



东胜智慧城市服务
ORIENT VICTORY SMART URBAN SERVICES



东胜集团
ORIENT VICTORY GROUP

ORIENT VICTORY SMART URBAN SERVICES HOLDING LIMITED

東勝智慧城市服務控股有限公司

(Incorporated in the Cayman Islands with limited liability)

(Stock Code: 265)



2023
ENVIRONMENTAL, SOCIAL AND
GOVERNANCE REPORT



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ABOUT THIS REPORT

Orient Victory Smart Urban Services Holding Limited (the “Company”, together with its subsidiaries the “Group”, “Orient Victory”, or “we”) is pleased to present its annual environmental, social and governance (“ESG”) report (the “Report”). This Report intends to convey the Group’s visions, commitments, policies, and performances relating to material ESG issues. In doing so, our valued stakeholders will gain a better understanding of the Group’s sustainability progress and direction, thus allowing us to build a good rapport with them.

Reporting Scope

The scope of this Report is determined by the financial threshold and materiality level to the Group’s ESG performance. Unless otherwise specified, the Report covers the year ended 31 December 2023 (the “Year” or “2023”) and focuses on the Group’s following businesses and operations in the People’s Republic of China (the “PRC”) and Hong Kong Special Administrative Region of the PRC (“Hong Kong”):

Business/Operation	Principal subsidiary/subsidiaries
Property Management Services (“PMS”) Business	Hebei Gangyu Smart Property Management Services Company Limited* (河北港譽智慧物業服務有限公司) (formerly known as Hebei Dongsheng Property Management Services Company Limited* (河北東勝物業服務有限公司)) (“Gangyu PMS”) and its subsidiaries Shijiazhuang Jiayan Business Management Company Limited* (石家莊嘉言商業管理有限公司) (“Jiayan”) Shijiazhuang Jiaxun Business Management Company Limited* (石家莊嘉勛商業管理有限公司) (“Jiaxun”)
Environmental Hygiene Business	Gangyu Smart Environment Services (Beijing) Company Limited* (港譽智慧環境服務(北京)有限公司) (“Gangyu EHB”) (formerly known as Orient Victory Smart Environment Services (Beijing) Company Limited* (東勝智慧環境服務(北京)有限公司)) and its subsidiary
Integrated Development Business	Hebei Tu Men Travel Development Limited* (河北土門旅遊開發有限公司) (“Tu Men Travel”)
Headquarters	Orient Victory Smart Urban Services Holding Limited

* Denotes an English translation of the Chinese name for identification purpose only.

Among the above business segments, the PMS business accounted for 54.3% of the Group’s total revenue, while the Environmental Hygiene Business accounted for 43.0% of the Group’s total revenue. The Group recognises the significance of these segments and intends to focus on these segments in its future development. As such, this Report mainly discloses the ESG practices of the Group’s PMS business and environmental hygiene business. The Group’s integrated development business at Tu Men Travel and daily operations in the headquarters are deemed to have frequent interactions with its important stakeholder groups such as clients, investors, as well as regulatory bodies, and thus are prone to generate material ESG impacts. The reporting scope of this Report is consistent with the reporting scope of the Report for the year ended 31 December 2022 (“2022”).

Reporting Framework

This Report is prepared in accordance with the “mandatory disclosure requirements” and the “comply or explain” provisions of Appendix C2 Environmental, Social and Governance Reporting Guide (“ESG Reporting Guide”) as set out in the Main Board Listing Rules of The Stock Exchange of Hong Kong Limited (the “Listing Rules”). It adheres to the “Materiality”, “Quantitative”, “Balance” and “Consistency” reporting principles.

Reporting Principles

Materiality: The structure of this Report is based on the materiality of the Group’s environmental and social issues. Following the stakeholder engagement process and materiality assessment, the Group’s material ESG issues were identified and the result was reviewed and confirmed by the Board. For further details, please refer to the sections headed “Stakeholder Engagement” and “Materiality Assessment”.

Quantitative: This Report is prepared in accordance with the ESG Reporting Guide and discloses key performance indicators (“KPIs”) in a quantitative manner. Information on the standards, methodologies, assumptions and/or calculation references, and sources of key conversion factors used for KPIs is stated wherever appropriate.

Balance: Information published in this Report is compiled based on existing policies, practices, and official documents or reports, and aims to provide an unbiased overview of the Group’s performances and areas of improvement.

Consistency: The scope of reportable business segments in this Report has been adjusted to align with the Group’s current business performance and future focus. In order to allow for meaningful comparisons of ESG data over time, if there are any changes in the methodologies for calculation scopes, methods, references, KPIs used, or any other relevant factors or statements affecting a meaningful comparison with previous reports, the Group will make explanatory notes to the corresponding section hereof.

Contact and Feedback

The Group constantly strives to refine its sustainability practices, performances, and disclosure. Your feedback on this Report and our approach to sustainability is highly valued. If you have any questions regarding this Report or the Group’s performance in sustainable development, please feel free to contact us through the following channels:

By Post:	1201B, 12/F, Tower 1 Admiralty Centre, 18 Harcourt Road, Admiralty, Hong Kong
By Phone:	(852) 3590 6280
By Facsimile:	(852) 3590 6290
By Email:	ovchina@orientvictory.com.cn

ABOUT ORIENT VICTORY

Since its establishment, Orient Victory regards the national development agenda as its direction for development. It endeavours to meet the public's needs and promote economic development and social harmony by exploring and conducting businesses that refine the standard of living. The Group aims for the highest, strives to become better, and overcomes all obstacles and difficulties, while realising the innovative and healthy development of the industry.

Business Overview

During the Year, the Group principally engaged in the following businesses:

PMS Business

The Group has commenced its PMS business in the PRC since mid-May in the year ended 31 December 2021 ("2021"). Gangyu PMS and its subsidiaries are principally engaged in the provision of property management and leasing services for residential and commercial properties in Hebei Province, the PRC. Gangyu PMS and its subsidiaries are the Group's flagship companies on the property management operations, which possesses certifications of the ISO 9001 Quality Management Systems, ISO 14001 Environmental Management Systems and ISO 45001 Occupational Health and Safety Management Systems. Benefiting from its comprehensive strength and service quality, Gangyu PMS won various awards in the past. During the Year, apart from improving the services quality of its existing projects, Gangyu PMS and its subsidiaries put effort on operating scale expansion, and won several PMS biddings mainly in Shijiazhuang City, Hebei Province, the PRC, covering properties such as hospitals, colleges, residential buildings and government buildings.

Environmental Hygiene Business

The increasing awareness of environmental protection and governance in the PRC provides ample development opportunities for the environmental hygiene industry. The Group continued to be committed to operating environmental hygiene businesses. As at 31 December 2023, the Group secured environmental hygiene service projects across different cities of Hebei Province, the PRC.

Integrated Development Business

Tu Men Travel owns and operates a tourist attraction and cultural spot in Shijiazhuang City, Hebei Province, the PRC.

Risk Adaptation

Risks including financial, operational, as well as other ESG issues, are promptly and properly managed through the Group's robust risk assessment procedures. Steered by the Group's internal audit team, potential risks are identified based on periodic industry, business and market analysis. Corresponding mitigation and adaptation plans are subsequently formulated. For more information regarding our risk assessment procedures and the responsibility of the internal audit team, please refer to the section headed "Sustainability Governance".

Looking forward, the Group will uphold its social responsibility aiming at providing customers with high quality services for better quality of life while improving the Group's brand value.

The PRC government's long-term supportive policies on property management and environmental hygiene industries pave a healthy way for the Group's property management businesses and environmental hygiene businesses. The Group will continue to develop and expand its PMS businesses and environmental hygiene businesses steadily through organic growth, bidding of new projects and strategic acquisitions and cooperation. The Group will also maintain stable operation and growth for its integrated development businesses.

Awards and Recognitions

Orient Victory has always upheld the highest industry standards and endeavour to be the pioneer in the industries that it operates in. During the Year, the Group has received awards and recognitions from various institutions, affirming its efforts in high-quality service and community contribution.

Award Name	Awarding Institution
2023 Companies in terms of Brand Influence on Property Management Services in China* (2023中國物業服務品牌影響力企業)	China Real Estate News* (中國房地產報) and China Urban and Regional Governance Research Centre* (中國城市與區域治理研究院)
2023 Leading Companies in Property Management Industry in Hebei Province* (2023年度河北省物業管理行業先進單位)	Hebei Property Management Institute* (河北省物業管理行業協會)
2023 Famous Provincial Capital Brand on Property Management in Shijiazhuang City* (2023年度石家莊市物業管理省會知名品牌)	Shijiazhuang City Property Management Association* (石家莊市物業管理協會)
Provincial tourist and leisure district in 2023* (2023年省旅遊休閒街區)	Hebei Provincial Department of Culture and Tourism* (河北省文化與旅遊廳)

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OUR APPROACH TO SUSTAINABILITY

The Group is committed to promoting sustainable development while creating value and opportunities for society, businesses, and stakeholders. Therefore, we have set up a robust sustainability governance structure that aligns with our business strategy to guide us towards a sustainable future. Facilitated by annual stakeholder engagement exercises, materiality assessment, and other tailor-made measures regarding ESG improvement, we enhance our resilience in this ever-changing time by mitigating risks and seizing opportunities. We actively integrate the considerations for sustainability into our business development, and thereby accelerate our sustainability journey.

Sustainability Governance

At Orient Victory, its robust and pragmatic sustainability governance practices are fulfilled through various parties, including the board of directors (the “Board”), the internal audit team, and departments of different functions.

The Board’s Statement

The Board is the highest decision-making and management authority, which bears collective responsibility for managing ESG-related performances of the Group. The Board oversees all ESG-related matters in daily operations, including the identification, evaluation and management of ESG-related risks and opportunities. The Board also reviews the Group’s sustainability strategy at least annually and makes adjustments to live up to stakeholders’ expectations while meeting the requirements of regulators. During the Year, the Board reviewed the progress of the qualitative and quantitative targets formulated, and ensured the targets were achievable as well as remained practicable for the Group’s operations.

The Internal Audit Team

The Group’s robust sustainability governance practices are indispensable for an effective risk management system. Established by the Board and consisting of qualified accountants and senior management, our internal audit team is responsible for formulating audit plans periodically and ensuring that the audit programmes cover key internal control areas of key operating subsidiaries. Such audit plans are then reviewed by the audit committee of the Company (the “Audit Committee”) at regular intervals.

Departments of Different Functions

The departments of different functions execute ESG-related policies and assist in data collection. Key management personnel report to the Board on their findings, decisions and recommendations relating to ESG issues at least annually. Every department of the Group participates in the coordination and implementation of appropriate policies and measures in its daily operation to realise the Group’s policies and strategies on ESG issues.

OUR APPROACH TO SUSTAINABILITY

Sustainability Strategy

Sustainability is increasingly becoming a necessity for companies due to changing perspectives around the world. It is becoming even more critical for companies to address the gap between understanding and operating by embracing sustainable business practices. At Orient Victory, we believe that having a clear sustainability strategy complements the Group's sustainable business practices. Our corporate spirit is further embodied through our sustainability strategy that is formulated based on the Group's vision and values, and focuses on three major aspects.

Create Value for Society (Operations, Environment, Community)

- Uphold sustainable ideology to facilitate eco-friendly, sustainable, and responsible property management, environmental hygiene and tourism services
- Leverage industry resources and experiences to participate in philanthropy and improve social welfare

Create Benefits for the Enterprise (Business, Operations)

- Uphold highest business ethics to build and maintain a robust governance system that aligns with expectations of stakeholders
- Strengthen business portfolio to continuously expand business structure and enhance operational standards

Create Opportunities for People (People)

- Value industry talents and cultivate responsible employees to build an elite team
- Construct a professional platform for employees to develop and thrive in their careers

OUR APPROACH TO SUSTAINABILITY

Stakeholder Engagement

Stakeholder engagement is a priority and an integral part of the Group's business operations and corporate development, as it helps to translate stakeholders' views, expectations and needs into organisational goals.

