



泛遠國際控股
FAR INTERNATIONAL HOLDINGS

FAR International Holdings Group Company Limited 泛遠國際控股集團有限公司

(Incorporated in the Cayman Islands with limited liability)

Stock Code : 2516

Environmental,
Social and
Governance Report
2023



Content

1. ABOUT THIS REPORT	1	4. ENVIRONMENTAL PROTECTION	9
1.1. About this Report	1	4.1. Emission and Waste Management	9
1.2. Scope of Reporting	1	4.2. Use of Resources	12
1.3. Reporting Framework	1	4.3. Responding to Climate Change	15
1.4. Reporting Principles	1		
2. ABOUT THE GROUP	2	5. EMPLOYEE AND LABOUR PRACTICES	16
2.1. About the Group	2	5.1. Employee Rights	16
2.2. Corporate Culture	2	5.2. Employee Benefits	18
		5.3. Employee Development and Training	18
3. SUSTAINABILITY MANAGEMENT	3	5.4. Health and Safety	20
3.1. Statement of the Board	3	6. OPERATION PRACTICES	21
3.2. Stakeholder Engagement	3	6.1. Supply Chain Management	21
3.3. Materiality Assessment	5	6.2. Product Responsibility	22
3.4. Materiality Matrix and Corresponding Issues	6	6.3. Anti-corruption	24
3.5. Opinions and Feedbacks	8	7. COMMUNITY INVESTMENT	25





1. ABOUT THIS REPORT

1.1. About this Report

FAR International Holdings Group Company Limited (the “**Company**”) and its subsidiaries (collectively referred to as the “**Group**” or “**us**”) is pleased to publish the Environmental, Social and Governance (“**ESG**”) Report (the “**ESG Report**”), summarizing the Group’s efforts and achievements in environmental and social aspects throughout the previous year.

1.2. Scope of Reporting

The ESG report covers the ESG performance of the Group during the period from 1 January 2023 to 31 December 2023 (the “**Year**”). The Group principally engages in end-to-end cross-border logistics business. The environmental and social performance of the Group covers the entire group.

1.3. Reporting Framework

The ESG Report has been prepared in accordance with the Environmental, Social and Governance Reporting Guide (the “**Guide**”) in Appendix C2 to the Rules (the “**Listing Rules**”) Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (the “**Stock Exchange**”). The contents covered in this ESG Report have complied with the “comply or explain” provisions set out in the Guide.

1.4. Reporting Principles

The Group has prepared and complied in this ESG Report based on the four reporting principles of materiality, quantitative, consistency and balance, and has applied such reporting principles as set out in the Guide above in the following manners:

Materiality: The content of the ESG Report is determined on the basis of a stakeholder engagement and materiality assessment process which includes identifying ESG-related issues, collecting and reviewing comments and suggestions from management and stakeholders, assessing the relevance and materiality of different issues, and preparing and validating the reported content. The ESG Report covers the key issues which are concerns for different stakeholders.

Quantitative: The disclosure of quantified environmental and social key performance indicators (“**KPIs**”) in the ESG Report provides stakeholders with a comprehensive understanding of the Group’s ESG performance. Information on the standards, methods, references and data resources for these KPIs are set out where appropriate.

Consistency: To facilitate comparison of the ESG Report of different years, the Group has adopted a consistent reporting format and calculation method as far as reasonably practicable. Any changes to the methodology have also been presented and explained in detail in the corresponding sections.

