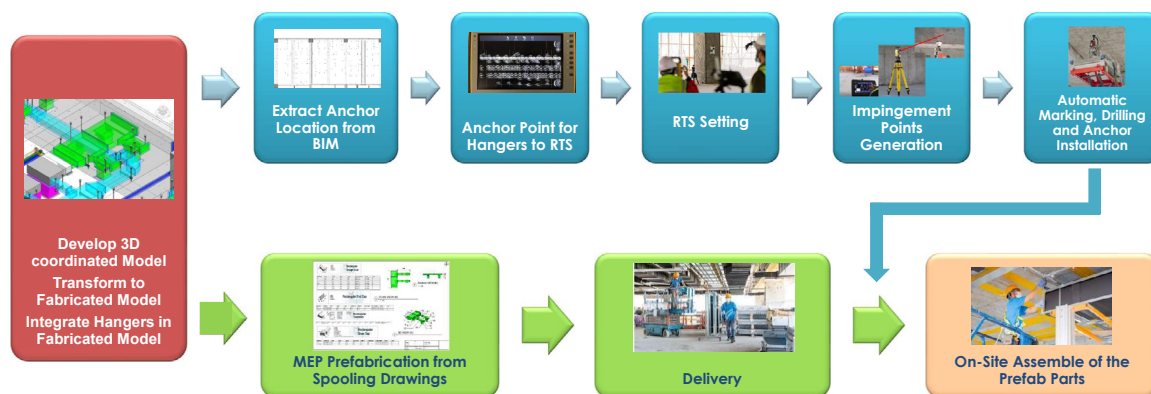
Customer experience is always something we strive to improve as it is crucial to ensure our customers remain with us. We conduct quarterly customer satisfaction surveys across Hong Kong and Macau projects. In FY2022/2023, we received an overall rating of 77% from our clients, consultants, contractors, and other business partners. We are committed to working with our stakeholders and striving for continuous improvement. Our high-quality and reliable complaint management system adhering to the standard of ISO 10002 “Quality management - Customer satisfaction - Guidelines for complaints handling in organisations” further demonstrates our commitment to quality standards. We have a feedback channel for our customers

to comment regarding the Group’s products and services. The Group will continue to evaluate customer feedback, review our services, and take their suggestions into account to improve our products and services. During the reporting year, the Group received a total of 61 complaints from our customers.

Keeping customer data and privacy secure is a priority for the Group. Our Employee Handbook details clauses concerning the use and storage of customer data. All customer data must be handled only by authorised personnel in an appropriate manner.

Our responsibility is to ensure that our products and services do not infringe copyright. All employees must follow the Company Policy on Matters Relating to Intellectual Property (Miscellaneous Amendments) Ordinance when performing their duties, including installing computer software, and using copyrighted material. We actively evaluate our measures in keeping customer data and privacy secure, by random inspections, organising privacy-related training, reviewing computer security systems, and more. We adhere to a zero-tolerance measure when there are violations of our code of conduct. Anyone found guilty of violating privacy security will be subjected to severe disciplinary actions such as dismissal.

At all locations where we operate, we strictly adhere to the laws and regulations governing customer health and safety, advertising, labelling, intellectual property rights, and privacy.



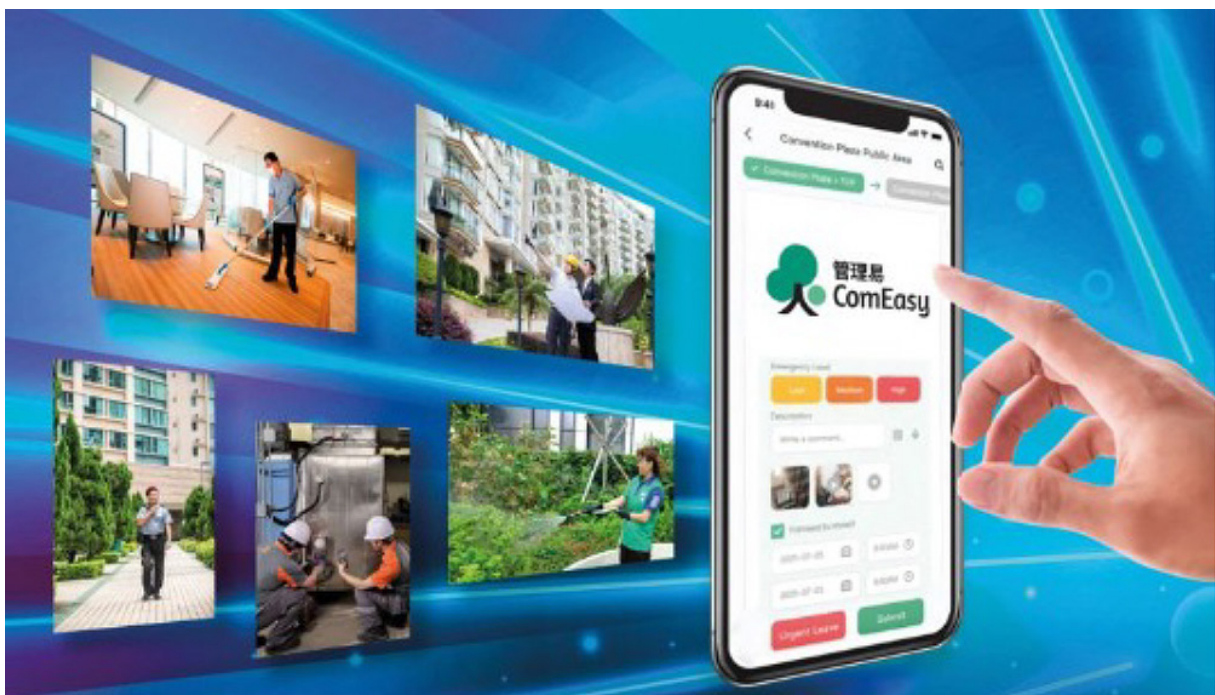
### Patented FastRCD Workflow

Bringing BIM to the field for MEP installation, during construction, a clash-free model is required and the relative positions of the anchors points of the MEP installation are critical when the MEP systems are installed on site. In order to set out the dimensions for digital construction, purposely the BIM model shall be transformed into a Fabricated Model incorporated with the supports and hangers for the MEP installation. The hangers and the associated anchor points would be developed primarily by some BIM plug-ins incorporated with their spatial characteristics and the engineering requirements of the installation work, which dictates the installation of the MEP equipment in well-engineering approach and orderly manner.