Based on the influence of both stakeholders and the Group, multiple stakeholder groups, including our investors and shareholders, customers, suppliers, employees, government and industry bodies and the community were identified as important stakeholder groups. The Group maintains communications with its stakeholders to help itself assess the ESG decisions and the impact on internal control mechanisms, as well as understand and respond to their needs and expectations. These stakeholder groups were engaged through various engagement channels during the Year.

Stakeholder Group	Engagement Channels
Investors and Shareholders	<ul style="list-style-type: none">• General meetings• Interim and annual financial reports• Website of Orient Victory• Announcements and circulars• ESG Survey
Customers	<ul style="list-style-type: none">• Newsletters• Corporate hotline, emails, social media platform and website• ESG Survey
Suppliers	<ul style="list-style-type: none">• Meetings and correspondences• ESG Survey
Employees	<ul style="list-style-type: none">• Video conferences• Performance appraisals• Sponsored training and development• Meetings and correspondences• ESG Survey
Government and Industry Bodies	<ul style="list-style-type: none">• Compliance reports• Correspondences
Community	<ul style="list-style-type: none">• Charity and voluntary activities

During the Year, we also conducted an annual ESG-specific stakeholder engagement exercise to ensure our existing ESG priorities, strategies and policies align with stakeholder expectations. For more information regarding the engagement results, please refer to the section headed "Materiality Assessment" in this Report.

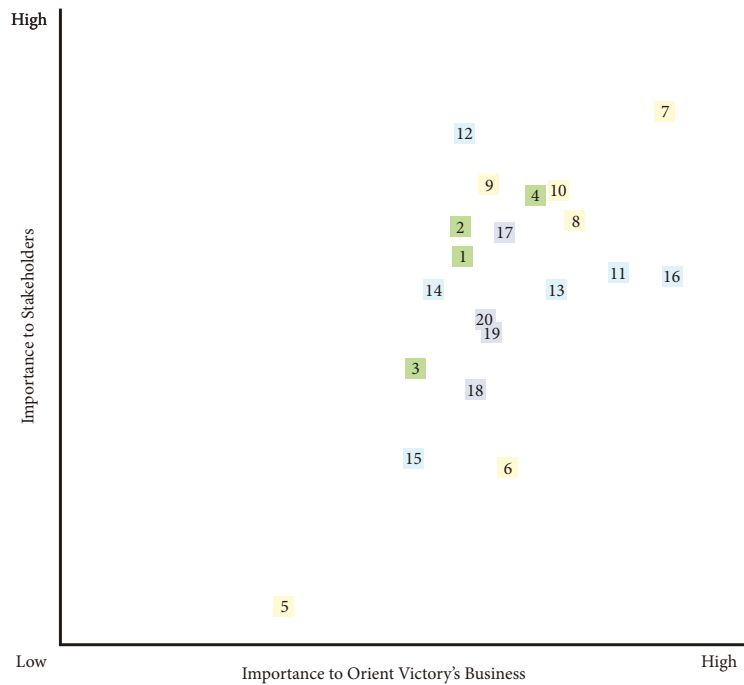
Materiality Assessment

Based on our annual ESG-specific stakeholder engagement exercise, the Group continued to engage an independent sustainability consultant to conduct results analysis. The materiality assessment helped to identify and evaluate sustainability issues that are most material to the Group and stakeholders, as well as determine the coverage and structure of the Report. A 3-step approach has been adopted to assess the materiality of ESG issues.

Identification	<p>A list of potential material issues was identified with reference to the following sources:</p> <ul style="list-style-type: none">• Previous ESG reports from Orient Victory• External industry benchmarking• The Global Reporting Initiative Standards <p>The criteria for the selection of material ESG issues include whether the issue has a substantial impact on the assessments and decisions of stakeholders, and whether it reflects the Group's significant environmental and social impacts. 20 material issues were subsequently identified and defined.</p>
Prioritisation	<p>A standard survey was distributed to stakeholders to ensure a consistent and systematic evaluation of material issues. They were tasked to rate the relative importance of identified ESG issues and express their views on the Group's ESG aspects through open-ended questions. This assessment covers key stakeholders, including but not limited to investors and shareholders, customers, suppliers, employees and community. A total of 49 stakeholders participated in the survey during the Year.</p>
Validation	<p>The Board and management reviewed and confirmed the list of material issues for disclosure in this Report. Survey data were then plotted in the materiality matrix below to represent stakeholder expectations and sustainable importance to Orient Victory's development.</p>

OUR APPROACH TO SUSTAINABILITY

Materiality Matrix



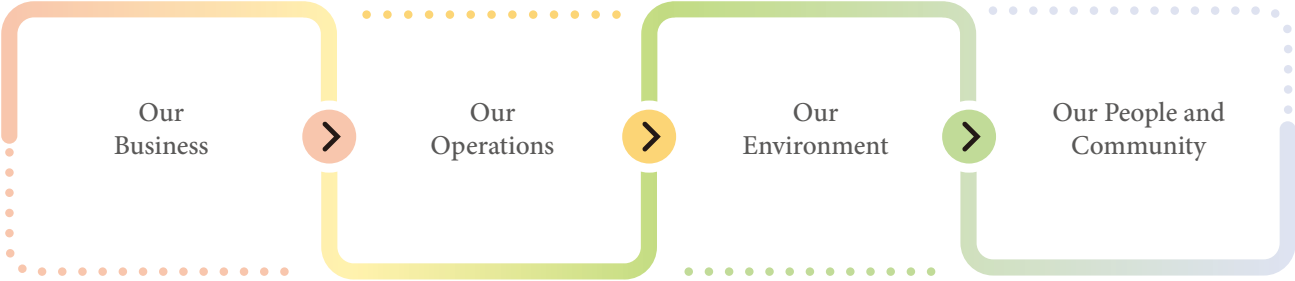
Our Environment	Our Business
Our Operations	Our People and Community

Tier 1 – Material		Tier 2 – Moderately Material		Tier 3 – Less Material	
4	Green Office Practice	1	Waste and Emission Management	3	Climate Change Adaptation
7	Health and Safety of Property Owners	2	Energy and Resource Consumption	5	Supply Chain Management
8	Property Owners Satisfaction and Communication	9	Safety and Hygiene of Tourist Attraction Facilities	6	Green Product and Living Concept Promotion
10	Customer Experience of Tourist Attractions	12	Equal Opportunities, Diversity and Anti-discrimination	14	Customer Information and Privacy Protection
11	Child Labour and Forced Labour Prevention	13	Anti-corruption	15	Intellectual Property (“IP”) Right Protection
16	Laws and Regulations Compliance	17	Community Engagement and Donations	18	Occupational Health and Safety
				19	Training and Development
				20	Employee Remuneration and Benefit

OUR APPROACH TO SUSTAINABILITY

The matrix and table present the results of the materiality assessment. The matrix reflects the relative importance of each issue towards the Group’s economic, environmental and social impacts against stakeholder assessments and decisions. It allows us to understand the intricate relationship between the two.

In the materiality assessment, an average score was used to assess the general importance of each aspect. Through this exercise, ESG issues were prioritised to determine a report structure that balances stakeholder interests and expectations. The report structure for this Year is hence shown below:



OUR BUSINESS

Laws and Regulations Compliance

Legal compliance is of prime importance for the Group to safeguard its brand value and reputation, whilst securing the interests of all relevant stakeholders. Failure to comply with laws, rules, and regulations governing our operations can result in significant risks to the Group. Hence, we are committed to complying with the Listing Rules, as well as all relevant laws and regulations across different operational jurisdictions.

During the Year, there were no major amendments of relevant laws and regulations that had a significant impact on the Group and the Group is not aware of any material non-compliance with any laws or regulations that have a significant impact on the Group, especially in relation to the following aspects:

- Air and greenhouse gas (“GHG”) emissions, discharges into water and land, and generation of hazardous and non-hazardous waste;
- Compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare;
- Provision of a safe working environment and protection of employees from occupational hazards;
- Prevention of child and forced labour;
- Health and safety, advertising, labelling and privacy matters relating to products and services provided, as well as methods of redress; and
- Bribery, extortion, fraud and money laundering.

A detailed list of laws and regulations is as follows:

Our Business

Hong Kong

- Prevention of Bribery Ordinance (Cap. 201 of the Laws of Hong Kong)
- Trade Descriptions Ordinance (Cap. 362 of the Laws of Hong Kong)
- Trade Marks Ordinance (Cap. 559 of the Laws of Hong Kong)
- Anti-Money Laundering and Counter-Terrorist Financing Ordinance (Cap. 615 of the Laws of Hong Kong)
- Companies Ordinance (Cap. 622 of the Laws of Hong Kong)
- Competition Ordinance (Cap. 619 of the Laws of Hong Kong)
- Personal Data (Privacy) Ordinance (Cap. 486 of the Laws of Hong Kong)

The PRC

- Patent Law of the People's Republic of China
- Anti-Unfair Competition Law of the People's Republic of China
- Anti-Monopoly Law of the People's Republic of China
- Interim Provisions on Banning Commercial Bribery
- Advertising Law of the People's Republic of China
- Regulatory Measures on the Sale of Commercial Houses
- Administrative Measures for Real Estate Brokerage
- Administrative Ordinance on Development and Management of Urban Real Estate
- Administrative Measures for Commodity House Leasing
- Law of the People's Republic of China on the Protection of Minors

Our Operations

The PRC

- Production Safety Law of the People's Republic of China
- Regulation on Realty Management
- Tourism Law of the People's Republic of China
- Law of the People's Republic of China on the Protection of Consumer Rights and Interests

OUR BUSINESS

Our Environment

Hong Kong

- Motor Vehicle Idling (Fixed Penalty) Ordinance (Cap. 611 of the Laws of Hong Kong)
- Product Eco-responsibility Ordinance (Cap. 603 of the Laws of Hong Kong)
- Air Pollution Control Ordinance (Cap. 311 of the Laws of Hong Kong)
- Noise Control Ordinance (Cap. 400 of the Laws of Hong Kong)
- Waste Disposal Ordinance (Cap. 354 of the Laws of Hong Kong)
- Water Pollution Control Ordinance (Cap. 358 of the Laws of Hong Kong)

The PRC

- Regulations on the Administration of Construction Project Environmental Protection
- Environmental Protection Law of the People's Republic of China
- Law of the People's Republic of China on Environmental Impact Assessment
- Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Waste
- Water Pollution Prevention and Control Law of the People's Republic of China
- Atmospheric Pollution Prevention and Control Law of the People's Republic of China
- Law of the People's Republic of China on Prevention and Control of Pollution from Environmental Noise
- Emission Standards for Odor Pollutants (National Standard GB 14554-93)
- Emission Standard for Community Noise
- Standards for Drinking Water Quality

Our People and Community

Hong Kong

- Labour Relations Ordinance (Cap. 55 of the Laws of Hong Kong)
- Employment Ordinance (Cap. 57 of the Laws of Hong Kong)
- Employment of Children Regulations (Cap. 57B of the Laws of Hong Kong)
- Employees' Compensation Ordinance (Cap. 282 of the Laws of Hong Kong)
- Minimum Wage Ordinance (Cap. 608 of the Laws of Hong Kong)
- Sex Discrimination Ordinance (Cap. 480 of the Laws of Hong Kong)
- Mandatory Provident Fund Schemes Ordinance (Cap. 485 of the Laws of Hong Kong)
- Disability Discrimination Ordinance (Cap. 487 of the Laws of Hong Kong)
- Occupational Safety and Health Ordinance (Cap. 509 of the Laws of Hong Kong)
- Family Status Discrimination Ordinance (Cap. 527 of the Laws of Hong Kong)
- Race Discrimination Ordinance (Cap. 602 of the Laws of Hong Kong)

The PRC

- Labour Law of the People's Republic of China
- Labour Contract Law of the People's Republic of China
- Social Insurance Law of the People's Republic of China
- Regulation on Work-Related Injury Insurances
- Special Rules on the Labour Protection of Female Employees
- Law of the People's Republic of China on the Prevention and Control of Occupational Disease
- Law of the People's Republic of China on the Protection of Women's Rights and Interests
- Law of the People's Republic of China on the Protection of Minors
- Trade Union Law of the People's Republic of China

Other

- The United Nations Convention on the Rights of the Child (UNCRC)

Anti-corruption

The Group is committed to conducting business honestly, ethically and with integrity. In general, we adhere to a strict Code of Conduct that includes provisions for bribery, extortion, fraud and money laundering. All forms of bribery, corruption and extortion are strictly prohibited in the Group. Employees are also prohibited from advising or dealing in any transactions that may give rise to potential conflicts of interest. The Group's senior management regularly monitor changes in regulations and best practices to ensure the continued effectiveness of the Code of Conduct.

