



**Shunten International (Holdings) Limited**  
**順騰國際(控股)有限公司**

incorporated in the Cayman Islands with limited liability  
Stock Code : 932

**2020/2021**

**Environmental, Social  
and Governance Report**



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## ABOUT THE REPORT

The Environmental, Social and Governance (“ESG”) Report (the “ESG Report”) published by Shunten International (Holdings) Limited (the “Company”) presents the efforts and achievements made in sustainability and social responsibility by the Company and its subsidiaries (collectively the “Group” or “we”). The ESG Report details the performance of the Group in carrying out the environmental and social policies and fulfilling the principle of sustainable development.

### SCOPE OF THE ESG REPORT

The ESG Report covers all businesses segments of the Group, including health and beauty supplements and products segment and e-commerce promotion segment. As compared to last year, online advertising agency, online payment and game distribution businesses are excluded in this ESG report because of the disposal of such businesses. The performance of the aforementioned business segments as discussed in the ESG Report covers the period between 1 April 2020 and 31 March 2021 (the “Year”). As for the information of corporate governance, please refer to the Corporate Governance Report of the Company’s 2020/2021 Annual Report.

### REPORTING STANDARD

The ESG Report was prepared in accordance with the “Environmental, Social and Governance Reporting Guide” under Appendix 27 to the Rules Governing the Listing of Securities issued by the Stock Exchange of Hong Kong Limited (“HKEX”).

### REPORTING PRINCIPLES

The content of the ESG report is determined through stakeholder engagement and materiality assessment process, which includes identifying ESG-related issues, collecting and reviewing the management and stakeholders’ opinions, assessing the relevance and materiality of the issues and preparing and validating the information reported. Please refer to the section “Materiality Assessment” for details. The ESG report has covered all key issues that are concerned by different stakeholders.

Quantitative environmental and social KPIs are disclosed in the ESG report so that stakeholders are able to have a comprehensive understanding of the Group’s ESG performance. Information of the standards, methodologies, references and source of key emission of these KPIs are stated wherever appropriate. To enhance the comparability of the ESG report, the Group adopts consistent reporting format and methodologies for calculating KPIs as far as practicable. In case of any changes, explanation will be provided in the ESG report to facilitate information interpretation.

### INFORMATION AND FEEDBACK

Your opinions on the Group’s ESG performance are highly valued. If you have any advice or suggestions, please feel free to contact the Company through:

Address: 27/F., The Galaxy,  
313 Castle Peak Road,  
Kwai Chung  
Hong Kong  
Tel No.: 3700 7300  
Fax No.: 3700 7301  
E-mail: [ir@shunten.com.hk](mailto:ir@shunten.com.hk)

## ABOUT THE GROUP

Headquartered in Hong Kong, the Group primarily focuses on the health and beauty supplements and products business which has been developed in a professional and attentive way. With strong backup and authentication by experts, we uphold our core value in improving customers' well-being by launching quality-guaranteed and effective health supplements. New elements and ideas, including modern scientific research technology and modified formulations, are infused into the manufacturing processes of traditional Chinese medicine. Apart from that, the Group also has an online e-commerce promotion business.

### BOARD GOVERNANCE

The Group believes that well-established ESG principles and practices will increase investment value and provide long-term returns to stakeholders. In order to ensure the establishment of appropriate and effective ESG risk management measures and internal control systems, the Board of Directors (the “**Board**”) is directly responsible for the oversight of the Group's ESG-related issues, including assessing and reviewing ESG-related strategies and reporting, evaluating and determining ESG related risks and monitoring the overall ESG performance of the Group. The annual ESG report is also reviewed by the Board to ensure it meets the Board's requirements and the Group's strategies.

The Board understands the importance of prioritising ESG issues of the Group, therefore has assigned an independent consulting firm to conduct materiality assessment on ESG issues. Stakeholder surveys have been carried out, and directors have also participated in the engagement exercise and provided constructive opinions in determining the material ESG issues. The Board is well informed about the results and will keep reviewing the engagement channels and exercise to ensure effective communication between the Group and stakeholders.

In order to motivate the Group in pursuing better ESG performance, the Board will continue to keep track of the latest development of the ESG reporting requirements in Hong Kong. The Board will keep overseeing the coordination and management of ESG-related work and reviewing the plans and execution regularly with respect to the goals set.

### MATERIALITY ASSESSMENT

Understanding and taking actions towards stakeholders' concerns and expectations is essential towards our sustainability development. The engagement of stakeholders helps us recognise our sustainability performance, therefore we have established appropriate communication channels so that comments and feedbacks from major stakeholders are effectively and timely addressed. The Group will continue to deepen the breadth and depth of communication with stakeholders in the future.

# ABOUT THE GROUP

The following table sets out our key stakeholders, their requirements and expectations for the Group, and the corresponding response and communication channels.