This workflow is patented by FSE Engineering, named Fast Replicate Control Dimension (in short FastRCD). FSE Engineering adopts FastRCD Workflow to replicate these control dimensions to a site through the Robotic Total Station (RTS), and with the aid of our self-developed semi-automatic drilling system to bring BIM to the field effectively and swiftly.

### **FSE Lifestyle ComEasy**

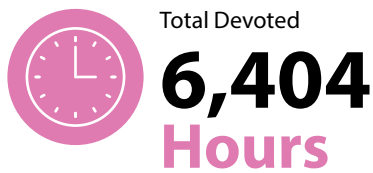
FSE Lifestyle ComEasy is a premier service monitoring mechanism that plays a great important role to the development of innovative technology to strengthen the operating efficiency and cost effectiveness of our businesses. ComEasy facilitates smooth communication between business units during site inspections, reporting of events, and real-time quality management.



# OUR COMMUNITY

## Corporate Social Responsibility (“CSR”)

This year, our long-established CSR Committee continued to encourage our employees to participate in a variety of social services events and practise corporate citizenship. With a firmly established spirit of giving back and serving our community, we are dedicated to supporting children, the elderly and other disadvantaged groups through the Group’s people-oriented activities. Our highly enthusiastic colleagues served different groups of beneficiaries, shaping a positive atmosphere, and creating positive impact in our shared community.



## Caring for the Environment

As an environmentally responsible business, we adhere to the principles of green living by supporting and participating in energy-saving events to demonstrate our commitment. To address the severity of impacts caused by climate change, we continued to take part in the Earth Hour campaign, an annual environmental movement led by the World Wild Fund for Nature (WWF). We supported Earth Hour 2023 by switching off all non-operational lights at the Group’s Headquarters and all office buildings under our services for one hour at 8:30pm on 25 March 2023. Besides workplace practice, we also encouraged our staff to participate by switching off non-essential lights at home.



The Group devoted to sustainable development by supporting Earth Hour 2023





### Caring for the Children, the Elderly and the Disadvantaged Groups

The drop in the number of COVID cases suggested some form of easing the situation. However, we believed it was not yet the time to let our guard down completely. We realised that our local community still needed our care and assistance. During these unprecedented times, we remained steadfast in our commitment to contribute to society and provided much-needed assistance to the elderly and disadvantaged with confidence in our ability to make a positive impact.

FSE Caring Day is the Group's signature ESG event. In March 2023, we collaborated with our trusted NGO partners, the Tung Wah Group of Hospitals (TWGHs) and Food Angel by Bo Charity Foundation to launch this annual event at the CIC-Zero Carbon Park in Kowloon Bay. Social service activities were organised by our volunteers for FSE Caring Day to engage with the elderly and the underprivileged. Our volunteers expressed their love and warm reminder to stay safe during the pandemic. We hoped to advocate for a caring culture to the community and educate our employees that there are people who need our help through our flagship event.



FSE Caring Day is the Group's signature ESG event which encourages people to look beyond their own needs and work together to create a better future for all.

The Group values civic responsibility and encourages staff to contribute to the community through volunteer work. In December 2022, we co-organised an event, “FSE Engineering and Kwai Shing Reunion Day 2022” with the Evangelical Lutheran Church of Hong Kong (ELCHK) to connect with a group of old friends of 10 years at Kwai Shing Hostel. Due to the pandemic, daily and social activities were lessened for members of the Kwai Shing Hostel. We aim to reconnect with them and provide inclusivity whilst having fun.

During the event, our volunteers played group games, sang karaoke, did gymnastics, took group photos with 43 moderately mentally handicapped members of the Hostel.



Reunion Day with the moderately mentally handicapped persons in December 2022

Through this event, we wish to draw the attention of more members of society to the organization, and help the group of disabled develop various potential, build a positive self-image, and boost their self-confidence and ability to communicate with others. We hope, through this event, we can promote mutual acceptance and respect between the public and mentally handicapped, ultimately fostering inclusiveness in the entire society.

Besides our flagship event, the Group also organised other engagement activities to address the needs of the elderly and the underprivileged. Since March 2023, FSE Lifestyle has been collaborating with Food Angel by Bo Charity Foundation. In May 2023, 20 FSE Lifestyle volunteer team members from different departments helped pack 500 “Fortune Bags”, containing noodles, biscuits, oatmeal, oil, baked beans, and corn in two hours. They then distributed them to the elderlies and low-income families, hoping to share our care with them.



To show appreciation for the contributions of our senior citizens made to the development of our community, we take part in various elderly services such as “Fortune Bags” to express our respect and gratitude.



Besides packing Fortune Bags for the elderly in the community, we also want to extend and share festive pleasure for the elderly. The Group collaborated with Tung Wah Group of Hospitals' Endless Care Services in June 2023 and home-visited the elderly. During the event, we gave them rice dumplings (zongzi) and accompanied them by showing care and interest towards their daily lives. Our volunteers received a painting from one of our elderly friends as a gratitude and support towards our event. We will continue to care about our community in the future.