The Group recognises that unethical or unlawful acts or practices in the provision of PMS not only jeopardise property owners' interests, but also affect the quality of the property management services provided or even generate possible safety hazards to property owners. Therefore, our Human Resources and Administration Department* (人力行政中心) has established and revised the Integrity Commitment* (廉潔承諾書), which governs the operations in PMS business in the PRC. As stipulated in the policy, employees must uphold a prudent attitude when carrying out their duties. Without prior permission from the Group, soliciting, accepting or offering any advantages, from or to our clients, suppliers or any persons having a business relationship with the Group, is strictly prohibited. Those who violate the commitment will be summarily dismissed and may be liable to further legal consequences.

Intending to enhance anti-corruption awareness within the organisation, the Group has adopted various measures to further incorporate anti-corruption principles into its corporate culture, including arranging anti-corruption training to its directors and management-level employees to share knowledge on proper conduct, anti-corruption best practices and prevention of unethical behaviour. In 2023, Gangyu PMS organised 2.5 hours of training to familiarise its employees with their corresponding responsibility regarding anti-corruption and business ethics under applicable laws and regulations. Additionally, all the Directors completed anti-bribery and anti-corruption training during the Year.

The Group has implemented a robust whistle-blowing policy as part of its commitment to upholding business ethics and integrity, with a specific focus on preventing suspected corruption, extortion, and money laundering. To ensure effective reporting of such incidents, the Group provides dedicated reporting channels, including email at ovchina@orientvictory.com.cn, for employees or stakeholders of the Group to report any suspected cases of corruption confidentially. Employees are strongly encouraged to utilize these channels and promptly report any relevant concerns.

Upon receiving a report, the chairman of the Audit Committee assumes responsibility for handling the complaint and conducting a thorough investigation. The chairman of the Audit Committee ensures that the entire process is carried out with the utmost confidentiality to protect the identity of the reporting individual(s). If deemed necessary, the case may be escalated to all Board members for further examination and decision-making, ensuring appropriate actions are taken to address the reported concerns.

Furthermore, the chairman of the Audit Committee is responsible for periodically providing reports on the complaints received and the status of the follow-up actions to be taken. This ensures transparency and accountability throughout the process, demonstrating the Group's commitment to addressing potential wrongdoing and maintaining a culture of ethical conduct. The implementation and effectiveness of the whistle-blowing policy will be monitored and reviewed regularly by the Audit Committee.

OUR BUSINESS

Child and Forced Labour Prevention

The Group respects labour rights by safeguarding employees' rights and interests, and building a legal and ethical employment system. We strictly prohibit child labour, forced labour, and any other unlawful forms of labour employment, and have established a series of internal precautionary measures to prevent such activities from occurring. Prior to employment, the Group's Human Resources and Administration Department conducts a thorough background check on all prospective candidates, and requires them to provide relevant certificates for verification of their ages, such as identification documents. In order to prevent forced labour, the Group strictly limits the working hours to prevent any unauthorised overtime work and thereby prevents forced labour. The official working hour is detailed in the Employee Handbook* (員工手冊) of each business segment. Any overtime work needs to be approved by management in advance.

If anyone is found to be providing false information or a false identity during the recruitment, the Human Resources and Administration Department would rectify the situation at the first instance, and the recruitment procedure would be terminated immediately. The case will subsequently be reported to relevant regulators and recorded by the Group. If child labour or forced labour is found to be employed as a result of a breach of the recruitment procedure, the Group will immediately stop the work of the child labour or forced labour and provide the necessary assistance for the affected individuals.

IP Right Protection

Due to its business nature, the Group is not involved in any manufacturing, research or development activities and thereby the risk of IP infringement is relatively low. Nevertheless, the Group respects and protects IP rights of industry peers and business partners, including but not limited to trademarks, patents and copyrights. During the Year, the Group was not aware of any infringement – (i) by us of any IP rights owned by third parties, or (ii) by any third parties of any IP rights owned by us.

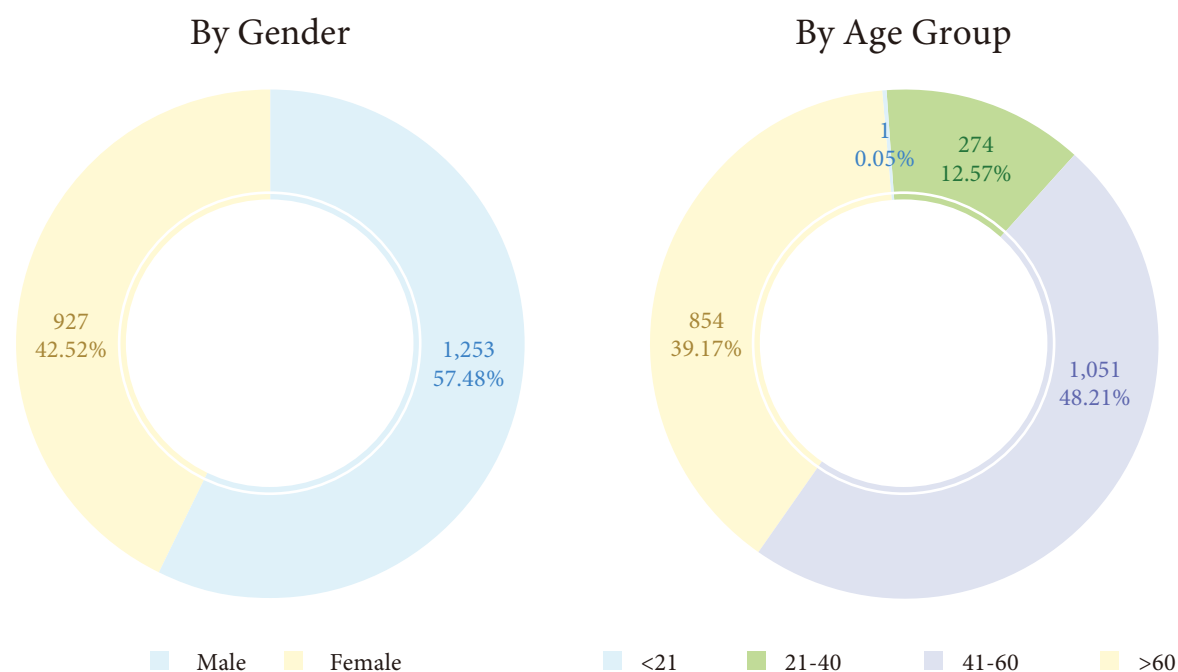
Private Information and Privacy Protection

We are obliged to safeguard all confidential information shared with us. Employees are forbidden to disclose any confidential information about the Group and our clients under any circumstances, including customer information, other business parties' information, internal activities, techniques and operating practices. Relevant policies prohibit employees from using such information for the purpose of dealings in securities in any market, or for any personal gains. Confidentiality must be retained even after the employee leaves the Group. Those who improperly use or disclose secrets and confidential business information will be subject to disciplinary action, including summary dismissal.

To protect customers' privacy, the management should ensure the personal data collected by employees is adequate but not excessive for the purpose for which it is collected. Personal data, for instance, national identity numbers, addresses and financial details are some common information to be collected in property management and tourism industry, are treated confidentially and could only be accessed by designated staff. The information are not kept longer than necessary after they fulfilled their respective purposes. The Group continues to closely monitor and supervise the usage of private information and privacy protection in its PMS business, environmental hygiene and integrated development business. In doing so, we shall monitor the conduct of all relevant parties in these business segments with reference to the local applicable laws and regulations to set up said policies.

Equal Opportunities, Diversity and Anti-discrimination

As an equal opportunity employer, we guarantee a diversified and inclusive workplace that is free of discrimination. We pride ourselves in being a competence-based employer by evaluating our candidates and employees based on objective criteria, individual performance and merit. This prevents the occurrence of unfair and unjust treatment to employees or job candidates on the grounds of gender, age, race, disability, social identity, marital status, and religion, among others, which envisioned the Group to establish an inclusive working environment where employees' cohesion is strong. The charts below show the total workforce by gender and age group as at 31 December 2023:



Unlawful harassment of any type, including sexual, disability and racial are strictly forbidden at Orient Victory. We have set up systems to support female employees through pregnancy, childbirth and breastfeeding periods. We have also implemented appropriate mechanisms in the Employee Handbook* (員工手冊) to prevent and prohibit sexual harassment towards our female employees. Furthermore, a grievance system is also in place for employees to raise any concerns, including but not limited to unjust treatment, unfair work arrangements, or wrongful application of regulations. All complaints will be treated impartially and promptly by each Department Head, as well as the Human Resources and Administration Department and the Administration Manager.

OUR OPERATIONS

Service Responsibility

With an aim to thrive as a well-known enterprise, Orient Victory instills the spirit of remarkable craftsmanship in every facet of its operations. The Group is involved in various industries ranging from cultural tourism to property management, all of which require customer-centric principles to sustain its success. Therefore, we refine our operations by adhering to international standards, improve service quality by considering clients' needs, and enhance supply chains by engaging with suppliers in an ESG-responsible manner.

The Group actively monitors the quality of its products and services with its internal control process, and maintains ongoing communication with its customers to ensure mutual understanding while fulfilling customers' needs and expectations. Throughout our service, we scrutinise each detail in our operations and ensure it is in line with the well-established management system to provide trustworthy services to our customers in high quality. We aim to apprehend customers' needs and expectations, and strive to continuously improve the quality of our products and services.

PMS Business

In the PMS business, the Group always aims to surpass property owners' and tenants' expectation by systematic management approaches and consistent operational procedures to ensure the highest standards of service quality. We hope to earn the trust of property owners and tenants by leveraging our professionalism, meticulousness and enthusiasm. We believe that responding to our clients' requirements and needs in a fair, transparent and timely manner could drive us to achieve outstanding service quality.

Besides, the Group has established an accountability system by requiring its employees to sign the Statement for Environmental Sanitation Work* (環境衛生工作責任狀) so as to foster employees' sense of responsibility. The statement covers a series of measures, such as the rural domestic waste disposal system implemented to improve the living environment and quality of life of citizens.

Environmental Hygiene Business

The initial success of our environmental hygiene business is backed up by our supreme quality of service. Having been trusted by clients, we recognise the importance of building and maintaining customer confidence. The Group's services abide by the Environmental Hygiene Service Contract* (環衛服務合同). Responsible operational management throughout our supply chain and service delivery are key to ensuring that the services we provide are of the top quality, morally upright and environmentally conscious.

Integrated Development Business

Adhering to the principle of "putting customers first", the Group's integrated development business is dedicated to providing the best travel experience for a wide range of customers by understanding their needs throughout their journey. We have been working closely with our suppliers and employees to ensure that the services we provide meet the expectations of our visitors and customers. We set up various channels to collect their comments and recommendations, and thereby improving the quality of our service to make it more personalised, convenient and comfortable.

Client Health and Safety

The definition of health and safety in the PMS, environmental hygiene and integrated development business encompasses physical conditions of facilities and the hygiene of the operating sites, as well as clients' mental health. Therefore, we actively identify material risks of health and safety in our offices, manage properties and cultural spot, and develop specialised measures to alleviate relevant impacts.