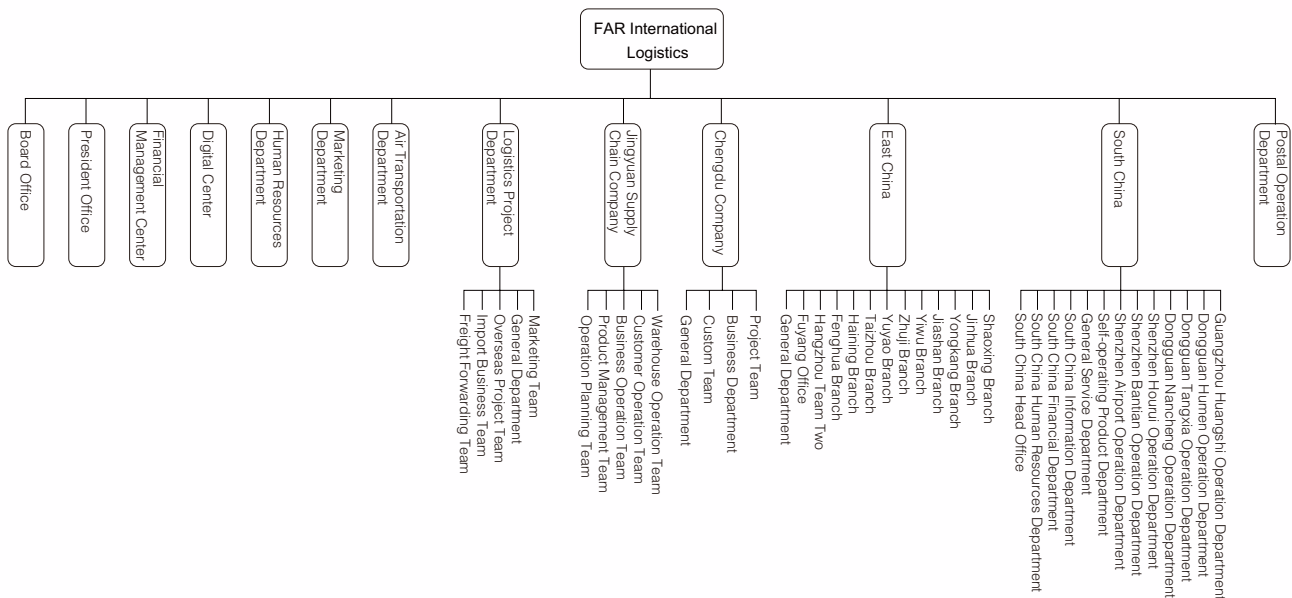
Balance: The relevant data and contents of the Group are disclosed in an objective and balanced manner.



2. ABOUT THE GROUP

2.1. About the Group

The Company was incorporated in November 2022. The Group is a cross-border e-commerce logistics service provider in the People's Republic of China (the “PRC”). The Group has over 30 outlets and over 1,100 suppliers in its network, serving over 220 countries and regions around the world. We provide various flexible and reliable cross-border delivery options, which ensure efficient delivery of packages based on the express, standard or economic delivery options selected by our customers. Leveraging our ability to cooperate with suppliers to serve the entire logistics chain, we allow our customers to flexibly select service types and provide them with customised supply chain solutions. The organization structure of the Group is shown as follows:



2.2. Corporate Culture

Vision of the Group

- Making cross-border logistics more convenient and making global business simpler

Value of the Group

- Integrity, responsibility, cooperation, co-prosperity

Mission of the Group

- Building a stable, efficient and sound cross-border e-commerce logistics service system



3. SUSTAINABILITY MANAGEMENT

3.1. Statement of the Board

The board of directors of the Company (the “**Board**”) has established clear roles and responsibilities and is directly responsible for the implementation of ESG- and climate-related matters and the supervision of ESG performance. To facilitate effective and independent assessment of ESG-related risks, the Company has engaged professionals (the “**ESG Consultant**”) to provide services and assist the assessment of ESG-related risks, review of existing strategies, objectives and policies, and conduct materiality assessments. The chairman of the Board is responsible for reviewing and approving the ESG policies and the conclusions of the ESG Consultant. Furthermore, in order to improve our ESG policies, the ESG-related matters of the Group are formulated in accordance with the standards set out in Appendix C2 to the Listing Rules.

The Board is fully aware of the results of the assessment of ESG-related risks, the results of the review of existing strategies, objectives and policies, and materiality assessment. Under the supervision of the Board, the Group actively identifies and monitors short-, medium- and long-term ESG- and climate-related risks and opportunities, and endeavours to integrate these issues into its business, strategic and financial planning.

The Board has effectively authorised management and relevant departments to develop and implement ESG policies. The management and relevant departments will also report on ESG performance at Board meetings. The Group will take into account the balance between business growth and ESG considerations in setting each of the KPIs, in order to achieve sustainable development. The Group will regularly review the key KPIs to ensure that they remain appropriate for the needs of the Group.

The Board reviews progress on ESG- and climate-related matters and ESG-related targets at least annually. The Group publishes an ESG report annually in accordance with the reporting requirements of the Listing Rules, which analyse and disclose significant ESG issues, risk management and performance and fulfillment of targets. The Board will continue to review ESG issues within the Group through the preparation of the ESG Report.