Painting by one of our elderly friends



Home visits to the elderly in June 2023

Child welfare is one of the focus areas of our community services. In September 2022, 4 members of the Urban Group joined and won the Charity 3-on-3 Basketball Competition in the "Sport-Friendly Action" Corporate Cup 2022 organised by the Chinese YMCA of Hong Kong. Held in Wu Kwai Sha Youth Village and with Urban Group being one of the donors, the aim of this event is to raise funds for the underprivileged children's basketball training programme alongside promoting wellness and sportsmanship. Urban Group will continue to support the "Sport-Friendly Action" Award Scheme in the future.



We participated in various activities such as "Sports-Friendly Action" for children from grass-roots families to develop their interest and talent so that they can build self-confidence.

In the planning of our CSR activities, addressing the needs of our society and keeping our community happy is one of the Group’s aims when planning and organising CSR events. In April 2023, 20 employees from FSE Engineering celebrated Easter with people with Down syndrome. In collaboration with Bradbury Parents



Celebrated Easter with People with Down syndrome to raise awareness in the community about people with Down syndrome.

Resource Centre, several activities have been held successfully, namely Easter egg painting, magic show and an array of fun games. There was a total of 30 participants at the fabulous event. To share the happiness in the Easter celebration, tiny Easter giving packs were delivered to them. We hope this meaningful event will arouse awareness towards the care of people with Down syndrome in our community.



SEN students completed office work placement at FSE Engineering and Nova Insurance offices

### Caring for the Ethnic Groups

The Group attached great importance on the inclusion and support of students with special needs in our community, striving to create opportunities for them for future development. During the reporting year, we collaborated with Chi Lin Buddhist Secondary School to provide on-job-training programme for their Form 6 students with Special Education Needs (“SEN”). Four students completed a 3-week office work placement at FSE Engineering, Urban Group, Nova Insurance and Waihong Services on 10 June 2023, which provided them with hands-on working experience and valuable insights to support their future careers.

Additionally, to support the development of ethnic minority groups in the community, the Group worked with the Zubin Foundation to offer job opportunities to them. We intend to provide further support in contributing the community and ethnic groups in the future.

The Group is firmly committed to upholding corporate social responsibility by organising a wide range of high-quality and impactful charitable campaigns. We strive to create a positive impact in our shared community and address current needs in a beneficial manner. We are dedicated to fostering a culture of volunteerism amongst our employees and will continue to enhance our efforts in nurturing a caring society by launching more events in the coming year.



## AWARDS AND MEMBERSHIPS IN FY2022/23

### List of Abbreviation for Awards and Recognitions Table and Memberships Table

BNIL	Broadway-Nassau Investments Limited
ELS	FSE Environmental Laboratory Services Limited
EPS	Environmental Pioneers & Solutions Limited
EXT	Extensive Trading Company Limited
FE	Far East Engineering Services Limited
FEM	Far East Technical Service (Macao) Limited
FSEE	FSE Engineering Group
FSEE PRC	FSE Engineering Limited
FSEET	FSE Environmental Solutions Limited
FSEL	FSE Lifestyle Services Limited
GS	General Security Group
HHML	Harbour Heights (Management) Limited
HKIL	Hong Kong Island Landscape Company Limited
IPML	International Property Management Limited
i-Urban	i-Urban Limited
JET	Joneson Environmental Technologies Limited
KLSM	Kiu Lok Service Management Company Limited
KLPIL	Kiu Lok Properties (International) Limited
LKWML	Lei King Wan (Management) Limited
MEC	Majestic Engineering Company Limited
MEM	Majestic Engineering (Macao) Company Limited
MPE	Majestic Plumbing Engineers Limited
Nova	Nova Insurance Consultants Limited
PEML	Paramatta Estate Management Limited
PVML	Park Vale (Management) Limited
TEC	Tridant Engineering Company Limited

**List of Abbreviation for Awards and Recognitions Table and Memberships Table**

TTSL	Turning Technical Service Limited
UG	Urban Group
UPML	Urban Property Management Limited
UTSL	Urban Technical Services Limited
UWPML	Urban-Wellborn Property Management Limited
WH	Waihong Environmental Services Limited
YEC	Young’s Engineering Company Limited
YECS	Young’s Engineering (Shanghai) Company Limited
YEM	Young’s Engineering (Macao) Company Limited

## Awards and Recognitions

Issuer	Award	Company
Federation of Hong Kong Industries	BOCHK Corporate Environmental Leadership Awards 2021 - EcoPartner	FSEL
Food Grace	Green Mid-Autumn Festival 2022 Campaign – Gift Wise Charter	FSEL
Mandatory Provident Fund Schemes Authority	Good MPF Employer 5 years+ & e-Contribution Award & MPF Support Award	FSEL
The Hong Kong General Chamber of Small and Medium Business	Partner Employer Award 2022 – Certificate of Recognition	FSEL
Environmental Bureau & EMSD	Energy Saving Charter 2022	FSEL
The Hong Kong Institute of Financial Analysis and Professional Commentators Ltd	IFAPC Outstanding Listed Companies Award 2022	FSEL
Green Sense	No Air Con Night 2022 – Certificate of Appreciation	FSEL
Tung Wah Group of Hospitals	TWGHs Corporate Partnership Recognition Ceremony – The Most Promising Corporate Partnership Award	FSEL
Environmental Bureau	Friends of EcoPark 2022 – Certificate of Appreciation	FSEL
Hospital Authority	Hong Kong Red Cross Blood Transfusion Service – Certificate of Appreciation	FSEL
Promoting Happiness Index Foundation and the Hong Kong Productivity Council	Happy Company 5 Years+ Logo	FSEL
Hong Kong Council of Social Service	Caring Company Logo – 5 years plus	FSEL
The Lok Sin Tong Benevolent Society Kowloon	“Smoking Cessation Program x World no Tobacco Day 2022” – Smoking Cessation Program in Workplace Corporation Innovation Award	FSEE
Construction Industry Council & Construction Industry Sports & Volunteer Programme	Construction Industry Volunteer Award 2022 - Excellence in Construction Industry Volunteering Collaboration (Merit Award) - Excellence in Construction Industry Volunteering Project (Merit Award)	FSEE