PMS Business

As the PMS business possesses the property management right over a wide range of properties with diverse clientele, different health and safety risks including fires and uncertain weather conditions were identified and may jeopardise our service quality. Hence, we made relentless efforts to establish and implement preventive measures to safeguard our clients' health and safety.

Regarding fire safety, the PMS business focuses on the management of electric bikes in the managed properties. We designated areas for electric bikes parking and introduced safe charging facilities that meet national safety requirements. In order to mitigate potential accidents caused by the inappropriate use of electric bikes, we also actively promoted user manuals of electric bikes through community announcements and other online and offline channels to urge people to follow.

The Group awares that potential extreme weather conditions such as flooding and extremely cold weather may threaten our property owners' and tenants' lives. Therefore, the PMS business sets up a flood prevention team that is responsible for formulating emergency plans and maintaining prevention facilities and draining infrastructures during summer. Meanwhile, the PMS business has formulated the following comprehensive guidelines for employees to realise safety operation and production in winter:

Step 1: "Nine Prevention" Inspections

Prior to winter, the PMS business carries out safety inspections on nine aspects, including anti-freeze, anti-skid, fire and explosion prevention, poisoning and suffocation, leakage prevention, electric shock prevention, falls from height, mechanical injury accidents, and traffic accidents.

Step 2: Improvement on Safety Production Plan

By identifying the risks encountered in production operations, the PMS business improves the safety production plan for winter on aspects such as organisational structure, technical measures, responsibility and accountability, as well as facilities and equipment.

Step 3: Emergency Drills

The PMS business actively organises emergency drills with themes of safety production in winter for its employees, including but not limited to the identification of common hazard sources in winter and the preparation of corresponding emergency plans.

Step 4: Safety Awareness Enhancement

The PMS business organises various forms of safety production training to ensure that employees are familiar with operating procedures and technical knowledge, so as to enhance their safety awareness in winter.

Step 5: Adjustment on Patrol Schedule

The PMS business strictly implements the roving and shift inspection schedule, with an aim to effectively and promptly identify potential seasonal hazards when patrolling in winter. For those potential risks found in patrols, a risk evaluation and result monitoring procedure would be carried out.

OUR OPERATIONS

Environmental Hygiene Business

The Group is devoted to the provision of high-quality cleaning and waste management services. Our high cleaning standards are maintained through the training of workers and the use of equipment. We place great emphasis on quality control and management system which includes procedures for quality checks. Employees are sent to conduct on-site quality inspection and client reviews regularly. Substandard performance can then be addressed by swift follow-up actions.

During the Year, the Group has strived to provide preferential appointments to businesses that adopted effective safety management systems and passed the Occupational Safety and Health Council's rigorous safety audit when picking third-party service providers. The Group upholds high level of professionalism and is obliged to provide customers with exceptional disinfection and cleaning services to meet their needs.

Integrated Development Business

In order to ensure the health and safety of tourists and the hygiene conditions in the cultural spot, various measures were implemented. These included increased frequency of cleaning and disinfection routines, as well as specialised training for staff to uphold stringent health standards. We also established clear communication channels to disseminate important health and safety information to both tourists and employees. Notably, these measures were designed to create a secure and hygienic environment for visitors during their cultural experience.

Client Experience

The Group endeavours to satisfy ever-increasing client expectations, and thereby achieve long-term business sustainability. In our PMS business, environmental hygiene business and integrated development business, providing exceptional client experience is one of the most crucial factors that enhances client's satisfaction. In order to ensure that clients feel valued and heard, we are committed to delivering a wholehearted experience and service that is reliable, empathetic and responsive.

PMS Business

The PMS business is committed to becoming the most trusted and reliable service provider for its property owners and tenants. We treasure every client and aim to provide excellent services to enhance their satisfaction by safeguarding the health and safety of property owners and tenants, training our staff to be more customer-centric, as well as providing 24-hour standby assistance to address customers' needs in a timely manner. We have strictly educated our staff to answer incoming calls within 3 tones and respond to clients' concerns politely. If there are any issues that cannot be handled immediately, designated staff should arrange another timeslot with clients accordingly. Moreover, for hospitals under the PMS business, cleaning staff is on call 24-hours a day to carry out medical waste disinfection whenever needed. The quality of our services and the responsible follow-up actions we took demonstrated our determination to serve our clients wholeheartedly.

In the unlikely event where we receive a complaint, we would reference the Complaint Handling and Return Visit Management Procedure* (投訴處理與回訪管理規程) ("Procedure"), which was drafted, updated and implemented by the Business Management Department* (業務管理部), to carry out follow-up actions. As outlined in this Procedure, the Group first categorises the received complaint into different categories based on seriousness. Different personnel including regional directors, department managers, and general staff would be responsible for handling the complaint cases accordingly. Complaint records are documented in our Complaint Result Analysis Report* (投訴分析報告) and further plotted into charts by the end of each month. During the Year, we did not record any material complaints relating to the PMS provided.

Environmental Hygiene Business

The Group is dedicated to becoming a dependable and environmental hygiene service provider to our clients. We truly believe that customers' feedback is valuable and vital to the improvement of future performance. With this regard, we have established a complaint hotline for customers to express their comments. If they observe any unsatisfactory performance, they are welcome to submit their complaints directly and communicate with our employees.

For more severe situations, for instance, whenever an incident reported poses safety or health risks to our clients, management will be notified immediately. Then, the Group will send out inspectors to verify and settle the issue. Thus, the Group can act promptly to the incident to prevent the situation from worsening. Internally, management shall evaluate the causes of the incident and come up with solutions to avoid similar scenarios from happening in the future. The management is also responsible for following up on the case with written feedback to clients and checking the progress of improvement. During the Year, we did not receive any material complaints relating to the environmental hygiene services provided.

Integrated Development Business

Our integrated development business highly values tourist experience and strives to push the envelope of service excellence based on their feedback. Apart from the series of improvement measures towards the mitigation of health and safety risks of tourists, we provide a number of communication channels for tourists to raise their concerns and complaints. On our online media platforms, tourists can voice out their opinions regarding their experience and satisfaction level. The survey aims to collect tourists' opinions on different aspects such as the product and service quality, hygiene conditions in the cultural spot, and potential areas for improvement. All feedback is properly recorded by our Customer Service Department* (客戶服務部) and serves as a reference for future improvements.

In order to ensure all complaints are handled in a proper and efficient manner, we have three different complaint channels in place. Tourists can raise their complaints through letters, hotlines, or in-person interviews. Should a complaint be received, employees shall transfer the complaint to the management, as well as provide clients with an effective mechanism to lodge and manage their own complaints. All complaints are systematically recorded and filed for follow-up and future reference. Relevant employees are then responsible for evaluating each complaint, investigating their possible causes, and formulating and adopting solutions to ensure that corrective and preventive actions have been implemented. During the Year, we did not receive any material complaint cases relating to the customer service and tourist experience.

Supply Chain Management

The Group acknowledges the importance of supply chain management, as its efficiency would enable the Group to reduce costs and enhance the quality of services. Therefore, the Group has formulated the Orient Victory Procurement Procedure and assigned relevant personnel to manage its supply chain in an ESG-responsible manner. This supplier evaluation system helps the Group to incorporate green procurement into its sustainable practice. The criteria of selection cover aspects of product quality, social responsibility, and business ethics, in addition to elements of commercial interest. In particular, the supplier's performance in environmental protection and social responsibility will be reviewed as a high priority when picking a new supplier.

Management approaches in our PMS business, environmental hygiene business, integrated development business and headquarters are further customised to align with their respective business natures and specific functions.

OUR OPERATIONS

A 5-step procurement process approach in supply chain management is adopted by all businesses to ensure suppliers are trustworthy and legitimate.

Step 1	Step 2	Step 3	Step 4	Step 5
Receive quotations from our service providers by phone, email or WeChat	Apply for management approval through the internal administration system	Obtain management approval	Confirm quotations with service providers	Make timely payments by invoice to all service providers

With this approach, we ensure that the supplier selection process is able to attract the most qualified suppliers and the assessment and decision making is carried out within a fair, transparent and consistent framework. Failure to follow these procedures will result in disapproval of the service providers.

The major suppliers of the Group's headquarters are various service providers who provide services including but not limited to consultancy and financial auditing. In the integrated development business, the major suppliers are product suppliers and vendors in the cultural spot, which directly supply goods and services to the Group. All vendors are selected through a competitive bidding process. The bidding process aims to increase the competitiveness of the vendors, avoid preferential treatments, and enable the Group to receive the best offers. Interested vendors should send their bids to the Group for consideration, which are then carefully evaluated so that the most qualified vendors can be identified. Once a vendor is selected, a contract will be signed and implemented.

At the PMS business, we have an Annual Supplier Performance Evaluation Programme* (年度供應商履約評估方案) in place. As stipulated in this programme, all major suppliers related to construction, materials and equipment supply, as well as service outsourcing, must undergo a thorough evaluation annually. As shown below, different aspects are assessed according to the product category of suppliers.

Construction Project	Materials and Equipment Supply	Service Outsourcing
<ul style="list-style-type: none"> Quality Management Cost Control Project Efficiency Project Coordination 	<ul style="list-style-type: none"> Product Quality Assurance Cost Control Delivery Efficiency Communication Efficiency 	<ul style="list-style-type: none"> Human Resources Management Quality Management Data Management Cost Control Ethical Governance

Based on the evaluation results, qualified suppliers are further categorised into three levels (i.e. A-, B- and C-level) according to their score, and the business collaboration with A-level suppliers take precedence over others. We would also terminate the business relationship with unqualified suppliers.

Green Procurement

The Group gives priority to suppliers who have established a sound environmental management system. While the Group continuously evaluates the environmental and social performance of its suppliers, it may terminate contracts if the suppliers refuse to address situations that seriously harm the environment.

OUR ENVIRONMENT

Orient Victory unwaveringly respects the environment when carrying out business activities. Working towards green and low-carbon operations across all business segments and determining to be a responsible corporate citizen. We stay aligned with the environmental protection agenda of the PRC and endeavour to facilitate the fulfilment by adopting multiple environmental policies. We recognise that our operations may have given rise to adverse environmental impacts. To this end, we actively identify our environmental impacts, including waste, emissions, energy and other resource consumption, as well as impacts stemming from emerging environmental issues such as climate change.

Environmental Targets

In 2021, the Group announced its long-term environmental targets. Based on different environmental aspects, we have established both quantitative and qualitative targets listed below:

Business Segment	Time Period	Targets	Progress
PMS Business	From 2022 onwards	Establish a data recording system to record the amount of domestic waste generated in the office	In progress. The Group conducted studies to investigate the approach to establishing the data recording system to record the amount of domestic waste.
		Ensure at least 50% of new electrical appliances purchased each year carry energy efficiency labels	Met the target in 2023 and will strive to continue the progress.
	From 2024 onwards	Maintain GHG emissions intensity (by area) no greater than 2021 base year (0.02 tonnes of carbon dioxide equivalent (“tCO ₂ -e”)/m ²)	Met the target in 2023 and will strive to continue the progress.
Environmental Hygiene Business	From 2024 onwards	Maintain GHG emissions intensity (by area) no greater than 2023 base year (9.63 tCO ₂ -e/m ²)	The Group will review its progress against this target from 2024 onwards.
		Maintain energy consumption intensity (by area) no greater than 2023 base year (49,173.11 kWh/m ²)	The Group will review its progress against this target from 2024 onwards.