Stakeholders	Expectations	Management Responses/ Communication Channels
<b>Government and Regulators</b>	<ul style="list-style-type: none"> <li>• Compliance with national policies, laws and regulation</li> <li>• Contribution in local employment</li> <li>• Tax payment in full and on time</li> <li>• Production safety</li> </ul>	<ul style="list-style-type: none"> <li>• Regular Information reporting</li> </ul>
<b>Shareholders</b>	<ul style="list-style-type: none"> <li>• Returns</li> <li>• Rise in company value</li> <li>• Transparency and effective communication</li> </ul>	<ul style="list-style-type: none"> <li>• General meetings</li> <li>• Announcements</li> <li>• Email, telephone communication and company website</li> <li>• Dedicated reports</li> </ul>
<b>Partners</b>	<ul style="list-style-type: none"> <li>• Operation with integrity</li> <li>• Equal Rivalry</li> <li>• Performance of contracts</li> <li>• Mutual benefits</li> </ul>	<ul style="list-style-type: none"> <li>• Review and appraisal meetings</li> <li>• Business communications</li> <li>• Discussion and exchange of opinions</li> <li>• Engagement and cooperation</li> </ul>
<b>Customers</b>	<ul style="list-style-type: none"> <li>• Outstanding products and services</li> <li>• Health and safety</li> <li>• Performance of contracts</li> <li>• Operation with integrity</li> </ul>	<ul style="list-style-type: none"> <li>• Customer service center and hotlines</li> <li>• Social media</li> </ul>
<b>Environment</b>	<ul style="list-style-type: none"> <li>• Compliance with emission regulations</li> <li>• Energy saving and emission reduction</li> <li>• Environmental protection</li> </ul>	<ul style="list-style-type: none"> <li>• Communication with local environmental department</li> <li>• ESG Reporting</li> </ul>
<b>Industry</b>	<ul style="list-style-type: none"> <li>• Establishment of industry standards</li> </ul>	<ul style="list-style-type: none"> <li>• Participation in industry forums</li> </ul>
<b>Employees</b>	<ul style="list-style-type: none"> <li>• Protection of rights</li> <li>• Occupational health</li> <li>• Remunerations and benefits</li> <li>• Career development</li> <li>• Humanity cares</li> </ul>	<ul style="list-style-type: none"> <li>• Meetings with employees</li> <li>• House journal and intranet</li> <li>• Employee mailbox</li> <li>• Training and workshops</li> <li>• Employee activities</li> </ul>
<b>Community and the public</b>	<ul style="list-style-type: none"> <li>• Enhancement of community environment</li> <li>• Participation in charity</li> <li>• Transparency</li> </ul>	<ul style="list-style-type: none"> <li>• Company website</li> <li>• Social media</li> </ul>

## ABOUT THE GROUP

In view of the relevance and validity of this ESG report with the group's environmental and social performance, the Group has commissioned an independent third-party consultant to assist the Group in conducting a materiality assessment to identify ESG issues that are material to the business of the Group and its stakeholders. The assessment is based on stakeholder surveys, materiality maps provided by well-known external institutions<sup>1</sup>, as well as professional opinions from the third-party ESG professional. Through the assessment processes, the Group has identified 11 material ESG issues which are fully discussed in the corresponding sections:

Material Issue	Section
Carbon Emissions	Air Emission Control
Energy Management	Resources Conservation
Employment Compliance	Employment and Labour Practices
Welfare and Benefits	Staff Welfare
Diversity and Equal Opportunity	Employment and Labour Practices
Occupational Health and Safety	Health and Safety
Training and Development	Training and Development
Operational Compliance	Business Optimisation
Customer Privacy Protection	Customer Privacy Protection
Product Quality and Safety	Safeguarding Product Quality; Provision of Quality Services
Anti-corruption	Anti-corruption

### SUSTAINABILITY APPROACH

In an attempt to achieve corporate sustainability, the Group always takes our products, customers, community and the environment into consideration during business development.

The Group's operations are comparatively simple and straightforward with offices, warehouses, vehicles and a packaging plant. Although we are not a heavy pollutant producer, we have exerted our commitment towards environmental sustainability by strengthening our employees' awareness of environmental protection and implementing environmental policies in our offices.

It is our conviction that employees are a crucial element to sustain our business. Thus, in order to attract and retain talents, the Group has adopted a responsible operation and human resources strategy, providing our employees with remuneration and benefits, on-the-job training and opportunities for career development. The Group and its passionate employees also organise and participate in charitable activities regularly, showing our dedication to community investment.

In terms of operation, as a health and beauty products provider on one hand, we are devoted to maintaining a high standard of product quality while addressing healthcare challenges, especially in Asia, through the adoption of effective policies and paying efforts in research and development. On the other hand, as an online service provider, we have established multiple communication channels with clients to understand their needs and requirements so as to enhance their satisfaction.

In summary, the Group will continue to support environmental and social movements, aiming to achieve sustainable development in both our business and the environment.

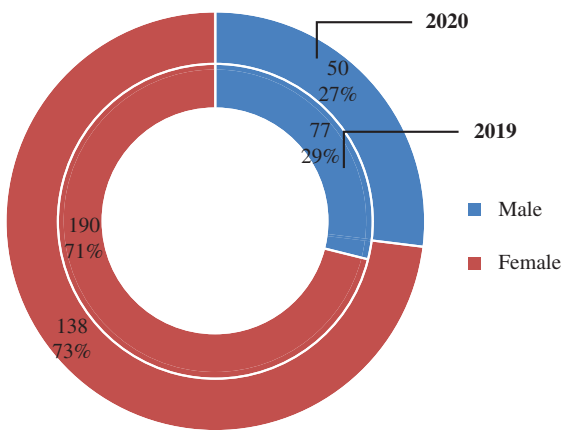
<sup>1</sup> The materiality maps referenced in the materiality assessment include the ESG Industry Materiality Map and the SASB Materiality Map produced respectively by MSCI and the Sustainability Accounting Standards Board (SASB).

# OUR TALENT

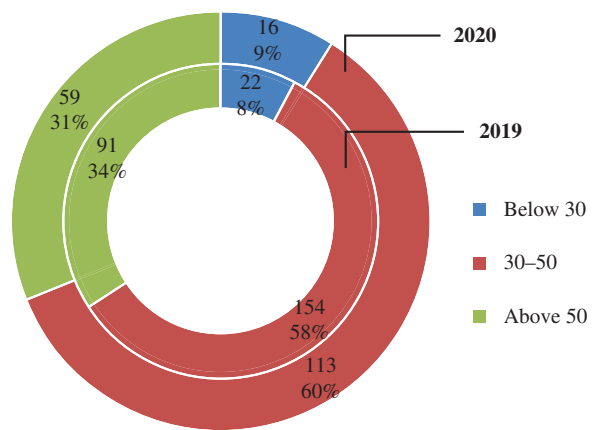
Human resources act as the pillar of the Group, thus we always put the rights and well-being of our employees in first place. The Group stringently abides by relevant laws and regulations such as the *Employment Ordinance* to formulate the policies relating to recruitment, promotion, remuneration and dismissal of employees. As a way to attract and retain talent, in addition to providing a competitive remuneration package, the Group also offers a range of welfare and benefits, a safe and healthy working environment, as well as training, development and promotion opportunities.