Issuer	Award	Company
Construction Industry Council & Construction Industry Sports & Volunteer Programme	Annual CISVP Corporate Award for Activeness 2021 – Merit Award	FSEE
Federation of Hong Kong Industries	BOCHK Corporate Environmental Leadership Awards 2021 – EcoPartner & 3 years+ EcoPioneer	FSEE
Food Grace	Green Mid-Autumn Festival 2022 Campaign – Gift Wise Charter	FSEE
Mandatory Provident Fund Schemes Authority	Best All-round MPF Employer 2021/2022	FSEE/FE/ MEC/TEC/ YEC/EPJ/JET
Mandatory Provident Fund Schemes Authority	Good MPF Employer 5 years + & e-Contribution & MPF Support Award	FSEE/FE/ MEC/TEC/ YEC/EPJ/JET/ ELS
Mandatory Provident Fund Schemes Authority	Good MPF Employer 5 years+ & MPF Support Award	EXT
The Hong Kong General Chamber of Small and Medium Business	Partner Employer Award 2022 – Certificate of Excellence 10 years	FE/MEC/YEC/ EPS
The Hong Kong General Chamber of Small and Medium Business	Partner Employer Award 2022 – Certificate of Recognition 5 years	FSEE/JET
The Hong Kong General Chamber of Small and Medium Business	Partner Employer Award 2022 – Certificate of Recognition	HKIL/ELS
The Hong Kong General Chamber of Small and Medium Business	Partner Employer Award 2022 – Certificate of Retention of Existing Employee Employment	TEC/EXT
Environmental Bureau & EMSD	Energy Saving Charter 2022	FSEE/FE/EXT/ HKIL/MEC/ YEC/ELS/EPJ/ JET
Federation of Hong Kong Industries	CSR Recognition Scheme Industry Cases 2022' 5 years+	HKIL
THEi – Technological and Higher Education Institute of Hong Kong	THEi Guest Lecturer – Certificate of Appreciation	FSEE
Green Sense	No Air Con Night 2022 – Certificate of Appreciation	FSEE



Issuer	Award	Company
Environmental Campaign Committee	Hong Kong Green Organisation Certification – Wastewiſe Certificate “Excellent Level”	FSEE
Home and Youth Affairs Bureau & Agency for Volunteer Service	Hong Kong Volunteer Award 2022 – Corporate (Volunteer Hours) Top Ten Highest Hours	FSEE
Home and Youth Affairs Bureau & Agency for Volunteer Service	Hong Kong Volunteer Award 2022 – Corporate (Volunteer Hours) Bronze Award	FSEL
Hong Kong Green Building Council	Hong Kong Green Shop Alliance – Green Shop Pledge	EXT
Tung Wah Group of Hospitals	TWGHs Corporate Partnership Recognition Ceremony – The Most Promising Corporate Partnership Award	FSEE
Home and Youth Affairs Bureau & Community Investment and Inclusion Fund	Social Capital Builder Logo Award	HKIL
Environmental Bureau	Friends of EcoPark 2022 – Certificate of Appreciation	FSEE
Construction Industry Council & Construction Industry Sports & Volunteering Programme	Construction Industry Caring Organisation 2023-2026	FSEE
Promoting Happiness Index Foundation and the Hong Kong Productivity Council	Happy Company 10 Years+ Logo	FSEE
Promoting Happiness Index Foundation and the Hong Kong Productivity Council	Happy Company 5 Years+ Logo	FSEET/HKIL
Hong Kong Council of Social Service	Caring Company Logo – 15 years plus	FSEE
Hong Kong Council of Social Service	Caring Company Logo	HKIL
City University of Hong Kong	CityU College of Engineering & College of Science Career Fair – Certificate of Appreciation	FSEE
Paul Y. General Contractors Limited	Sub-contractor Safety Performance Award Dec 2022	MEC

Issuer	Award	Company
Environmental & Ecology Bureau	2022-23 Natural Christmas Trees Recycling Programme - Certificate of Appreciation	HKIL
The Hong Kong Institution of Engineers	Certificate of HKIE Scheme “A” Graduate Training Approved company	MEC/YEC
Food Angel	“A Day with Food Angel” Volunteer Activity - Certificate of Appreciation	FSEL
Tung Wah Group of Hospitals	TWGHs Sourvior - FSE Caring Day 2023	FSEL
Hong Kong Council on Smoking and Health	“Quit to Win” Smoke-free Community Campaign - Appreciation Trophy	FSEL/FSEE
The Hong Kong Jockey Club Charities Trust	Jockey Club Age-Friendly City Partnership Scheme - Certificate of Participation	FSEL/FSEE/ HKIL
Hong Kong Investor Relations Association	HKIRA 9th Investor Relation Awards 2023 - Best IR Company - Best IR Team - Best IR by CEO	FSEL
The Department of Health of the Occupational Safety and Health Council	The 18 <sup>th</sup> Occupational Health Award - Mental Health Friendly Organisation Award (Enterprise / Organisation) - Certificate of Attainment	FSEE
The Department of Health of the Occupational Safety and Health Council	The 18 <sup>th</sup> Occupational Health Award - Mental Health Friendly Organisation Award (Enterprise / Organisation) - Merit Award	FSEL
The Department of Health of the Occupational Safety and Health Council	The 18 <sup>th</sup> Occupational Health Award - Joyful@Health Workplace Best Practices Award (Enterprise/Organisation) - Outstanding Award	FSEL/FSEE
Education Bureau	QF Star Employer	MEC/FE
The Lok Sin Tong Benevolent Society Kowloon	“Smoking Cessation Program x World No Tobacco Day 2023” Smoking Cessation Program in Workplace - Certificate	FSEL/FSEE/ FSEET/HKIL