OUR ENVIRONMENT

Business Segment	Time Period	Targets	Progress
Integrated Development Business	From 2022 onwards	Maintain GHG emission intensity (by area) no greater than 2019 base year (0.05 tCO ₂ -e/m ²)	Met the target in 2023 and will strive to continue the progress.
		Maintain energy consumption intensity (by area) no greater than 2019 base year (209.84 MJ/m ² , equivalent to 58.19 kWh/m ²)	The Group's energy consumption intensity (by area) was 59.22 kWh/m ² in 2023. The Group has taken measures, such as encouraging its employees to turn off the electrical appliances when they are not in use and maintaining air conditioning at around 25.5 degree Celsius, to strive to reduce its energy consumption.
	From 2023 onwards	Apply the garbage classification system to all garbage disposal stations in the cultural spot of Tu Mun Travel	In progress. The Group conducted studies to investigate the approach to apply the garbage classification system.
Headquarters	From 2022 onwards	Establish a data recording system to record the amount of all domestic waste generated in the office	Met the target in 2023 and will strive to continue the progress.
		Maintain GHG emission intensity (by workforce) no greater than the 2019 base year (0.31 tCO ₂ -e/m ²)	The GHG emission intensity (by workforce) and energy consumption intensity (by workforce) were approximately 0.36 tCO ₂ -e/person and approximately 524.50 kWh/person respectively in 2023. The Group has taken measures, such as encouraging its employees to turn off the electrical appliances when they are not in use and maintaining air conditioning at around 25.5 degree Celsius, to strive to reduce its GHG emissions and energy consumption.
	Reduce energy consumption intensity (by workforce) no greater than 2019 base year (1,376.62 MJ/m ² , equivalent to 382.39 kWh/m ²)		

Accordingly, the Group has implemented various mechanisms to achieve the aforementioned goals. All wastes, air emissions, wastewater, and noise have been tested and are well within regulatory requirements. In the unlikely event of receiving any environmental-related complaints, the Group will proactively investigate and rectify all problems promptly.

Moreover, to better assess the Group's environmental performance, its data collection mechanism is reviewed and enhanced at the beginning of each business year. Regular external inspections are also conducted to supplement internal evaluation. The Group truly acknowledges its obligation to reduce the adverse environmental effects of its operations and has taken active steps to establish pertinent policies, so as to achieve sustainable development and provide long-term values for its stakeholders and community.

Waste Management – Hazardous Waste

Due to the Group's business nature, we did not generate a significant amount of hazardous waste during the Year, hence, no data was recorded nor were related targets set. However, the Group has established guidelines for governing the disposal of hazardous waste to comply with relevant environmental laws and regulations. In case there is any unusual hazardous waste generated, the Group will follow the internal guidelines and engage a qualified waste collector to handle them.

Waste Management – Non-hazardous Waste

Although the Group engages in various types of services, waste was mainly generated in office setting. Our office operations generated non-hazardous waste including domestic waste, paper and water bottles. All non-hazardous waste was properly handled and disposed of by authorised third parties. During the Year, our offices of headquarters, PMS, environmental hygiene business and integrated development business consumed approximately 0.01, 14.85, 0.05 and 0.07 tonnes of paper respectively.

The Group acknowledges that the inappropriate treatment of waste would damage the ecosystem. Therefore, we formulated special procedures and general guidelines on waste management according to the hierarchy principle of “reduce, reuse, recycle and replace”, with the objectives of minimising the negative environmental impacts and ensuring that the emissions are handled responsibly.

- Set duplex black and white as the default setting for printing and photocopying;
- Utilise recycled paper or both sides of paper for internal documents and other purposes, such as note-taking;
- Digitalise internal documents to encourage a paperless workplace culture;
- Encourage customers to use e-invoices and e-statements;
- Purchase reusable stationery and consumables;
- Return large water-refilling bottles to suppliers for reusing purposes;
- Return all used ink cartridges to suppliers for recycling purposes;
- Separate recyclable waste from waste to be disposed of at the landfill; and
- Educate employees about waste reduction at source and waste separation.

OUR ENVIRONMENT

PMS Business

The PMS business only involves office operations, resulting in the majority of waste generated being paper. To minimise its environmental impact, the Group has already implemented the aforementioned waste management measures in the workplace.

Environmental Hygiene Business

In addition to the waste generated in the office, the provision of hygiene services also produced other non-hazardous waste. As a result of the frequent usage of detergents, disinfectants, and other cleaning agents, certain amount of plastic containers and cleaning tools were generated and disposed of. Hence, we practice bulk purchase of detergents with larger volumes to reduce the number of containers being disposed of. During the Year, the Group did not keep records on the quantity of plastic containers utilised for cleaning products, including detergents, disinfectants, and other cleaning agents, that were subsequently discarded. Nevertheless, the Group is committed to advancing its waste management practices and will work on developing a comprehensive data collection system for tracking plastic waste generated by its cleaning products.

Integrated Development Business

Waste in the cultural spot at Tu Men Travel was mainly categorised into domestic waste, sewage sludge, and waste-activated carbon. Domestic waste and sewage sludge were handled properly by a professional third party regularly, whilst waste-activated carbon was collected by our supplier every two months for recycling and reusing purposes. All garbage and waste storage areas were cleaned in a timely manner and kept dry. Furthermore, as iterated in our contract with our supplier, waste oils including edible oils, discarded animal oils and vegetable oils from our kitchens were recycled. During the Year, the total amount of waste oil recycled was approximately 630 kilograms (2022: approximately 670 kilograms).

Sewage Discharge

At Orient Victory, all our operations are abided by the relevant laws and regulations on wastewater discharge. Wastewater was directly discharged into the municipal sewage pipeline network for processing, therefore, the amount of water consumed by the Group can be used to represent the wastewater discharge volume. The Group awares that direct discharge of wastewater, which is generated at the environmental hygiene business and integrated development business might cause adverse environmental impact. Therefore, the following practices have been implemented in these segments:

Environmental Hygiene Business

The use of cleaning chemicals and disinfectants contributed to the wastewater discharge of the Group. To minimise environmental impacts, on-site employees are required to follow standard water pollution control procedures such as dilution of wastewater before discharge to ensure that wastewater being discharged into the municipal sewage system comply with local laws and regulations.

Integrated Development Business

At Tu Men Travel, wastewater stemmed directly from domestic sewage and washrooms. Accordingly, we set up onsite wastewater purification and processing facilities, equipped with activated carbon absorption and ultraviolet (“UV”) photolysis purification equipment for volatile organic compounds (“VOC”) treatment. After the purification process, water is returned to a clean water tank, and is then reused for irrigation or washroom flushing purposes. The recycled water is tested periodically for contaminants to ensure safe and sustainable use. Drinking water is also tested periodically by a professional third party to ensure our employees’ and tourists’ health and safety.

Air Emissions

During the Year, the operation of PMS, integrated development business and environmental hygiene business involved mobile vehicles that generated air emissions including nitrogen oxides (“NOx”), sulphur oxides (“SOx”) and particulate matter (“PM”). In particular, our environmental hygiene business required the use of fleets, whilst the cultural spot at Tu Men Travel possessed the use of on-site wastewater purification and processing facilities. Despite having excellent activated carbon absorption and UV photolysis purification equipment for VOC treatment, it inevitably emitted chemicals including ammonia, hydrogen sulfide, and odour. To ensure that we complied with regulatory requirements, the on-site facilities have conducted and passed multiple rounds of testing.

GHG Emissions

Owing to the Group’s business nature, the Group’s GHG emissions were largely derived from two categories of GHG emissions, namely direct (Scope 1) GHG emissions and energy indirect (Scope 2) GHG emissions. Scope 1 GHG emissions primarily came from fuel combustion of stationary sources and mobile vehicles, which emitted not only air pollutants but also GHG such as carbon dioxide, methane and nitrous oxide. Meanwhile, the source of Scope 2 GHG emissions was the use of purchased electricity for business operations.

To reduce adverse consequences of air and GHG emissions on the environment, we ascertain that the emission practice complies with relevant laws and regulations, and has implemented the following initiatives:

- Plan routes in advance to optimize fuel consumption;
- Switch off the engine whenever the vehicle is idle;
- Conduct vehicle inspection and maintenance by qualified personnel regularly to ensure performance and efficient fuel use; and
- Plant trees at the cultural spot.

Energy Consumption

Energy consumption by the Group was mainly attributed to the use of purchased electricity, including the electricity consumed by headquarters, PMS business, environmental hygiene business and integrated development business. During the Year, the PMS business, environmental hygiene business and integrated development business also purchased petrol and diesel to power their vehicles in daily operations.

Aligning with the global sustainability agenda towards energy conservation, we have taken the following measures to monitor and reduce energy exploitation:

- Use natural lighting and energy-saving lighting system;
- Opt for electrical appliances and electronic devices with higher energy efficiency;
- Pre-set thermostat of air-conditioner at room temperature of 25.5 °C;

OUR ENVIRONMENT

- Switch off unnecessary lighting and idle electronic appliances when not in use;
- Inspect electronic appliances to ensure efficiency;
- Telecommute, for example holding online conferences to avoid business travel, whenever possible; and
- Enhance employees' awareness of resources conservation by posting banners and other educational workshops.

Water Consumption

We have established a set of water management policies and procedures that enable us to control water wastage in our operations. Water is consumed mainly for sanitation and hygiene purposes, as well as for gardening at Tu Mun Travel. The Group purchased water from local utilities and did not encounter any issue in sourcing water. For all operations, we have taken the following measures to ensure we are using water responsibly:

- Measure and monitor office water usage regularly to maintain water efficiency and avoid water leakage;
- Make timely rectifications in cases of abnormal water consumption; and
- Avoid waste of drinking water due to expiration by limiting the amount of bottled drinking water in a single purchase.

Packaging Materials

The Group did not consume significant amount of packaging materials due to its service-based activities.

The Environment and Natural Resources

The Group's operations did not directly involve the use of natural resources or any serious pollution to the environment. The impact on the environment and natural resources from the Group's operation was therefore kept minimal. Nevertheless, as a socially responsible corporate, the Group is fully committed to reducing the potential negative impacts of its business operations on the environment. The Group identifies controllable environmental elements in its activities and services that have adverse impacts on the environment through its ESG-related management policies and monitoring system, including but not limited to air pollution, water pollution, consumption of energy and resources which are elucidated above, and other environmental issues.

Noise Control

The operation of cultural spot at Tu Men Travel generated noise to the surrounding areas. To address noise stemming from wastewater processing facilities, heat exchange stations, water pump rooms, electric switch rooms and traffic, Tu Men Travel has undergone and passed all necessary noise monitoring tests. The Group is aware of the disruption of noise to the nearby regions, and thus has adopted several measures to minimise its influence. The Group has opted for low-noise equipment for fans and water pumps, as well as installed mufflers, sound insulation covers, basic vibration reduction and soft connections for pipes in strategic locations.

Climate Change Adaptation

Climate change is accelerating on the global level due to the intensification of human-caused GHG emissions. The impact stemming from climate change on organisations could vary based on different business models and operational locations. The uncertainty of impact scope, type, and timeframe requires organisations to take appropriate and prompt responses incorporating their own business features. To this end, Orient Victory conducted a climate-related risk assessment on the identification and mitigation of significant climate-related issues which have impacted or may impact the Group.

The climate-related risk assessment is conducted with reference to the recommendations of the Task Force on Climate-Related Financial Disclosures, and categorised potential risks into physical and transition risks. During the identification of physical risks, geographical regions and corresponding weather patterns were the primary factors we focused on. Regarding transition risks, we scrutinised our supply chain, daily operations, and business model to determine potential risks.

By utilising a climate-related risk heat map, we scored the above climate-related risks from two perspectives – severity and frequency. The scores for each risk were relatively low and suggested that we currently do not have any material short- and mid-term risks. Nevertheless, we actively explore mitigation measures to eliminate the impact of low-level risks. The result of the assessment was reviewed and confirmed by the management. These risks mainly stem from the following dimensions:

Physical Risk	Possible Impact
Acute risks, such as extreme weather events	The increased intensity of extreme weather conditions may cause severe damage to buildings and create electricity shortages, resulting in disruptions to business operations and losses of revenue and capital.
Chronic risks, such as rise in mean temperature and change in rainfall patterns	Heavy rain and rising sea levels may lead to flooding, which could damage structures and facilities. This may impair the value of our managed properties and increase maintenance costs. Higher level of energy consumption at our properties to maintain the room temperature at a comfortable level under heatwaves, which will result in higher operating costs.
Transition Risk	Possible Impact
Policy risks	More stringent policy requirements from the government and official institutions regarding climate change, emission regulations and reporting requirements, which may potentially increase operating costs.
Market risks	Amid increasing market demand, we may need to incorporate more climate-resilient elements into new developments, and continually enhance the performance of existing services. The related financial risks include increase of research and development cost and shift of customer preferences.