As of 31 March 2021, the Group has employed a total of 188 employees.

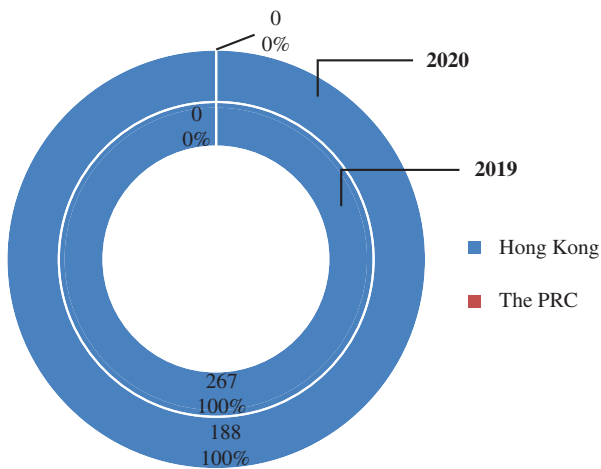
**Total Workforce by Gender**



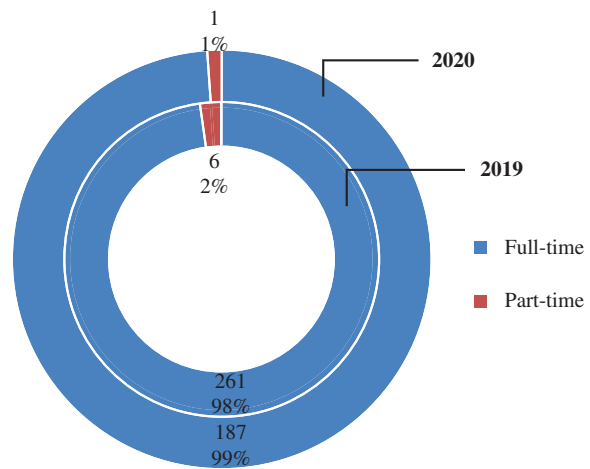
**Total Workforce by Age Group**



**Total Workforce by Geographical Regions**



**Total Workforce by Employment Type**



Employee Turnover Rate	2020/21	2019/20
By gender		
Male	72%	34%
Female	58%	19%
By age group		
Below 30	163%	82%
30–50	50%	21%
Above 50	58%	14%
By district		
Hong Kong	62%	24%

## EMPLOYMENT AND LABOUR PRACTICES

As a fair employer who supports anti-discrimination, the Group advocates equal opportunities during recruitment. We are committed to recruiting people with suitable qualifications, experience, skills, potential and performance, regardless of sex, marital status, family status or disability, by following laws and regulations such as the *Sex Discrimination Ordinance*, the *Disability Discrimination Ordinance*, the *Family Status Discrimination Ordinance* and the *Race Discrimination Ordinance*. The Group's e-commerce promotion segment has been awarded the "Partner Employer Award" issued by The Hong Kong General Chamber of Small and Medium Business, as recognition of its commitment to providing a wide range of internship and employment opportunities to fresh graduates and the minority groups in society including ethnic minorities, retired persons and people with disabilities, so as to build an inclusive and harmonious working environment and society. Besides, fair and competitive remuneration is offered to employees and the terms regarding remuneration are clearly stated in the employment contract.

The Group strictly prohibits the use of child labour in accordance with the *Employment of Children Regulations*. We ensure that no child labour is employed by verifying the identity of new employees before commencement of work. Once such practice is discovered, the Group would investigate thoroughly and dismiss relevant employees immediately. In order to prevent forced labour, work venues and periods are clearly defined in the employment contract. In general, overtime work is not encouraged by the Group unless under terms of mutual agreement.

Whenever an employee offers to resign or is being laid off, an exit interview questionnaire is required to be completed and management will conduct an exit interview to discuss through and evaluate business problems. This is done so that important opinions could be collected for future improvement of the Group's policies, as well as lessening the turnover rate.



# OUR TALENT

## HEALTH AND SAFETY

Employee's health and safety are of paramount importance to the healthy and sustainable development of the Group. Therefore, we always put priority on employees' health and safety during our business operation.

Employees working in the packaging plant are provided with personal protective clothing which not only prevents the products from contamination, but also ensures the health and safety of workers. Guidelines and standard operating procedures specifying the potential hazards of machinery and equipment are provided to employees in order to prevent any potential dangers and hazards during operation. The Group has also adopted policies published by the Occupational Safety and Health Council in the workplace, such as the Safe Manual Handling, Electrical Safety and Fire Prevention, and exercises and the safe use of fork-lift trucks in the warehouse are introduced as well. Moreover, we have formulated procedures for handling emergency such as fire and power failure in an effort to minimise the possibility of injuries and casualties in case of accidents. In the meantime, regular safety training, such as fire drills, control of chemicals, personal health and hygiene, and emergency handling are also provided to employees in order to enhance their safety awareness.

With regard to the virus epidemic outbreak in the Year, the Group has further increased its awareness and attention towards employees' health as well as workplace hygiene. The Group has held an information session for employees working in the packaging plant, providing them with the required knowledge on contagious diseases and the preventive and protective measure that can be taken. This aims to safeguard not only the employees' health, but also ensure the quality of our products.

In the past three years, there were no work-related fatalities, and there were no work-related injuries and lost days during the Year.

## TRAINING AND DEVELOPMENT

The Group's business success highly hinges on the continuous improvement in employees' performance and productivity, thereby the Group has established a comprehensive training system. We aim at building a continuous professional development culture by providing employees with both corporate and individual training opportunities. In general, we provide tailored training programmes to our employees in accordance with the business needs and in an effort to facilitate the personal development of our employees while maximising the effectiveness of the training programmes. We invite both internal and external experts to deliver trainings for employees from different levels in various aspects. For example, safety training, production procedures, machine operation and quality control training are provided to staff working in the packaging plant. Also, training on marketing skills, customer services, business and brand data analysis as well as communication skills are provided to promoters and customer service staff.