Issuer	Award	Company
SOE Hong Kong Region	SOEHK Annual Symposium 2023 - Certificate of Appreciation	FE
Form 6 Internship Program 2022-2023 - Trophy	Chi Lin Buddhist Secondary School	FSEE
Smoking Cessation Program in Workplace - Hong Kong Corporate Smoke-Free Logo 2023-2024	The Lok Sin Tong Benevolent Society Kowloon	FSEL/FSEE/ FSEET/HKIL
Employees Retraining Board (ERB)	ERB Annual Award Presentation Ceremony 2021-2022 - ERB Merit Award for Employer	GS
The Hong Kong Council of Social Service	Caring Company Logo – 10 years plus	GS
Promoting Happiness Index Foundation and the Hong Kong Productivity Council	Happy Company 5 Years+ Logo	GS
Mandatory Provident Fund Schemes Authority	- Good MPF Employer - e-Contribution Award - MPF Support Award	GS
Hong Kong Police Force	Honaorable Managed Property Award (The Waterfront) – Kowloon West Best Security Services Awards 2021	GS
CTgoodjobs (A member of HKET Holdings)	Grand Award-Best Employee Health & Safety Programme Award – Best HR Awards 2022	GS
Federation of Hong Kong Industries	EcoPartner (KLSM – The Masterpiece)	KLSM
Federation of Hong Kong Industries	5 years+ EcoPioneer (KLSM – The Masterpiece)	KLSM
Property Management Services Authority	Property Management Pioneer (Kiu Lok Service Management Co., Ltd.)	KLSM
Property Management Services Authority	Property Management Pioneer (KL Property Management Ltd.)	KLSM
Mandatory Provident Fund Schemes Authority	Good MPF Employer 5 Years+ Logo	KLSM
Mandatory Provident Fund Schemes Authority	e-Contribution Award	KLSM

Issuer	Award	Company
Mandatory Provident Fund Schemes Authority	MPF Support Award	KLSM
The Hong Kong General Chamber of Small and Medium Business	Partner Employer's Certificate 5 Years+	KLSM
Environmental Protection Department	Indoor Air Quality Certificate 22-23 Excellent Classes (CP Office Tower G/F, 11/F-50/F)	KLSM
Federation of Hong Kong Industries	Caring Certificate (Enterprise Group)	KLSM
Employees Retraining Board	ERB Manpower Developer Award Scheme	KLSM
Hong Kong Police Force	Kowloon West Best Security Awards K11 Carpark – Outstanding Managed Public Carpark Award	KLSM
Hong Kong Police Force	Kowloon West Best Security Service Awards Masterpiece – Honourable Managed Property Award	KLSM
Home and Youth Affairs Bureau	Social Capital Builders Award	KLSM
BOCHK	BOCHK Corporate Environmental Leadership Award – 5 years+ EcoPioneer	Nova
Electrical and Mechanical Services Department	Energy Saving Chapter 2022	Nova
Green Sense	No Air Con Night	Nova
Mandatory Provident Fund Schemes Authority	e-Contribution Award 2021-22	Nova
Mandatory Provident Fund Schemes Authority	MPF Support Award 2021-22	Nova
Mandatory Provident Fund Schemes Authority	Good MPF Employer 2021-22	Nova
The Hong Kong General Chamber of Small and Medium Business	Partner Employer Award 2022 – Certificate of Recognition	Nova
The Hong Kong General Chamber of Small and Medium Business	Partner Employer Award 2022 – Certificate of Recognition 5 years	Nova
Community Investment & Inclusion Fund Home and Youth Affairs Bureau	Social Capital Builder Awards 2022-2024	Nova



Issuer	Award	Company
Home and Youth Affairs Bureau & the Agency for Volunteer Service	Hong Kong Volunteer Award – Volunteer Hour Awards	Nova
The Hong Kong Society for Rehabilitation	Barrier Busters Team Award	Nova
Federation of Hong Kong Industries	BOCHK Corporate Environmental Leadership Awards 2021 – EcoPartner, 3 years+ EcoPioneer & 5 years+ EcoPioneer	UG
Food Grace	Green Mid-Autumn Festival 2022 Campaign – Gift Wise Charter	UG
Green Council	Hong Kong Green Day 2022 Certificate of Appreciation – Media Sponsor	UG
Green Council	Green Pledge, Hong Kong Green Day 2022 Certificate of Participation	UG
Green Council	Hong Kong Green Day 2023 Certificate of Appreciation – Media Sponsor	UG
Green Sense	No Air Con Night 2022 – Certificate of Appreciation	UG
Occupational Safety and Health Council	The 18 <sup>th</sup> Occupational Health Award - Joyful @ Healthy Workplace Best Practices Award – Outstanding Award & Merit Award - Mental Health Friendly Organisation Award – Silver Award & Certificate of Attainment	UG
Home and Youth Affairs Bureau, Agency for Volunteer Service	Hong Kong Volunteer Award 2022 - Corporate (Volunteer Hours) Top Ten Highest Hours - Corporate (Volunteer Hours) - Certificate of Appreciation	UG
Hong Kong Council of Social Service	Caring Company Certificates - 20 Years Plus Caring Company - 15 Years Plus Caring Company - 10 Years Plus Caring Company	UG
Environmental Protection Department	Friend of EcoPark 2022	UG

