

Corporate Social Responsibility Policy

We recognise high levels of corporate social responsibility (CSR) will create long-term shareholder and customer value. Therefore, we pursue this business approach by embracing opportunities and managing risks derived from economic, environmental and social developments, and making informed decisions by engaging with our stakeholders.

At the same time, as this business approach improves the quality of life in our workplace as well as the local community and the world at large, all employees are required to have high level of CSR awareness and involvement. To achieve this, we strive to embed CSR into our organisational culture through internal and external promotion, communication, education and engagement. We aim to integrate our CSR commitments into all of our operations.

This policy defines our commitments to CSR, which are in line with the seven core subjects specified in ISO 26000 – Guidance on Social Responsibility:

Organisational Governance

The Group's CSR Steering Committee ensures that we take responsibility for the impacts of our decisions and activities, and acts as a focal point to integrate CSR principles into our business operations, monitor and improve on the CSR performance.

Human Rights

The Group respects generally recognised human rights and is dedicated to adhering to all anti-discrimination laws and encouraging diverse workforce.

Labour Practices

The Group determines to provide a workspace contributory to the health, safety, development and wellbeing of our employees. We are committed to promoting active and two-way communication between management and staff through effective engagement and communication channels. We take a strong stance against child labour and forced labour across our operations and supply chain.

The Environment

The Group is committed to complying with all environmental legislation and keeping the carbon footprint of our operations to a minimum. We ensure that all significant impacts of our operations on the environment are identified and appropriately managed.

Fair Operating Practices

The Group is committed to adhering to the highest ethical practices, which are communicated through our trainings and code of conduct. We aim to promote adoption and support of the practices through leadership and monitoring along the supply chain.

Consumer Issues

The Group is committed to offering superior quality products and services to our customers by satisfying and exceeding their expectations and needs. Accurate information, fair and responsible marketing and contracts are provided to protect consumers. We are dedicated to minimising product and service risks and protecting personal information and privacy.

Community Involvement and Development

The Group engages in local communities by strategically forming partnerships with charity and community groups in order to create a leverage of the maximum benefit for the community as a whole. Programmes, which involve the Group's Volunteer Team, are designed to provide assistance to underprivileged people and raise funds for deserving causes.