For newly recruited staff orientation training, including the introduction of the Group's products, is provided to acquaint them with basic operation skills. After familiarising with daily operations, employees will be assigned to receive more specific and in-depth training, such as courses and workshops on risk management, on an on-going basis to develop their professional knowledge and skills. For directors, professional and managerial staff, subsidies were provided to encourage them to attend various knowledge-based training or management skills training in an attempt to facilitate the improvement of the Group's management performance. Furthermore, the Group values employees' personal development. We encourage employees to join as many training programmes as they need to within the annual training budget set.

Average training hours per employee (hrs) and percentage of employee trained <sup>1</sup> (%)	2020/21
By gender	
Male	13.9(42%)
Female	2.6(77%)
By employee category	
Senior	12.9(12%)
Middle	5.1(15%)
Junior	12.6(41%)
Other	2.0(99%)

Note:

- The Group began to disclose training data this Year.

While education and training act as the foundation for improvement of employees, the various opportunities of promotion provide motivation to employees to strive for the Group and enable a long-term development of employees together with the Group. Annual performance appraisal is conducted based on employees' professional skills, work performance and efficiency, independence, personal quality and attitude, as well as learning and cooperation ability so that employees who have outstanding performance will be taken into consideration for promotion. The Group hopes that every employee will be able to find their position and future by working in the Group.

## STAFF WELFARE

As a way to deliver care to employees, and at the same time stimulate their working initiative, the Group offers all employees a wide range of welfare and benefits. To assure employees of sufficient time to rest, the Group adopts five-day working weeks and our employees are entitled to a number of statutory leaves and special leaves such as birthday leave and study leave. Other fringe benefits also include annual double pay, free medical and dental service, medical insurance, maternity leave pay and price discounts on of the Group's products. Besides, we also organise employee gatherings, such as lunch parties, Mid-Autumn Festival gatherings, Christmas parties, and Spring Festival celebrations, so as to provide employees with time for relaxation as well as foster better communication between each other. During the Year, the Group's e-commerce promotion segment was awarded the "Happy Organisation" certification issued by the Hong Kong Productivity Council, as the Group endeavoured to create a happy working environment, so as to raise the happiness-at-work of the employees.

## BUSINESS OPTIMISATION

As the Group is principally engaged in the manufacture and sales of health and beauty supplements and products, it is our long-term goal to develop innovative health products that are affordable and improve the accessibility of health supplements for consumers in Asia. To achieve this goal, it is vital to optimise our operation to maintain the high quality of products and services, to properly manage our supply chain and to behave ethically in the market. On the other hand, we also endeavour to achieve a high customer satisfaction in terms of our service-based businesses.

### SAFEGUARDING PRODUCT QUALITY

Since our health and beauty products are directly related to people's health, we spare no effort in the pursuit of excellence in product quality and the health and safety of all our products. The Group strictly complies with all the requirements of relevant laws, regulations and standards by establishing and implementing a quality management system to monitor and inspect the quality of products, as well as the environment and hygiene of our packaging plant. An experienced quality management team has been set up responsible for overseeing the implementation of a number of quality control measures, including:

1. Formulating a series of quality check procedures for raw materials, intermediates and finished products, which set out the items to be checked, criteria for qualified products, as well as the acceptable quality level and reject level for different sample sizes etc.;
2. Formulating standard operation guidelines for handling raw materials to ensure their proper receipt, storage and delivery and hence the prevention of contamination;
3. Requesting suppliers to provide certificates of analysis and/or lab test reports prepared by independent testing centers in the relevant jurisdiction when delivering raw materials/intermediates to the Group;
4. Cooperating with well-known universities or their authorized organizations to conduct testing and accreditation on products, such as clinical trials, to ensure the safety and effectiveness of products;
5. Appointing third-party independent testing agencies accredited under the Hong Kong Laboratory Accreditation Scheme to perform safety testing on traditional Chinese medicine and health supplement products, on aspects including heavy metals, pesticide residues and microbial counts, etc., before launching into the market;
6. Conducting microbiological tests in the packaging plant to ensure that the production environment meets the relevant safety standards;
7. Applying and outsourcing the latest testing and technologies to enhance quality control, such as High Performance Liquid Chromatography, DNA fingerprinting for herbs and Thin-Layer Chromatography.

In case of large-scale product safety issues, procedures for product recall will be triggered to minimise the impacts brought by the products and to respond to the public and our customers in a timely manner.

The Group's commitment to the highest quality standard has been reflected by the accreditation of ISO 22000 Food Safety Management System and Hazard Analysis and Critical Control Points certification for its packaging plant. To satisfy customers' demand, we are devoted to developing new products. During the Year, we cooperated with the Chinese University of Hong Kong ("CUHK") and launched a new project on the treatment of atopic dermatitis among children. With the successful experience from oral clinical studies and previous preliminary bench top evidence, the newly-developed oral herb is expected to be superior over other ordinary commercial products.

## PROVISION OF QUALITY SERVICES

The Group places high priority on customers' satisfaction and hence endeavours to address the needs of customers by providing professional, customised, responsive and caring services. Our customer service departments or sales and editorial teams are responsible for maintaining a constant communication with clients in order to understand their feedback about our products or services. Staff in the department is also responsible to handle complaints from customers so as to address their needs and provide suitable responses timely. A clear set of procedures for handling customer complaints have been set out for various business divisions of the Group, in order to keep clear record of the complaints and its outcome after handling, as well as ensuring that customer complaints are handled professionally and with high quality. For e-commerce promotion business, customer complaints are divided into different categories, including services, booking and quantity issues, as well as terms and conditions enquires and error on deal page. Once relevant complaints are received, the responsible staff will investigate the cases and help work out the solutions in an appropriate and timely manner. In respect of health and beauty supplements business, customers can also contact our customer service staff via service hotline or email to arrange for product returns and refund.