Issuer	Award	Company
Home and Youth Affairs Bureau, The Community Investment and Inclusion Fund	Social Capital Builder Award 2022	UG
The Employees Retraining Board	ERB Outstanding Employer Award (2021-2022)	UG
Federation of Hong Kong Industries	Industry Cares Recognition Scheme 2022 - 10+ Year Caring Certificate (Enterprise Group)	UG
Hong Kong Quality Assurance Authority	HKQAA Recognition Awards for Organisations 2022 - Management Award for Business Resilience & Community Contribution - Leadership Award for Business Resilience & Community Contribution	UG
The Hong Kong General Chamber of Small and Medium Business	Partner Employer Award 2022 - Outstanding Partner Employer Award (10 years) - Existing Employee Retention Award - Extra Employee Recruitment Award	UG
Occupational Safety and Health Council	The 17 <sup>th</sup> Occupational Health Award - Joyful @ Healthy Workplace Best Practice Awards - Outstanding Award	UG
JobMarket	Employer of Choice Award 2021 - Employer of Choice Award - Corporate Training Excellence Award - COVID-19 Caring Employer Award	UG
Promoting Happiness Index Foundation & The Chinese Manufacturers' Association of Hong Kong	Happiness-At-Work Label Scheme 2022 - Happy Company Label 10 - Happy Company Label 5+ - Happy Company Label	UG
The Hong Kong Council of Social Service	Age-Friendly Appreciation Scheme 2022 - Star Award	UG
The Hong Kong Institute of Facility Management	Excellence in Facility Management Award 2022 (EFMA)	UG
Environmental Campaign Committee	Hong Kong Green Organisation Certificate	UG

Issuer	Award	Company
Chinese YMCA	“Realise Love, Realise Dreams” Foundation 2021/2022 Certificate of Appreciation (Donation Support)	UG
Hong Kong Green Organisation Certification Environment Campaign Committee	Wastewi\$e Certificate – Excellence Level	WH
Home and Youth Affairs Bureau & the Agency for Volunteer Service	Hong Kong Volunteer Award 2022 – Certificate of Appreciation	WH
Community Investment and Inclusion Fund	Social Capital Builder Logo Awards 2022	WH
Hong Kong Disneyland	Walt Disney Award – 5 Years of Services (Supplier of the Year 2021)	WH
Hong Kong Disneyland	Walt Disney Award – Vendor Appreciation Award	WH
The Hong Kong Council of Social Services	Caring Company 10 Years+	WH
The Hong Kong General Chamber of Small and Medium Business	Partner Employer Award 2022	WH
Employees Retraining Board	ERB Outstanding Employer Award 2021-2022	WH
Mandatory Provident Fund Schemes Authority	Good MPF Employer Award 5 years+	WH
Food Grace	Green Mid-Autumn Festival	WH
Promoting Happiness Index Foundation	Happy Company 10 Years 2022	WH

## Memberships

Association	Membership Type	Company
Agency for Volunteer Service	Corporate Member	FSEL
Hong Kong Institution of Human Resource Management	Corporate Member	FSEE
The Hong Kong Occupational Safety and Health Association	Company Member	FSEE
The Hong Kong Electrical & Mechanical Contractors' Association	Member	FSEE
The Hong Kong Federation of Electrical & Mechanical Contractors	Ordinary Member	FSEE
Hong Kong Alliance of Built Asset & Environment Information Management Associations	Corporation Memberships	FSEE
Agency for Volunteer Service	Corporate Member	FSEE
Hong Kong Construction Materials Association	General Member	EXT
The Hong Kong General Chamber of Commerce	Member	EXT
Hong Kong Plumbing and Sanitary Ware Trade Association	Member	EXT
The Hong Kong Federation of Electrical & Mechanical Contractors	Ordinary Member	EXT
The Hong Kong Air Conditioning and Refrigeration Association	Associate Member	EXT
Hong Kong Electrical Contractors' Association	Life Member	EXT
Hong Kong Electrical Contractors' Association	Life Member	FE
The Hong Kong General Chamber of Commerce	Member	FE
Commissioning Specialists Association	Associate Member	FE
The Association of Registered Fire Service Installation Contractors of Hong Kong	Corporate Member	FE
The Hong Kong Air Conditioning and Refrigeration Association	Associate Member	FE
The Hong Kong Federation of Electrical & Mechanical Contractors	Ordinary Member	FE



Association	Membership Type	Company
The Hong Kong General Chamber of Commerce	Member	HKIL
Macao Chamber of Commerce	Life Member	FEM
Hong Kong Chamber of Commerce in China – Shanghai	Corporate Member	FSEE PRC
Shanghai Intelligent Building Construction Association	Member	FSEE PRC
Chamber of Security Industry	Founding and Principal Membership (Vice Chairman)	GS
The Hong Kong Security Association	Membership	GS
Chartered Insurance Institute	Personal Finance Society – Associate Firm	Nova
Macao Chamber of Commerce	Member	Nova
The Hong Kong General Chamber of Commerce	Company Membership	Nova
Dynasty Club	Company Membership	Nova
Green Council	Sustainable Procurement Charter (Established Member)	UG
Hong Kong Quality Assurance Agency	HKQAA Hong Kong Registration (Recycling Services Companion)	UG
HKCSS Caring Company Patron’s Club	Coral Member	UG
Hong Kong Security Association (HKSA)	Annual Membership	UG
Hong Kong Institute of Human Resource Management	Corporate Member	UG
Hong Kong Management Association (HKMA)	Chartered Member	UG
Employers’ Federation of Hong Kong	Membership	UG
The Hong Kong Association of Property Management	Council Member	UG
Hong Kong Institute of Facility Management (HKFM)	Corporate Member	UG