OUR ENVIRONMENT

In view of the above risks, the Group has developed strategies for mitigating and responding to them across its value chain. The Group has been monitoring its GHG emissions to meet locally enforced environmental requirements. The Group has also established clear long-term sustainability visions, strategies and objectives. In which, we have set our goal to maintain or reduce overall GHG and pollutants emissions for different operations from 2022 onwards and approach to the national goal of decarbonisation. The emissions reduction targets are set to enhance our capability for monitoring and cushioning the potential impacts of climate change on our business in the future, avoiding sudden increase in relevant compliance cost when the emission standards become tightened in the future. Moreover, the Group regularly monitors existing and emerging trends, policies and regulations relevant to climate and be prepared to alert the top management where necessary to avoid cost increments, non-compliance fines or reputational risks due to delayed response.

Incident Management Mechanism

Through the establishment of the incident management mechanism, the Group aims to deal with all incidents arising in a timely manner. In case of unpredictable incidents, our team can take control of the situation swiftly and efficiently in accordance with the incident handling procedure, including incident detection and recording, investigation and analysis, resolution and incident closure.

PMS Business

Our property management teams maintain close contact with staff, tenants and local communities regarding adverse weather. We have formulated relevant guidelines and ensured staff are well-prepared for emergencies with regular training. During extreme weather events, our property management teams offer immediate emergency support to all managed properties.

Environmental Hygiene Business

Emergency guidelines which prepare workers for events including extreme weather are implemented in our operation. To mitigate the effects of hot weather, we ensure staff are well-trained to make necessary shift arrangements to reduce the risk of heat stroke and our sites are equipped with adequate cooling facilities and drinking water.

Integrated Development Business

During the Year, Tu Men Travel adopted the following mitigation measures in response to extreme weather events:

- Dredge the river and purchase flood control facilities and equipment;
- Provide relevant drills and training to employees;
- Cancel recreational activities that may pollute the atmosphere such as firework shows; and
- Perform daily maintenance on equipment such as lightning rods.

OUR PEOPLE AND COMMUNITY

Orient Victory strives to cultivate both professional skill sets and high moral character in our employees. We believe such talents would empower the Group to maximise its profit, whilst enhancing its social responsibility as a corporate citizen. We prioritise the health and safety of our employees, as it is the foundation for pursuing better careers. To further increase employees' satisfaction and sustain our success, we provide all-rounded professional training and competitive remuneration packages. We also extend our meticulous care from employees to the community, and increase community participations to forge a harmonious society.

Occupational Health and Safety

At Orient Victory, we prioritise safe and secure working conditions. The Group has formulated various internal policies and guidelines on the prevention, mitigation and handling of emergencies, as well as protection of the health and safety of our employees. In order to deepen employees' understanding of the actual practices and responses towards occupational health and safety in daily operations, we have formulated the 5S Visual Management System* (5S目視化管理制度) which is currently being adopted in the operations in the PMS business, environmental hygiene business, as well as the integrated development business. Originating from Japan, the 5S of this workplace organisation system refers to five Japanese words: seiri (整理), seiton (整頓), seisō (清掃), seiketsu (清潔), and shitsuke (素養) which have been translated as “sort”, “set in order”, “shine”, “standardise” and “sustain” in English. This system aims to develop employees' habits of organising workspace so that tasks can be performed efficiently, effectively, and safely. This system focuses on putting everything where it belongs to and keeping the workplace clean, which makes it easier for people to perform their work duties without wasting time or risking injury. In addition, we have formulated comprehensive health and safety enhancement and monitoring procedures at different operating sites to protect both our employees and clients. For more information, please refer to the subsection “Service Responsibility” under the section “Our Operations”.

Regarding our office operations, we thoroughly examine daily operations to spot potential office-based occupational hazards. For our headquarters, we continued to adopt the following office safety measures and guidelines:

Safety Measures and Guidelines

- Smoking is strictly prohibited in the office area;
- First aid kits are placed at noticeable areas and maintained regularly;
- Fire drills are conducted regularly; and
- Clear and comprehensive guidelines are provided to all employees on how to handle typhoons and rainstorm warnings, accidents and work-related injuries.

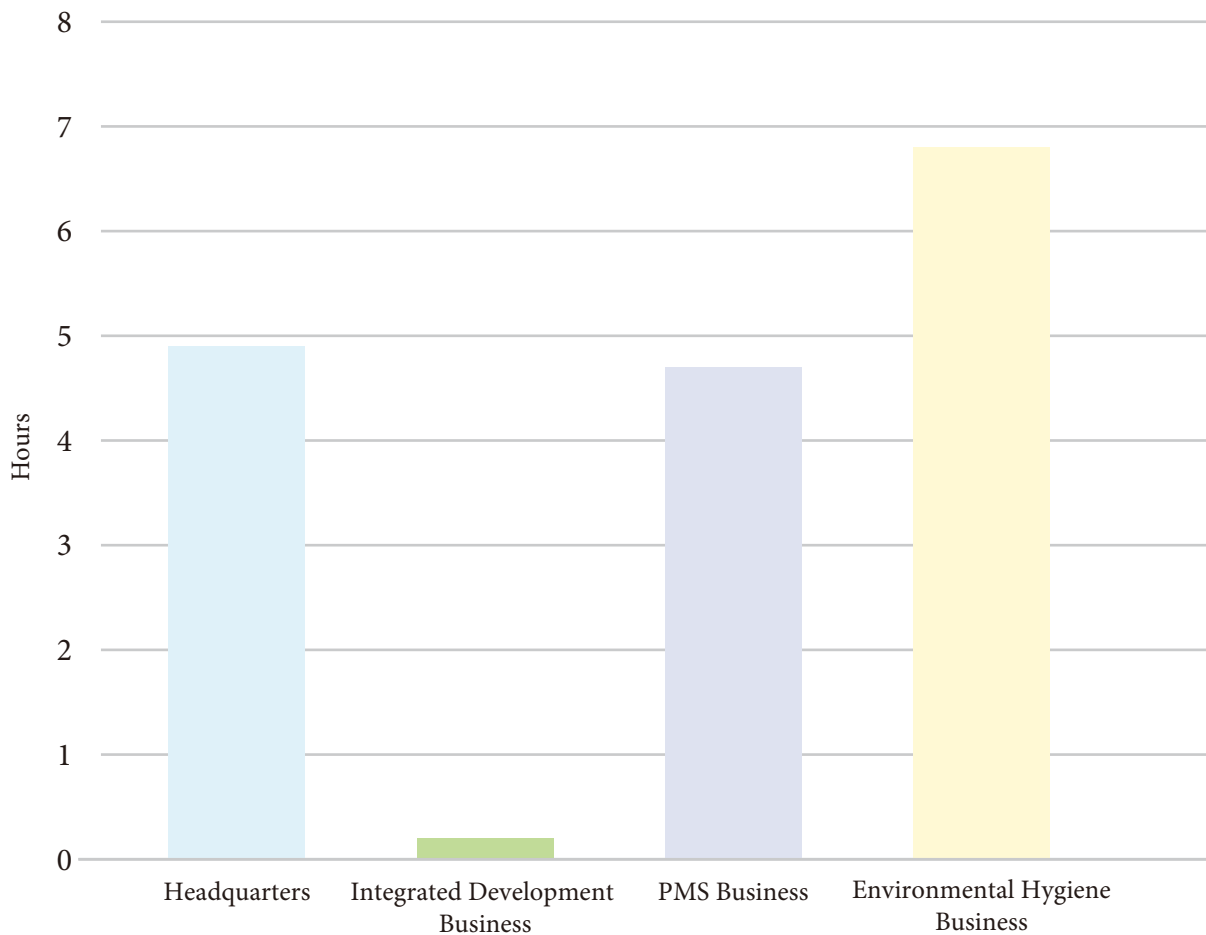
The Group endeavours to maintain an excellent work injury and fatality record. No work-related fatalities occurred between 1 January 2021 and 31 December 2023. If there are any work-related accidents, sickness or injuries, employees are entitled to compensation.

OUR PEOPLE AND COMMUNITY

Training and Development

The Group recognises the importance of employees' development and training in contributing towards productivity in the workplace, job satisfaction, morale and retention of the employees. Accordingly, we are committed to providing the Board and employees with a development platform in which they could harness valuable skills and knowledge. During the Year, we provided customised training programmes to the management and staff, based on their positions and duties. For more information regarding the training data, please refer to the section "ESG Performance Table". The chart below shows the average training hours completed per employee in the Group in 2023:

Average Training Hours Completed per Employee



PMS Business

We strive to provide multiple customised training for our employees. Leveraging the Group's well-established training management system, we provided various training to raise the awareness of employees regarding industry practices, operational principles, business knowledge and other aspects that are material to our operations. During the Year, relevant training topics include but are not limited to the following items.

Training Topics at PMS Business

- Responsibility of employees in departments;
- Administration and personnel system;
- Spring greening maintenance skills;
- Community activities;
- Corporate culture;
- Fire safety training;
- Customer service processes and etiquette;
- Emotion management and stress transformation in the workplace;
- Usage of real estate mobile application;
- Daily problems and solutions for equipment;
- Property quality management and practical application;
- Inspection requirements for engineering facilities and equipment; and
- Anti-corruption and business ethics.

Environmental Hygiene Business

As a relatively new commenced business of the Group, we believed that it is of paramount importance to conduct training programs for all employees. On one hand, training allows employees to understand the basic knowledge of the business, upgrade their skills, and familiarise themselves with their roles and responsibilities. On the other hand, a clearer operational framework provided by training may also allow the new business to run smoothly and effectively.

Training Topics at Environmental Hygiene Business

- Safety training;
- Operation training;
- Soft skills training; and
- Anti-corruption training.

Integrated Development Business

We believe that a professional management team could improve employees' service quality in the cultural spot and hence improve tourist satisfaction. During the Year, we provided the following training to enhance their management skills.

Training Topics at Integrated Development Business

- Service industry input-output electronic ledger;
- Fire safety training;
- Responsibility of employees in departments; and
- Electronic tax declaration and payment.

OUR PEOPLE AND COMMUNITY

Headquarters

Having an effective management team with sufficient expertise is crucial for long-lasting corporate governance. We provided the following training to the Board during the Year, with an aim to enhance their understanding of the Listing Rules, corporate governance approaches, as well as other laws and regulations regarding corporate governance.

Training Topics at the Headquarters

- Communication skills;
- Insights on market research on listing;
- Basic challenges of valuation;
- Generative artificial intelligence;
- Latest regulatory development of ESG in Hong Kong and trends of green finance;
- Leading an organization to a sustainable future;
- The Listed Issuer Regulation Newsletter published by the Stock Exchange of Hong Kong Limited; and
- The guidelines on general meetings published by the Stock Exchange of Hong Kong Limited.

Employee Remuneration and Benefit

To attract and retain talented individuals, we offer competitive remuneration packages to our employees. As outlined in our Employment Contract* (勞動合同), the remuneration packages include basic salaries, discretionary bonuses, salary adjustments, medical schemes, and provident fund schemes. Employees with higher seniority, including managerial-grade employees or above, are entitled to rental reimbursement schemes, term life insurance, and accidental death and dismemberment insurance schemes. Moreover, the Group also offers paid holidays and leave, annual leave, sick leave, marriage leave and compassionate leave. All employees employed in Hong Kong should be entitled to a maximum of 19 days of annual leave, dependent upon factors such as seniority and years of service. For the subsidiaries of the Company in the PRC, the annual leave entitlement should adhere to the Labour Law of the People's Republic of China.

Apart from the basic salary that aligns with the post-salary system and minimum wage guarantee system, the business development departments of PMS and Environmental Hygiene Businesses should be entitled to performance bonuses according to their business performance and employees' performance. At Tu Men Travel, employment practices are governed by the Attendance, Performance, and Salary System* (考勤、績效、工資制度), which are drafted, updated and implemented by the Integrated Management Department* (綜管部門). As stipulated in said policy, employees are entitled to a basic salary and performance salary, subject to the monthly performance assessment results.