## ADVERTISING AND LABELLING

Advertising and labelling are particularly important to health and beauty products as impacts can be critical if inaccurate information and messages are conveyed to customers. Therefore, the Group always ensures that the advertisements and labels of our products are in compliance with the requirements of relevant laws and regulations of Hong Kong, including the *Trade Descriptions Ordinance*, the *Undesirable Medical Advertisements Ordinance*, the *Food and Drugs (Composition and Labelling) Regulations*, the *Chinese Medicine Ordinance*, and the equivalent and relevant laws overseas. We undertake to truthfully present all necessary product information, especially ingredients information, to customers in order to achieve transparency and provide customers with sufficient knowledge on our products. Also, we ensure all advertising and labelling materials are checked by the quality assurance team and legal advisers before releasing to the market. In the meantime, we keep abreast of any updates or development of relevant laws and regulations to ensure the compliance with latest legal requirements.

On the other hand, the Group's e-commerce promotion platform also provides advertising services to customers. All advertising materials designed by us or posted on our online platform are required to comply with the *Trade Descriptions Ordinance*. In general, our experienced managers in the editorial and design team will examine the advertising materials before publication to ensure there are no false, misleading or incomplete descriptions in respect of goods.

During the Year, there was no reported case of non-compliance of relevant laws and regulations relating to advertising and labelling.

## CUSTOMER PRIVACY PROTECTION

With regard to customer privacy, the Group is committed to protecting the personal data of all our customers by complying with relevant laws and regulations such as the *Personal Data (Privacy) Ordinance*. We have also formulated policy on customer privacy and data protection. Minimal personal data of customers are collected only for normal business operation, such as goods delivery, conducting customer surveys and anonymous data analysis, which may help us improve our business relationships. The collected data will not be used without the consent of the related persons.

## BUSINESS OPTIMISATION

To ensure the personal data or other confidential information of our customers are properly stored, we have a management protocol of IT system in place to regulate the storage of information, under which only related staff can have the access to confidential information. Also, employees are required to be at all times alert to the importance of protecting customer confidential data, especially those stored in portable electronic devices. Besides, terms of confidentiality are clearly listed in our employment contract that all employees are prohibited to divulge any restricted information, including the personal data of our customers, to any parties during or after employment. The e-commerce promotion business has a separate deed of confidentiality agreement which states out in full detail the restrictions on confidential information, and requires all employees to undertake the deed.

### PROTECTING INTELLECTUAL PROPERTY RIGHTS

The Group has shown continuous support for innovative Chinese medicine by collaborating with several universities to carry out researches on innovative products. One of the launched products is “Bone Enhancement” developed together with the Chinese University of Hong Kong. Although a number of our products are generic, we strive to protect our brand and products’ uniqueness from other similar products while not infringing the rights of others. In order to better protect our product inventions and innovations from potential plagiarism and protect the benefit of the Group, the Group actively applies for trademarks for our newly developed products and product lines.

We have established the policy on marketing and advertising. It monitors whether the products and advertisements have caused infringements of intellectual property rights, and forbids those in violation to advertise on online platforms. On the other hand, for e-commerce promotion business, terms of confidentiality are clearly stated on both the customer contract and supplier contract, under which we undertake to respect the intellectual property rights and under no circumstances do we copy or reproduce the products of our customers.

During the Year, there was no reported case of infringement of relevant laws and regulations relating to intellectual property rights.

### ANTI-BRIBERY AND CORRUPTION

Unethical behaviour is a potential source of risk that not only tarnishes the image of an enterprise, but also weakens the stability of its business. A stable and healthy development of the Group depends on the integrity of our employees, thus we strictly comply with the laws and regulations related to anti-corruptive behaviour, such as the *Prevention of Bribery Ordinance*.

In view of the Group’s focus on anti-bribery and corruptive behaviour, we have subsequently formulated the Code of Ethics as internal guidelines for guiding employees’ behaviour regarding various aspects such as personal benefits, conflicts of interest and relations with suppliers and contractors. The Code of Ethics has also provided guidelines to the methods for handling any breach of the Code of Ethics, which includes disciplinary actions, termination of employment and reporting to the ICAC. The Group has also implemented a whistleblowing policy where employees are encouraged to report any existing or potential breach of the Code of Ethics. The policy acts as a peer-monitoring mechanism to prevent any corruptive behaviour.

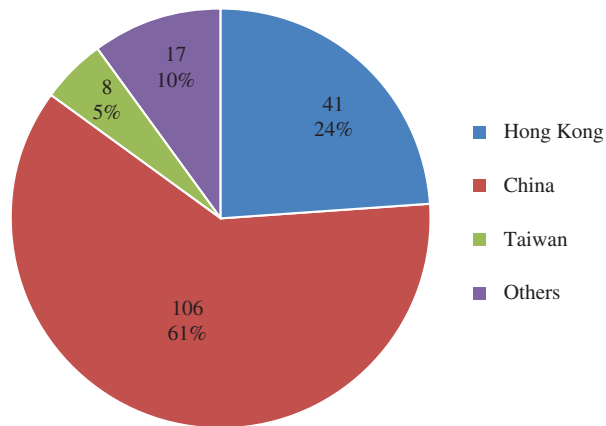
In order to further strengthen the awareness and knowledge for unethical behaviour and promote the value of integrity, the Group will look to provide employees with different training opportunities in the future.

During the Year, the Group was not aware of any breach of laws and regulations on the Group in relation to bribery, corruption, extortion, fraud and money laundering.