# PERFORMANCE DATA SUMMARY

HKEX KPI	Unit	FY2021/22	FY2022/23
<b>A. Environmental</b>			
<b>A1.1</b>	<b>The types of emissions and respective emissions data<sup>f</sup></b>		
- NOx	Tonnes	6.95	10.98
- SOx	Tonnes	0.01	0.01
- PM	Tonnes	0.53	0.81
<b>A1.2</b>	<b>Greenhouse gas emissions in total and intensity</b>		
Scope 1 emissions	Tonnes of CO <sub>2</sub> e	2,008.00	2,497.61
Scope 2 emissions	Tonnes of CO <sub>2</sub> e	1,131.00	1,044.00
Scope 3 emissions	Tonnes of CO <sub>2</sub> e	78.00 <sup>g</sup>	7.18 <sup>h</sup>
Total (Scope 1 and 2 emissions)	Tonnes of CO <sub>2</sub> e	3,219.00	3,541.61
Intensity (Scope 1 and 2 emissions)	Tonnes of CO <sub>2</sub> e/FTE	0.22	0.19
<b>A1.3</b>	<b>Total hazardous waste produced</b>		
<b>Waste in Cartridge</b>			
- In total	kg	260.00	183.00
<b>Fluorescent tubes and bulbs</b>			
- In total	kg	N/A	31.00
<b>Rechargeable Battery</b>			
- In total	kg	N/A	0.18
<b>Total hazardous waste</b>			
- In total	kg	260.00	214.18
- By intensity	kg/FTE	0.02	0.01
<b>A1.4</b>	<b>Total non-hazardous waste produced<sup>i</sup></b>		
<b>Recycled Office Paper</b>			
- In total	kg	37,624.00	31,555.00
<b>Newspaper and Carton Boxes<sup>j</sup></b>			
- In total	kg	4,529.00	5,745.40

<sup>f</sup> Based on the fuel consumption of the Group's vehicles in Hong Kong, Macau and Mainland China.

<sup>g</sup> The Scope 3 emissions in FY2021/2022 include business air travel only.

<sup>h</sup> The Scope 3 emissions in FY2022/2023 include upstream transportation and distribution only.

<sup>i</sup> Covers office operations in Hong Kong only.

<sup>j</sup> This data is confined to our E&M engineering services and environmental management services.

HKEX KPI		Unit	FY2021/22	FY2022/23
A1.4	<b>Container Can and Metal Boxes</b> - In total	kg	N/A	12.68
	<b>Glass Bottle</b> - In total	kg	N/A	110.39
	<b>Plastic Bottle</b> - In total	kg	N/A	96.80
	<b>Computer &amp; Accessories and Electrical Appliances</b> - In total	kg	N/A	216.00
	<b>Total non-hazardous waste</b> - In total - By intensity	kg kg/FTE	42,153.00 2.88	37,736.27 2.03
A2.1	<b>Energy consumption by type</b>			
	<b>Total Direct Energy Consumption (Diesel oil &amp; petrol)</b> - in total - by intensity	'000 kWh '000 kWh/FTF	7,689.00 0.52	9,218.56 0.50
	<b>Diesel Oil</b> - in total - by intensity	'000 kWh '000 kWh/FTF	6,682.00 0.46	7,893.87 0.43
	<b>Petrol</b> - in total - by intensity	'000 kWh '000 kWh/FTF	1,008.00 0.07	1,324.69 0.07
	<b>Total Indirect Energy Consumption</b> (Purchased electricity) - in total - by intensity	'000 kWh '000 kWh/FTF	1,589.00 0.11	1,523.05 0.08
	<b>Total Energy Consumption</b> (Direct and Indirect) - in total - by intensity	'000 kWh '000 kWh/FTF	9,278.00 0.63	10,741.61 0.58

HKEX KPI		Unit	FY2021/22			FY2022/23			
<b>B. Social</b>									
<b>B1.1</b>	<b>Total workforce by employment type and gender</b>		<b>Male</b>	<b>Female</b>	<b>Male</b>	<b>Female</b>			
	Full-time	No. of people	7,597	7,060	8,902	9,670			
	Part-time	No. of people	2,250	3,097	2,447	3,477			
	<b>Total workforce by employment type and age group</b>		<b>Under 30</b>	<b>30-50</b>	<b>Above 50</b>	<b>Under 30</b>	<b>30-50</b>	<b>Above 50</b>	
	Full-time	No. of people	1,235	3,993	9,429	1,120	3,975	13,477	
	Part-time	No. of people	317	1,286	3,744	686	1,327	3,911	
	<b>Total workforce by employment type and geographical region</b>		<b>Hong Kong</b>	<b>Macau</b>	<b>Mainland China</b>	<b>Hong Kong</b>	<b>Macau</b>	<b>Mainland China</b>	
	Full-time	No. of people	14,294	57	306	18,215	50	307	
	Part-time	No. of people	5,335	8	4	5,919	1	4	
	<b>B1.2</b>	<b>Employee turnover rate by gender</b>		<b>Male</b>	<b>Female</b>	<b>Male</b>	<b>Female</b>		
		%	38	47	39	49			
<b>Employee turnover rate by age group</b>		<b>Under 30</b>	<b>30-50</b>	<b>Above 50</b>	<b>Under 30</b>	<b>30-50</b>	<b>Above 50</b>		
		%	64	40	41	47	43	44	
<b>Employee turnover rate by geographical region</b>		<b>Hong Kong</b>	<b>Macau</b>	<b>Mainland China</b>	<b>Hong Kong</b>	<b>Macau</b>	<b>Mainland China</b>		
		%	44	11	8	45	20	3	

HKEX KPI	Unit	FY2021/22		FY2022/23	
<b>B2.1</b>	<b>Number and rate of work-related fatalities</b>				
			<b>FY2020/21</b>	<b>FY2021/22</b>	<b>FY2022/23</b>
	- By number	No. of people	0	0	2 <sup>k</sup>
	- By rate	%	0	0	0.008
<b>B2.2</b>	<b>Lost days due to work injury</b>				
	- Staff Days		9,257		16,797
<b>B3.1</b>	<b>The percentage of employees trained by employee category and gender</b>				
	Executive	%	71		86
	Manager	%	89		82
	Engineering and office staff	%	69		80
	Technical and operations staff	%	27		54
	Male	%	37		61
	Female	%	32		54
<b>B3.2</b>	<b>The average training hours completed per employee by employee category and gender</b>				
	Executive	Hours	6.95		23.45
	Manager	Hours	5.70		29.45
	Engineering and office staff	Hours	7.08		14.99
	Technical and operations staff	Hours	2.57		4.78
	Male	Hours	10.03		9.05
	Female	Hours	2.13		4.41

<sup>k</sup> The two work-related fatalities happened outside of the Group's management due to accidents.