Furthermore, we aspire to foster work-life balance among our employees to boost company morale, maintain their mental wellness, and enhance teams' cohesion, which in turn leads to improved productivity and performance, as well as operational excellence. During the Year, the Group organised various recreational events and activities for employees.

Community Engagement and Donations

Orient Victory has been focusing on sustainable and philanthropic development in the focus areas of protecting community health and well-being. We established relevant policies and actively identify the needs of our community and nation in different aspects and periods, and devote ourselves to participating in different social welfare undertakings.

During 2022 and 2023, the Group provided exclusive services to support National College Entrance Examination students (“NCEE Candidates”) in the PRC. To ensure a conducive environment for NCEE Candidates, Gangyu PMS, and Gangyu EHB implemented services, including caring service stations, noise control measures, and off-peak silent operations.

Caring Service Stations

Gangyu PMS set up Love Service Stations in the community to support NCEE Candidates. The Love Service Station offered various amenities and resources to assist NCEE Candidates and their parents. It provided free distribution of essential items such as mineral water, heatstroke prevention medicines, masks, and other cooling booster packs. Additionally, the Group offered lucky bag stationery, which included items like pencils, erasers, and rulers in the station to NCEE Candidates. NCEE Candidates and parents could also benefit from exclusive services such as free drinking water, areas to cool off, and spaces to rest at the service station. These provisions aimed to support the physical and psychological well-being of NCEE Candidates during this stressful period.



By providing exclusive services to NCEE Candidates and organising social work, volunteer service, and charity activities, Gangyu PMS and Gangyu EHB demonstrated their dedication to corporate social responsibility. These initiatives supported students during a crucial period and promoted environmental consciousness and community engagement.

Noise Control and Off-Peak Silent Operations

To create a quiet and calm atmosphere for NCEE Candidates, the Group took actions to minimise distractions. Gangyu PMS and Gangyu EHB implemented noise control and peak-shifting operations. Such measures and activities could demonstrate the Group’s commitment to supporting students’ academic pursuits and ensuring their well-being during the National College Entrance Examination.

Gangyu PMS suspended the renovation and construction works during the National College Entrance Examination in the PRC to promote a silent environment. Customer Service Managers of Gangyu PMS suspended the renovation and construction works during the National College Entrance Examination in the PRC to promote a silent environment. Customer Service Managers of Gangyu PMS actively communicated and promoted the silent initiative through platforms like WeChat Moments and the property owner groups. They conducted inspections and management of buildings where the NCEE Candidates resided, ensuring prompt action to stop any noise or decoration noise that may disrupt their preparation and rest.

OUR PEOPLE AND COMMUNITY

Gangyu EHB took proactive steps to optimise and adjust sanitation operations during the National College Entrance Examination. They deployed resources in advance and focused on strengthening sanitation services on primary and secondary arterial roads and road sections near examination sites. The sanitation operations time and routes were adjusted according to the examination schedule to minimise disturbances. Mechanical operations were avoided entirely during the National College Entrance Examination, and peak operations were staggered to reduce noise and disruptions. Moreover, all operating vehicles must drive in a civilised manner, refrain from whistling or driving at high speeds, and prioritise creating a peaceful examination and rest environment for the NCEE Candidates.

Environmental Education

Gangyu PMS and Gangyu EHB regularly organised environmental education for the community in order to promote environmental awareness.

Gangyu PMS and Gangyu EHB conducted a “Waste Classification” publicity campaign in the Zhangjiakou Economic and Technological Development Zone from 22 May 2023 to 28 May 2023. The primary objective of this campaign was to raise awareness about waste classification among the general public. The purpose of such activities is to foster understanding, support and active participation in properly classifying domestic waste. These efforts created a positive atmosphere and enhanced the community’s responsibility for waste management practices.



Except for the above, Tu Men Travel often established “Love Cold Beverage Fridges” at their business premises to offer complimentary cold beverages and mineral water to sanitation workers, delivery personnel and food delivery riders during hot weather. This initiative was designed to alleviate the effects of high temperatures and provide them with refreshments.



ESG PERFORMANCE TABLE

Environmental KPIs	Unit	2023				2022			
		Headquarters	Integrated Development Business	PMS Business	Environmental Hygiene Business	Headquarters	Integrated Development Business	PMS Business	Environmental Hygiene Business
Air Emissions¹									
NOx	kg	-	0.90	61.29	7,723.35	-	0.86	14.76	2,679.12
SOx	kg	-	0.01	0.07	11.59	-	0.01	0.03	2.91
PM	kg	-	0.08	5.71	633.16	-	0.08	1.37	196.75
GHG Emissions²									
Scope 1 Emissions	tCO ₂ -e	-	0.87	12.70	1,925.84	-	0.96	4.74	485.09
Scope 2 Emissions ³	tCO ₂ -e	4.28	686.99	-	-	3.76	657.59	-	-
Total Emissions	tCO ₂ -e	4.28	687.86	12.70	1,925.84	3.76	658.55	4.74	485.09
Total Emissions Intensity by Workforce ⁴	tCO ₂ -e/Person	0.36	14.64	0.07	0.99	0.34	13.72	0.05	0.23
Total Emission Intensity by Area ⁵	tCO ₂ -e/m ²	0.04	0.03	0.01	9.63	0.03	0.03	0.01	2.43
Energy⁶									
Petrol Usage	kWh	-	-	-	934,364.66	-	-	17,295.88	143,939.93
Diesel Usage	kWh	-	3,385.86	49,371.45	6,764,793.26	-	3,749.24	-	1,789,080.39
Natural Gas Usage	kWh	-	-	-	2,135,464.45	-	-	-	-
Electricity Usage ⁷	kWh	6,294.00	1,204,612.00	-	-	5,523.00	1,153,064.00	-	-
Total Energy Usage	kWh	6,294.00	1,207,997.86	49,371.45	9,834,622.37	5,523.00	1,156,813.24	17,295.88	1,933,020.32
Energy Usage Intensity by Workforce	kWh/Person	524.50	25,702.08	288.72	5,043.40	502.09	24,100.28	198.80	898.66
Energy Usage Intensity by Area	kWh/m ²	57.22	59.22	53.66	49,173.11	50.21	56.71	18.80	9,665.10

ESG PERFORMANCE TABLE

Environmental KPIs	Unit	2023				2022			
		Headquarters	Integrated Development Business	PMS Business	Environmental Hygiene Business	Headquarters	Integrated Development Business	PMS Business	Environmental Hygiene Business
Water^a									
Total Water Usage	m ³	Not applicable	26,594.00	Not applicable	Not applicable	Not applicable	23,328.00	Not applicable	Not applicable
Water Usage Intensity by Workforce	m ³ /Person	Not applicable	565.83	Not applicable	Not applicable	Not applicable	486.00	Not applicable	Not applicable
Water Usage Intensity by Area	m ³ /m ²	Not applicable	1.30	Not applicable	Not applicable	Not applicable	1.14	Not applicable	Not applicable
Non-hazardous Waste									
Paper Usage	Tonnes	0.01	0.07	14.85	0.05	0.06	0.01	14.85	0.04
Waste Oil from Kitchen	Tonnes	-	0.60	-	-	-	0.67	-	-
Domestic Waste	Tonnes	0.24	-	-	-	0.18	-	-	-
Total Non-hazardous Waste Generated	Tonnes	0.25	0.07	14.85	0.05	0.24	0.68	14.85	0.04
Non-hazardous Waste Intensity by Workforce	Tonnes/Person	0.02	0.001	0.09	0.00003	0.02	0.01	0.17	0.00002
Non-hazardous Waste Intensity by Area	Tonnes/m ²	0.002	0.000003	0.02	0.0003	0.002	0.00003	0.02	0.0002

1. The emission factors used to calculate exhaust air emissions are derived in accordance with the Hong Kong Environmental Protection Department's Vehicle Emission Calculation Model (EMFAC-HK Vehicle Emission Calculation) and the United States Environmental Protection Agency's Vehicle Emission Modelling Software – MOBILE6.1.
2. The quantification method of GHG is based on, but not limited to the "Guidelines to Account for and Report on Greenhouse Gas Emissions and Removals from Buildings (Commercial, Residential or Institutional Purposes) in Hong Kong" published by the Hong Kong Electrical and Mechanical Services Department and the Environmental Protection Department, "The Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standards" issued by the World Resources Institute and the World Business Council for Sustainable Development, "How to prepare an ESG report – Appendix 2: Reporting Guidance on Environmental KPIs" issued by the Stock Exchange of Hong Kong Limited and the "Global Warming Potential Values" from the IPCC Sixth Assessment Report.

ESG PERFORMANCE TABLE

3. The emission factors for Scope 2 emission are derived in accordance with the “Sustainability Report 2023” published by HK Electric Investments and HK Electric Investments Limited and the “Notice on Carrying out Work in Reporting and Management of Greenhouse Gas Emissions of Enterprises in the Power Generation Industry from 2023 to 2025” issued by the Ministry of Ecological Environment of the PRC.
4. As at 31 December 2023, a total of 2,180 employees fell into the reporting scope (as at 31 December 2022: 2,297). Among which, 12 of them worked at the headquarters (as at 31 December 2022: 11), 47 of them worked at the Integrated Development Business (as at 31 December 2022: 48), 171 of them worked at the PMS business (as at 31 December 2022: 87) and 1,950 of them worked at the Environmental Hygiene business (as at 31 December 2022: 2,151). This data is also used to calculate other intensity data.
5. As at 31 December 2023, the Group had a total gross floor area of approximately 110 m² associated operations of headquarters (as at 31 December 2022: approximately 110 m²), approximately 20,400 m² associated operations of the Integrated Development Business (as at 31 December 2022: approximately 20,400 m²), approximately 920 m² associated operations of PMS business (as at 31 December 2022: approximately 920 m²) and approximately 200 m² associated operations of environmental hygiene business (as at 31 December 2022: 200 m²). This data is also used to calculate other intensity data.
6. The unit conversion method of energy consumption data is formulated based on the “Energy Statistics Manual” issued by the International Energy Agency.
7. For the PMS business and Environmental Hygiene Business, the electricity consumption was managed by the building management company. Hence, we are currently unable to retrieve any electricity usage records and quantify our electricity consumption.
8. For the headquarters office, PMS business and Environmental Hygiene Business, washrooms are shared with other occupants in the building, and the water consumption was managed by the building management company. Hence, we are currently unable to retrieve any water usage records and quantify our water consumption.