## RESPONSIBLE SUPPLY CHAIN MANAGEMENT

A proper and responsible management of the supply chain is essential for maintaining the high quality and stability of products as well as the sustainable development of the Group. In the health and beauty supplements business, the Group mainly engages suppliers to provide us with raw materials. In order to ensure product quality, we have established a comprehensive mechanism for selecting suitable suppliers in a fair and reasonable way and we consider suppliers from all over the world, such as New Zealand, Australia, Malaysia, Taiwan, Japan, USA, China and Hong Kong. The e-commerce business also sources suppliers from around the world, cooperating with suppliers from countries including China, United Kingdom, USA, France, Japan, Singapore, Thailand, Indonesia, Vietnam, Africa, Taiwan, Canada and Hong Kong. The major suppliers by geographical location is as follow:

**Major Suppliers by Geographical Location**



During the selection of suppliers and subcontracting manufacturers, factors in a variety of aspects are taken into account including business scale, financial status, production capacity, production process and environment, quality control system, product safety and delivery performance. Suppliers are required to provide quality check certificates and/or product analysis reports, or provide samples for laboratory testing, before the delivery of raw materials/intermediates. Preference is usually given to suppliers who have obtained certifications such as Hazard Analysis and Critical Control Point, Good Manufacturing Practices and International Organization for Standardization.

Environmental and social risks along the supply chain are always considered by the Group. We give priority to suppliers that comply with national, regional and industrial environmental standards, and follow internationally recognised standards. We also value the employment compliance of suppliers. To ensure that suppliers have adopted sufficient occupational health and safety policies, we take into consideration whether suppliers comply with all relevant local and national health and safety laws and regulations. We will terminate the cooperation at once with suppliers who are found to be non-compliant with relevant laws and regulations regarding anti-bribery, anti-corruption and any other unethical business practices.

Upon engagement, our procurement team will cooperate with the quality assurance team to evaluate the suppliers based on the procurement procedures, after-sales services and product safety. Moreover, site audits on selected suppliers should be also conducted regularly in an effort to ensure their committed quality standards are maintained, unless they are interrupted by the COVID-19 issue. Furthermore, we endeavor to select environmentally-friendly products and service during procurement. For example, we prefer eco-friendly products which are energy-efficient or made of recyclable materials such as refillable pens and recycled paper.

## OUR ENVIRONMENT

Along with the rising awareness of and concern over environmental issues triggered by businesses nowadays, the Group has recognised the environmental impacts, which are not seriously detrimental though, resulted from our business operations and has attached great importance to the implementation of environmental protection policies. As a responsible corporation, we have carried out measures covering emission control, waste management and resources conservation by following relevant laws and regulations such as the *Air Pollution Control Ordinance* and the *Waste Disposal Ordinance*. During the Year, the Group was not aware of any non-compliance with relevant laws and regulations relating to environmental issues.

### AIR EMISSION CONTROL

As our operation is mainly concentrated in offices, warehouses and the packaging plant, no heavy air and water pollution are associated with our business. The majority of air pollutants, including nitrogen oxides, sulphur oxides and particulate matter, are produced during the use of private cars and light goods vehicles for supporting our daily operation. As a measure to reduce the emission of pollutants, the Group performs maintenance and repairs on the vehicles so that high efficiency can be maintained.

Emission of air pollutants from the use of vehicles during the Year:

Types <sup>1</sup>	2020/21	2019/20
Nitrogen oxides (kg)	194	4,453
Sulphur oxides (kg)	0	7
Particulate matter (kg)	16	221

Note:

1. The calculation of pollutant emissions is based on the "Reporting Guidance on Environmental KPIs" issued by HKEX.

The topic of climate change has sparked heated discussions in recent years across the globe and has drawn the attention of enterprises. The Group is no exception and has increased its awareness towards the causes and impacts of climate change ever since. The sources of our greenhouse gas emission include combustion of fuels in vehicles, use of purchased electricity, electricity used for water and sewage treatment, business trips by employees and disposal of waste paper to landfills. Efforts have been put on the control and reduction of greenhouse gas emission by exerting ourselves in the implementation of a series of measures such as paper recycling, energy saving and resources conservation. (For details, please refer to "Resources Conservation").

Greenhouse gas emissions during the Year:

Indicators <sup>1</sup>	2020/21	2019/20
Total emissions (tonnes of CO <sub>2</sub> e)	247	1,508
Scope 1: Direct emissions <sup>2</sup>	64	1,266
Scope 2: Energy indirect emissions <sup>3</sup>	173	222
Scope 3: Other indirect emissions <sup>4</sup>	10	20
Intensity (tonnes of CO <sub>2</sub> e)/million HKD of revenue)	1.11	3.83

Notes:

1. The Group's greenhouse gas inventory includes carbon dioxide, methane and nitrous oxide, and the greenhouse gas emissions data is presented in carbon dioxide equivalent. The calculation of greenhouse gas emissions is based on the reporting requirements of "Reporting Guidance on Environmental KPIs" issued by HKEX.
2. Scope 1 includes direct emissions from the consumption of vehicle fuels of the Group. The emission factors used for calculating emission is based on the "Reporting Guidance on Environmental KPIs" issued by HKEX.
3. Scope 2 includes indirect emissions from purchased electricity of the Group. The emission factors used for calculating emission is based on the "Sustainability Report 2020" provided by the Hongkong Electric Company, Limited and the "2020 Sustainability Report" respectively provided by the CLP Power Hong Kong Limited.
4. Scope 3 includes other indirect emissions from waste paper disposal and water treatment. The calculation of greenhouse gas emissions from waste paper disposal is based on the "Reporting Guidance on Environmental KPIs" issued by HKEX, while the emission factor used for calculating water treatment is provided by the Hong Kong Water Suppliers and Drainage Services Departments.

## WASTE MANAGEMENT

Proper handling of waste is another aspect the Group has laid emphasis on, adding to air emission control. Apart from a small quantity of hazardous waste stemming from office supplies such as toner cartridges and batteries, the vast majority of hazardous waste comes from the unsold health and beauty supplements and products which are discarded as chemical waste. To be specific, all the unsold and expired products are collected and handled by a licensed waste collector according to the *Waste Disposal (Chemical Waste) (General) Regulation*. The Group always ensures that all hazardous waste is handled and treated in a legal and appropriate way so as to avoid harmful impacts on the environment.