HKEX KPI		Unit	FY2021/22			FY2022/23		
<b>B5.1</b>	<b>Number of Suppliers by geographical region</b>							
			<b>Hong Kong</b>	<b>Macau</b>	<b>Mainland China</b>	<b>Hong Kong</b>	<b>Macau</b>	<b>Mainland China</b>
	Suppliers	No.	3,268	87	925	2,662	79	998
	Subcontractors	No.	926	93	211	1,781	93	218
<b>B6.1</b>	<b>Percentage of total products sold or shipped subject to recalls for safety and health reasons</b>							
		%	0			0		
<b>B6.2</b>	<b>Number of products and service related complaints received</b>							
	No. of complaints received		13			61		
<b>B7.1</b>	<b>Number of concluded cases regarding corrupt practices brought against the company</b>							
	No. of cases		0			0		
<b>B8.1</b>	<b>Number of hours contribute to community</b>		N/A			6,404		

# HKEx ESG REPORTING GUIDE CONTENT INDEX

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	A1.3	Total hazardous waste produced and intensity	48
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	A1.5	Description of emission target(s) set and steps taken to achieve them	24-25
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A2. Use of Resources	General Disclosure		23-25
	A2.1	Direct and/or indirect energy consumption by type in total and intensity	49
	A2.2	Water consumption in total and intensity	Note (i)
	A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them	23-25
	A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them	Note (i)
	A2.5	Total packaging material used for finished products	Note (ii)
A3. The Environment and Natural Resources	General Disclosure		23-25
	A3.1	Description of the significant impacts of activities on the environment and natural resources and actions taken to manage them	23-25
A4. Climate Change	General Disclosure		Note (iii)
	A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them	

Aspect	HKEx KPI	Description	Page No. / Note
<b>B. Social</b>			
<b>Employment and Labour Practices</b>			
B1. Employment	General Disclosure		10-12
	B1.1	Total workforce by gender, employment type, age group and geographical region	50
	B1.2	Employee turnover rate by gender, age group and geographical region	50
B2. Health and Safety	General Disclosure		20-22
	B2.1	Number and rate of work-related fatalities occurred in each of the past three years	51
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	B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored	20-22
B3. Development and Training	General Disclosure		15-20
	B3.1	Percentage of employees trained by gender and employee category	51
	B3.2	Average training hours completed per employee by gender and employee category	51
B4. Labour Standards	General Disclosure		10-11
	B4.1	Description of measures to review employment practices to avoid child and forced labour	10-11
	B4.2	Description of steps taken to eliminate such practices when discovered	10-11
<b>Operating Practices</b>			
B5. Supply Chain Management	General Disclosure		27-28
	B5.1	Number of suppliers by geographical region	52
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Aspect	HKEx KPI	Description	Page No. / Note
B5. Supply Chain Management	B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored	27-28
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B6. Product Responsibility	General Disclosure		27-29
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	B6.3	Description of practices relating to observing and protecting intellectual property rights.	27-29
	B6.4	Description of quality assurance process and recall procedures	27-29
	B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored	27-29
B7. Anti-corruption	General Disclosure		7
	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	52
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<b>Community</b>			
B8. Community Investment	General Disclosure		30-34
	B8.1	Focus areas of contribution	30-34
	B8.2	Resources contributed to the focus area	30

**Note:**

- (i) Water consumption has been identified and confirmed as non-material to FSE Lifestyle.
- (ii) The use of packaging material has been identified and confirmed as non-material to FSE Lifestyle.
- (iii) The Group's Risk Management system has identified that there are no significant climate-related issues which have impacted or may impact the Group's operations.

## APPENDIX A – LIST OF MEDIUM AND LOW MATERIALITY ASPECTS AND KPIS

<b>Medium Materiality Aspects and KPIS</b>		
A1. Emissions	A1.1	The types of emissions and respective emissions data
	A1.2	Greenhouse gas emissions in total and intensity
	A1.3	Total hazardous waste produced
	A1.5	Description of emissions target(s) set and steps taken to achieve them
	A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them
A2. Use of Resources	A2.2	Water consumption in total and intensity
	A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them
	A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them
A3. The Environment and Natural Resources	A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them
B3. Development and Training	B3.1	The percentage of employees trained by gender and employee category
	B3.2	The average training hours completed per employee by gender and employee category
B4. Labour Standards	B4.1	Description of measures to review employment practices to avoid child and forced labour
	B4.2	Description of steps taken to eliminate such practices when discovered



### Medium Materiality Aspects and KPIs

B5. Supply Chain Management	B5.1	Number of suppliers by geographical region
	B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored
	B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored
	B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.
B6. Product Responsibility	B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons
	B6.2	Number of products and service related complaints received and how they are dealt with
	B6.3	Description of practices relating to observing and protecting intellectual property rights
B7. Anti-corruption	B7.3	Description of anti-corruption training provided to directors and staff

### Low Materiality Aspects and KPIs

A2. Use of Resources	A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced
A4. Climate Change	A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them



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