ESG PERFORMANCE TABLE

Social KPIs	Unit	2023				2022			
		Headquarters	Integrated Development Business	PMS Business	Environmental Hygiene Business	Headquarters	Integrated Development Business	PMS Business	Environmental Hygiene Business
Workforce									
Total Workforce	Persons	12	47	171	1,950	11	48	87	2,151
By Gender									
Male	Persons	9	36	71	1,137	7	36	41	1,266
Female	Persons	3	11	100	813	4	12	46	885
By Employment Type									
Full-time	Persons	12	43	171	1,950	11	48	87	2,151
Part-time	Persons	-	4	-	-	-	-	-	-
By Employment Category									
C-level Management	Persons	8	-	-	-	8	-	-	-
Senior Management	Persons	1	-	-	2	1	-	-	3
Middle Management	Persons	2	7	21	8	1	4	25	10
General Staff	Persons	1	40	150	1,940	1	44	62	2,138
By Age Group									
<21	Persons	-	-	-	1	-	-	-	-
21-40	Persons	1	14	99	160	2	10	60	178
41-60	Persons	9	30	72	940	8	36	27	1,046
>60	Persons	2	3	-	849	1	2	-	927
By Geographical Region									
Hong Kong	Persons	4	-	-	-	3	-	-	-
The PRC	Persons	8	47	171	1,950	8	48	87	2,151

ESG PERFORMANCE TABLE

Social KPIs	Unit	2023				2022			
		Headquarters	Integrated Development Business	PMS Business	Environmental Hygiene Business	Headquarters	Integrated Development Business	PMS Business	Environmental Hygiene Business
Turnover Rate									
Total Turnover Rate ⁹	%	25.00	10.64	16.37	32.67	27.27	18.75	50.57	10.37
By Gender¹⁰									
Male	%	25.00	5.56	12.68	31.49	14.29	16.67	63.41	9.40
Female	%	25.00	27.27	19.00	34.32	50.00	25.00	39.13	11.75
By Age Group¹⁰									
<21	%	-	-	-	100.00	-	-	-	-
21-40	%	100.00	28.57	19.19	45.63	50.00	40.00	56.67	10.11
41-60	%	18.18	-	12.50	25.32	25.00	13.89	37.04	6.02
>60	%	-	33.33	-	38.28	-	-	-	15.32
By Geographical Region¹⁰									
Hong Kong	%	50.00	-	-	-	-	-	-	-
The PRC	%	-	10.64	16.37	32.67	37.50	18.75	50.57	10.37
Training and Development									
Total Training Hours	Hours	59.5	9.00	791.00	13,212.00	114.00	9.00	837.50	14.00
Total Training Percentage ¹¹	%	58.33	12.77	96.49	100.00	81.82	14.58	73.56	0.65
Average Training Hours ¹²	Hours	4.96	0.19	4.63	6.78	10.36	0.19	9.63	0.01
The Percentage of Employees Trained by Gender¹³									
Male	%	85.71	66.67	40.00	58.31	77.78	71.43	46.88	71.43
Female	%	14.29	33.33	60.00	41.69	22.22	28.57	53.12	28.57

ESG PERFORMANCE TABLE

Social KPIs	Unit	2023				2022			
		Headquarters	Integrated Development Business	PMS Business	Environmental Hygiene Business	Headquarters	Integrated Development Business	PMS Business	Environmental Hygiene Business
The Percentage of Employees Trained by Employee Category¹³									
C-level Management	%	100.00	-	-	-	88.89	-	-	-
Senior Management	%	-	16.67	-	0.10	-	-	-	14.29
Middle Management	%	-	50.00	12.73	0.41	11.11	28.57	28.13	28.57
General Staff	%	-	33.33	87.27	99.49	-	71.43	71.88	57.14
The Average Training Hours Completed per Employee by Gender¹⁴									
Male	Hours	6.38	0.17	4.44	4.87	12.00	0.19	12.23	0.01
Female	Hours	2.13	0.27	4.76	9.45	7.50	0.17	7.30	0.01
The Average Training Hours Completed per Employee and Employee Category¹⁴									
C-level Management	Hours	7.44	-	-	-	11.75	-	-	-
Senior Management	Hours	-	-	-	25.00	-	-	-	0.67
Middle Management	Hours	-	0.57	9.88	26.63	20.00	1.00	13.30	0.40
General Staff	Hours	-	0.13	3.89	6.67	-	0.11	8.15	0.004
Occupational Health and Safety									
Work-related Fatality	Cases	-	-	-	-	-	-	-	-
Work-related Injury	Cases	-	-	-	-	-	-	-	-
Lost Days due to Work-related Injury	Days	-	-	-	-	-	-	-	-
Number of Suppliers by Geographical Region									
Hong Kong	Quantity	12	-	-	-	12	-	-	-
The PRC	Quantity	-	59	121	110	-	53	101	25

ESG PERFORMANCE TABLE

Social KPIs	Unit	2023				2022			
		Headquarters	Integrated Development Business	PMS Business	Environmental Hygiene Business	Headquarters	Integrated Development Business	PMS Business	Environmental Hygiene Business
Product Responsibility									
Product Recalled for Safety and Health Reasons	%	-	-	-	-	-	-	-	-
Product and Service-related Complaints Received	Cases	-	-	-	-	-	-	-	-
Anti-corruption									
Concluded Legal Cases	Cases	-	-	-	-	-	-	-	-
Community Investment									
Resources Contributed	RMB	-	-	-	-	-	-	-	-

9. The total turnover rate is calculated by dividing the number of employees leaving employment during the reporting period by the number of employees as at the end of the reporting period.
10. The turnover rate by specific category is calculated by dividing the number of employees leaving employment in the specified category during the reporting period by the number of employees as at the end of the reporting period in the specified category.
11. The total training percentage is calculated by dividing the total number of employees who took part in training during the reporting period by the total number of employees as at the end of the reporting period.
12. The average training hours is calculated by dividing the total number of training hours during the reporting period by the total number of employees as at the end of the reporting period.
13. The percentage of trained employees by category is calculated by dividing the number of employees in the specified category who took part in training during the reporting period by the total number of employees who took part in training as at the end of the reporting period.
14. The average training hours by category is calculated by dividing the number of training hours for employees in the specified category during the reporting period by the number of employees in the specified category as at the end of the reporting period.

ESG REPORTING GUIDE INDEX

Aspects, General Disclosures and KPIs	Description	Relevant Chapter or Explanation
Mandatory Disclosure Requirements		
Governance Structure		
	<p>A statement from the board containing the following elements:</p> <ul style="list-style-type: none"> i) a disclosure of the board’s oversight of ESG issues; ii) the board’s ESG management approach and strategy, including the process used to evaluate, prioritise and manage material ESG-related issues (including risks to the issuer’s businesses); and iii) how the board reviews progress made against ESG-related goals and targets with an explanation of how they relate to the issuer’s businesses. 	<p>About the Group – Risk Adaptation</p> <p>Our Approach to Sustainability</p>
Reporting Principles		
	<p>A description of, or an explanation on, the application of the following Reporting Principles in the preparation of the ESG Report: Materiality: The ESG report should disclose: (i) the process to identify and the criteria for the selection of material ESG factors; (ii) if a stakeholder engagement is conducted, a description of significant stakeholders identified, and the process and results of the issuer’s stakeholder engagement. Quantitative: Information on the standards, methodologies, assumptions and/or calculation tools used, and source of conversion factors used, for the reporting of emissions/energy consumption (where applicable) should be discussed. Consistency: The issuer should disclose in the ESG report any changes to the methods or KPIs used, or any other relevant factors affecting a meaningful comparison.</p>	<p>Reporting Framework – Reporting Principles</p>
Reporting Boundary		
	<p>A narrative explaining the reporting boundaries of the ESG report and describing the process used to identify which entities or operations are included in the ESG report. If there is a change in the scope, the issuer should explain the difference and reason for the change.</p>	<p>About this Report – Reporting Scope</p>

ESG REPORTING GUIDE INDEX

Aspects, General Disclosures and KPIs	Description	Relevant Chapter or Explanation
Aspect A1: Emissions		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and GHG emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	Our Business – Laws and Regulations Compliance Our Environment – Waste Management – Hazardous Waste – Waste Management – Non-hazardous Waste – Sewage Discharge – Air Emissions – GHG Emissions
KPI A1.1	The types of emissions and respective emissions data.	Our Environment – Air Emissions ESG Performance Table
KPI A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Our Environment – GHG Emissions ESG Performance Table
KPI A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Our Environment – Waste Management – Hazardous Waste ESG Performance Table
KPI A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Our Environment – Waste Management – Non-hazardous Waste ESG Performance Table
KPI A1.5	Description of emissions target(s) set and steps taken to achieve them.	Our Environment – Environmental Targets – GHG Emissions
KPI 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.	Our Environment – Environmental Targets – Waste Management – Hazardous Waste – Waste Management – Non-hazardous Waste

ESG REPORTING GUIDE INDEX

Aspects, General Disclosures and KPIs	Description	Relevant Chapter or Explanation
Aspect A2: Use of Resources		
General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials.	Our Environment – Energy Consumption – Water Consumption – Packaging Materials
KPI A2.1	Direct and/or indirect energy consumption by type in total and intensity.	Our Environment – Energy Consumption ESG Performance Table
KPI A2.2	Water consumption in total and intensity.	Our Environment – Water Consumption ESG Performance Table
KPI A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	Our Environment – Environmental Targets – Energy Consumption
KPI 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.	Our Environment – Environmental Targets – Water Consumption
KPI A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	Our Environment – Packaging Materials
Aspect A3: The Environment and Natural Resources		
General Disclosure	Policies on minimising the issuer’s significant impact on the environment and natural resources.	Our Environment – The Environment and Natural Resources
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 – Noise Control
Aspect A4: Climate Change		
General Disclosure	Policies on identification and mitigation of significant climate related issues which have impacted, and those which may impact, the issuer.	Our Environment – Climate Change Adaptation
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.	Our Environment – Climate Change Adaptation – Incident Management Mechanism

ESG REPORTING GUIDE INDEX

Aspects, General Disclosures and KPIs	Description	Relevant Chapter or Explanation
Aspect B1: Employment		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, antidiscrimination, and other benefits and welfare.	Our Business – Laws and Regulations Compliance – Equal Opportunities, Diversity and Anti-discrimination Our People and Community – Employee Remuneration and Benefit
KPI B1.1	Total workforce by gender, employment type, age group and geographical region.	ESG Performance Table
KPI B1.2	Employee turnover rate by gender, age group and geographical region.	ESG Performance Table
Aspect B2: Health and Safety		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	Our Business – Laws and Regulations Compliance Our People and Community – Occupational Health and Safety
KPI B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	ESG Performance Table Our People and Community – Safety Measures and Guidelines
KPI B2.2	Lost days due to work injury.	ESG Performance Table
KPI B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored.	Our People and Community – Occupational Health and Safety

ESG REPORTING GUIDE INDEX

Aspects, General Disclosures and KPIs	Description	Relevant Chapter or Explanation
Aspect B3: Development and Training		
General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	Our People and Community – Training and Development
KPI B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	ESG Performance Table
KPI B3.2	The average training hours completed per employee by gender and employee category.	ESG Performance Table
Aspect B4: Labour Standards		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.	Our Business – Laws and Regulations Compliance – Child and Forced Labour Prevention
KPI B4.1	Description of measures to review employment practices to avoid child and forced labour.	Our Business – Child and Forced Labour Prevention
KPI B4.2	Description of steps taken to eliminate such practices when discovered.	Our Business – Child and Forced Labour Prevention
Aspect B5: Supply Chain Management		
General Disclosure	Policies on managing environmental and social risks of the supply chain.	Our Operations – Supply Chain Management
KPI B5.1	Number of suppliers by geographical region.	ESG Performance Table
KPI 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.	Our Operations – Supply Chain Management
KPI B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	Our Operations – Supply Chain Management
KPI B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	Our Operations – Supply Chain Management

ESG REPORTING GUIDE INDEX

Aspects, General Disclosures and KPIs	Description	Relevant Chapter or Explanation
Aspect B6: Product Responsibility		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	Our Business – Laws and Regulations Compliance Our Operations – Service Responsibility – Provision of Service Health and Safety – Client Experience
KPI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Our Operations – Provision of Service Health and Safety
KPI B6.2	Number of products and service related complaints received and how they are dealt with.	Our Operations – Client Experience ESG Performance Table
KPI B6.3	Description of practices relating to observing and protecting intellectual property rights.	Our Business – IP Right Protection
KPI B6.4	Description of quality assurance process and recall procedures.	Our Operations – Service Responsibility
KPI B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored.	Our Business – Private Information and Privacy Protection
Aspect B7: Anti-corruption		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	Our Business – Laws and Regulations Compliance Our Business – Anti-corruption
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.	ESG Performance Table
KPI B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	Our Business – Anti-corruption
KPI B7.3	Description of anti-corruption training provided to directors and staff.	Our Business – Anti-corruption

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Aspects, General Disclosures and KPIs	Description	Relevant Chapter or Explanation
Aspect B8: Community Investment		
General Disclosure	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	Our People and Community – Community Engagement and Donations
KPI B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	Our People and Community – Community Engagement and Donations
KPI B8.2	Resources contributed (e.g. money or time) to the focus area.	Our People and Community – Community Engagement and Donations ESG Performance Table