Apart from hazardous waste, the Group also generates non-hazardous waste which is composed of general office waste produced by staff and a small amount of unwanted paper packaging material. Similarly, non-hazardous waste is also collected by qualified parties arranged by the office building management.

Waste generated during the Year:

Indicators	2020/21	2019/20
Hazardous waste (kg)	6,656	5,037
Intensity of hazardous waste (kg/million HKD of revenue)	29.83	12.80
Non-hazardous waste (kg) <sup>1</sup>	9,090	10,734
Intensity of non-hazardous waste (kg/million HKD of revenue)	40.73	27.28

Notes:

1. Emissions data relating to non-hazardous waste is based on the daily estimated volume of office garbage and the volume to weight conversion factors provided by the United States Environmental Protection Agency.



## OUR ENVIRONMENT

In order to uphold and underpin the principle of “Reduce, Reuse, Recycle and Replace”, the Group has actively pushed forward various measures to reduce waste generation. In terms of paper consumption, we disseminate information by electronic means, such as electronic bills, electronic posters, etc., whenever possible to reduce the usage of paper. We have also set the printers and computers to default duplex and economical modes and encourage our staff to use both sides of paper before disposal. The use and procurement of disposable items, items with low durability and items with excessive packaging are avoided and replaced with ones that could be reused as far as practicable. Our employees are encouraged to recycle all waste paper, metal and plastic, and purchase products that can be effectively reused, recycled or repaired to reduce waste. We also evaluate the usage of material on a regular basis to avoid overstock and wastage. During the Year, the Group has been awarded the Wastewi\$e Certificate issued by the Environmental Campaign Committee.

### RESOURCES CONSERVATION

As the Group is operating a small-scale packaging plant under our health and beauty supplements and products segment, packaging materials, which can be classified into paper products, plastic and aluminum paper, are beyond dispute the major resources used by the Group. To reduce the use of packaging materials, the Group advocates the adoption of simple packaging and encourages consolidated package for bulk purchase of 6 to 24 bottles of our products.

Packaging materials used during the Year:

Indicators	2020/21	2019/20
Total consumption (tonnes):		
Paper products	83	115
Plastic	19	8
Aluminum paper	0	1
Intensity (g/piece of finished products):		
Paper products	35.52	32.84
Plastic	8.03	2.31
Aluminum paper	0.15	0.37

In addition to packaging materials, water and energy are also resources consumed by the Group. The energy and water consumptions during the Year are as follows:

Indicators	2020/21	2019/20
Total energy consumption (MWh)	701	5,101
Fuel combustion for vehicles <sup>1</sup>	240	4,682
Purchased electricity	461	419
Energy consumption intensity (MWh/million HKD of revenue)	3.14	12.96
Total water consumption (m <sup>3</sup> )	542	77
Water consumption intensity (m <sup>3</sup> /million HKD revenue of health and beauty supplements and products segment)	2.57	8.15

Note:

1. The consumption of vehicle fuels is calculated based on the energy conversion factor from the “Reporting Guidance on Environmental KPIs” issued by HKEX.

The Group is aware of the possible impacts resulted from the use of energy such as the emission of greenhouse gases and other air pollutants, therefore we shoulder the burden of emission reduction and have dedicated considerable efforts to reducing energy consumption in our office operation. We turn off lighting when not in use and maximize the use of natural light to the greatest extent wherever possible. We have also installed energy-efficient light tubes to conserve energy. Besides, employees are required to turn off electronic appliances completely when not in use in order to avoid energy wastage. For the air-conditioning system, we carry out cleaning regularly so as to maintain its efficiency, and ensure that the air-conditioned room temperature is maintained at 24–26 degrees Celsius. To reinforce our carbon-reduction initiatives, we encourage our employees to use video conferencing to substitute business trips. For unavoidable trips, direct flights and economy class are preferred to minimize carbon emission.

Water is also a type of resources used by the Group although only a small amount of water is consumed by our staff working in the office. To reduce water consumption, we always encourage our employees to save water and avoid wastage wherever possible.

During the Year, the Group has been awarded the Energywi\$e Certificate issued by the Environmental Campaign Committee.

### CLIMATE CHANGE

Climate change is rapidly emerging as one of the most significant issues across countries and is closely related to all businesses regardless of their nature. The Group is no exception, taking into consideration the potential impacts on the Group from risks brought by the changing climate. The Group has identified several climate-related risks that may adversely impact the Group’s operations and development of the health and beauty business.

The Group recognised the physical risks brought by the increased severity of extreme weather events as well as changes in precipitation and weather patterns. It may lead to transportation difficulties and supply chain interruptions, thus decreasing production capacity. Extreme weather may also lead to negative effects on the physical structure of the Group’s facilities, thereby increasing maintenance cost, and employees’ health and safety may be threatened. The Group may also face transition risks such as policy risks due to increasingly stringent policies and enhanced emissions-reporting obligations, which may result in higher compliance costs.

To mitigate climate-related risks, the Group follows market trends regarding climate-related risks to keep itself up to date with the latest development in climate-related issues, so as to identify and evaluate the Group’s climate-related risks.

## OUR COMMUNITY

As a caring enterprise, the Group attaches importance to the overall well-being of the community and looks forward to growing our business together with the community. We are dedicated to participating in charitable activities and volunteer services in order to provide support to the needy in society. To support research and development, we have donated to the Hong Kong Science Park as future research funding. Also, in view of the virus epidemic, the Group has donated face masks to local foundations for different concern groups, such as the Hong Kong Federation of Women's Centres.

Furthermore, the Group actively puts great effort into caring for the elderly and the vulnerable groups in society by organising and participating in different volunteering services. During the Year, we have donated blankets for Mission to New Arrivals to support the School of Poverty Caring programme, which aims to cultivate a caring culture in schools, churches, institutions and the community through a variety of activities, such as poverty caring summits and outdoor experiential activities, as well as donation of pillows for the Helping Hand to help the elderly. During the Year, we have donated various supplies with a total value of HKD8,450.

In appreciation of our efforts put into community involvement and dedication to corporate social responsibility, our subsidiaries have received the following awards and recognition during the Year:

Awarded Subsidiary	Awarding Organization	Award and Recognition
RM Group Holdings Limited	The Hong Kong Council of Social Service	5 Year Plus Caring Company Logo
Royal Medic (Holdings) Limited	GS1 Hong Kong	10 Years under Consumer Caring Scheme
Royal Medic (Holdings) Limited	Hong Kong Brand Development Council	Hong Kong Top Brand Mark (Top Mark) under Hong Kong Top Brand Mark Scheme
CU Legend Company Limited	Hong Kong Brand Development Council	Hong Kong Top Brand Mark (Top Mark) under Hong Kong Top Brand Mark Scheme

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ESG Indicators	Summary	Sections	Page
<b>Environment</b>			
<b>A1 Emissions</b>			
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	OUR ENVIRONMENT	14-17
KPI A1.1	The types of emissions and respective emissions data.	Air Emission Control	14-15
KPI A1.2	Greenhouse gas emissions in total and, where appropriate, intensity.	Air Emission Control	14-15
KPI A1.3	Total hazardous waste produced and, where appropriate, intensity.	Waste Management	15-16
KPI A1.4	Total non-hazardous waste produced and, where appropriate, intensity.	Waste Management	15-16
KPI A1.5	Description of measures to mitigate emissions and results achieved.	Resource Conservation	16-17
KPI A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved.	Waste Management	15-16

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ESG Indicators	Summary	Sections	Page
<b>A2 Use of Resources</b>			
General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials.	Resource Conservation	16–17
KPI A2.1	Direct and/or indirect energy consumption by type in total and intensity.	Resource Conservation	16–17
KPI A2.2	Water consumption in total and intensity.	Resource Conservation	16–17
KPI A2.3	Description of energy use efficiency initiatives and results achieved.	Resource Conservation	16–17
KPI A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved.	Resource Conservation	16–17
KPI A2.5	Total packaging material used for finished products and, if applicable, with reference to per unit produced.	Resource Conservation	16–17
<b>A3 The Environment and Natural Resources</b>			
General Disclosure	Policies on minimising the issuer’s significant impact on the environment and natural resources.	OUR ENVIRONMENT	14–17
KPI A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	OUR ENVIRONMENT	14–17
<b>A4 Climate Change</b>			
General Disclosure	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.	Climate Change	17
KPI A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them.	Climate Change	17

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ESG Indicators	Summary	Sections	Page
<b>Social</b>			
<b>Employment and Labour Practices</b>			
<b>B1 Employment</b>			
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	OUR TALENT	6–9
KPI B1.1	Total workforce by gender, employment type, age group and geographical region.	Employment and Labour Practices	7
KPI B1.2	Employee turnover rate by gender, age group and geographical region.	Employment and Labour Practices	7
<b>B2 Health and Safety</b>			
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	Health and Safety	8
KPI B2.1	Number and rate of work-related fatalities.	Health and Safety	8
KPI B2.2	Lost days due to work injury.	Health and Safety	8
KPI B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored.	Health and Safety	8

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ESG Indicators	Summary	Sections	Page
<b>B3 Development and Training</b>			
General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	Training and Development	8–9
KPI B3.1	The percentage of employees trained by gender and employee category.	Training and Development	8–9
KPI B3.2	The average training hours completed per employee by gender and employee category.	Training and Development	8–9
<b>B4 Labour Standards</b>			
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.	Employment and Labour Practices	7
KPI B4.1	Description of measures to review employment practices to avoid child and forced labour.	Employment and Labour Practices	7
KPI B4.2	Description of steps taken to eliminate such practices when discovered.	Employment and Labour Practices	7
<b>Operating Practices</b>			
<b>B5 Supply Chain Management</b>			
General Disclosure	Policies on managing environmental and social risks of the supply chain.	Responsible Supply Chain Management	13
KPI B5.1	Number of suppliers by geographical region.	Responsible Supply Chain Management	13
KPI B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored.	Responsible Supply Chain Management	13

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ESG Indicators	Summary	Sections	Page
KPI B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	Responsible Supply Chain Management	13
KPI B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	Responsible Supply Chain Management	13
<b>B6 Product Responsibility</b>			
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	Safeguard Product Quality Provision of Quality Services Protecting Intellectual Property Rights Customer Privacy Protection	10 11 12 11–12
KPI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	No relevant disclosure for the Year.	—
KPI B6.2	Number of products and service-related complaints received and how they are dealt with.	No relevant disclosure for the Year.	—
KPI B6.3	Description of practices relating to observing and protecting intellectual property rights.	Protecting Intellectual Property Rights	12
KPI B6.4	Description of quality assurance process and recall procedures.	Safeguard Product Quality Provision of Quality Services	10 11
KPI B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored.	Customer Privacy Protection	11–12



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ESG Indicators	Summary	Sections	Page
<b>B7 Anti-corruption</b>			
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to prevention of bribery, extortion, fraud and money laundering.	Anti-Bribery and Corruption	12
KPI B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.	Anti-Bribery and Corruption	12
KPI B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.	Anti-Bribery and Corruption	12
KPI B7.3	Description of anti-corruption training provided to directors and staff.	No relevant disclosure for the Year.	—
<b>Community</b>			
<b>B8 Community Investment</b>			
General Disclosure	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	OUR COMMUNITY	18
KPI B8.1	Focus areas of contribution.	OUR COMMUNITY	18
KPI B8.2	Resources contributed to the focus area.	OUR COMMUNITY	18



順騰國際(控股)有限公司  
Shunten International (Holdings) Limited