3.2. Stakeholder Engagement

The Group recognises the importance of stakeholder feedback in improving its business operations and formulating short- and long-term business development strategies. The Group is committed to fostering effective communication with all stakeholders and has established various communication channels to communicate with stakeholders. The Group recognises the demands and expectations of our stakeholders in terms of our sustainable development and seeks to uphold the highest standards of corporate governance, in order to ensure sustainable growth and protect the interests of all stakeholders, including but not limited to shareholders, employees, suppliers, customers, other business partners and the general public.





The table below sets out the relevant stakeholders, their demands and expectations for the Group and our corresponding means of communication and response.

Stakeholders	Demands and Expectations	Means of Communication and Response
Government and regulators	<ul style="list-style-type: none"> • Compliance with national policies, laws and regulations • Promoting local economic development • Bolstering local employment • Paying tax on time 	<ul style="list-style-type: none"> • Regular reporting of information • Regular dialogue with regulators • Case reporting • Inspection and supervision
Shareholders	<ul style="list-style-type: none"> • Revenue return • Compliant operation • Enhance value of the Group • Clear information flow and effective communication 	<ul style="list-style-type: none"> • General meeting • Group announcement and circular • E-mail, telephone and website of the Group • Case reporting • Site visit
Partners	<ul style="list-style-type: none"> • Integrity operation • Fair competition • Lawful performance • Mutual benefit 	<ul style="list-style-type: none"> • Review and evaluation meeting • Business communication • Exchanges and seminars • Negotiation for cooperation
Customers	<ul style="list-style-type: none"> • Quality logistics service • Health and safety • Lawful performance • Integrity operation 	<ul style="list-style-type: none"> • Customer service center and hotline • Customer opinion survey • Customer communication meeting • Social media platforms • Return visit
Environment	<ul style="list-style-type: none"> • Compliance with emission standards • Energy conservation and emission reduction • Ecological protection • Reasonable use of water 	<ul style="list-style-type: none"> • Communication with local environment authorities





Stakeholders	Demands and Expectations	Means of Communication and Response
Industry	<ul style="list-style-type: none"> • Industry standard formulation • Promote industry development 	<ul style="list-style-type: none"> • Communication with local labour authorities • Participating in industry forums • Exchanges and visits
Employees	<ul style="list-style-type: none"> • Rights and interests protection • Occupational health and safety • Compensation and benefits • Career development • Humanistic care 	<ul style="list-style-type: none"> • Employee communication meeting • Internal newsletter and Intranet of the Group • Employee mailbox • Training and workshop • Employee activities • Employee representative meeting • Democracy seminars
Community and the public	<ul style="list-style-type: none"> • Improving community environment • Engaging in public welfare • Open access to information and transparency 	<ul style="list-style-type: none"> • Website of the Group • Announcement of the Group • Media interviews • Social media platforms

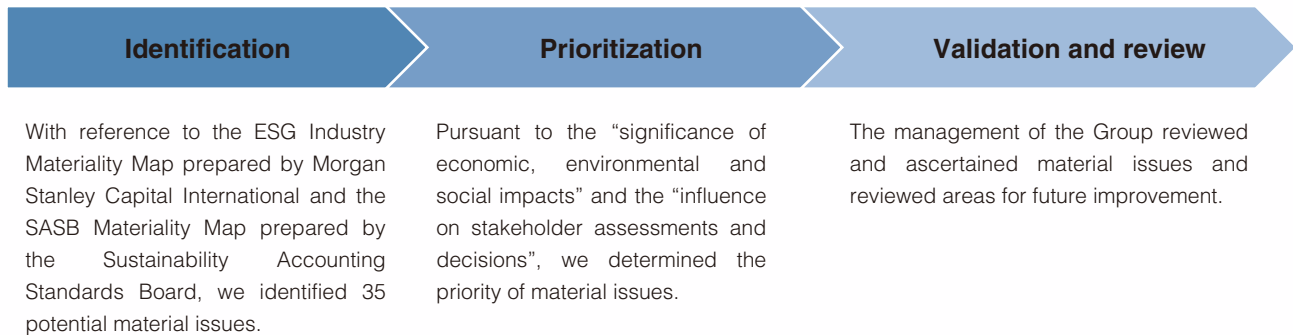
3.3. Materiality Assessment

With the assistance of the ESG consultant, the Group has identified significant environment, social and climate-related issues that are highly relevant to the Group's business pursuant to the judgement of the Group's management and materiality map analyses provided by reputable external organisations, including the ESG Industry Materiality Map prepared by Morgan Stanley Capital International and the SASB Materiality Map prepared by the Sustainability Accounting Standards Board. Such environment, social and climate-related issues may present various risks and opportunities to the Group, which could affect the Group in different ways.



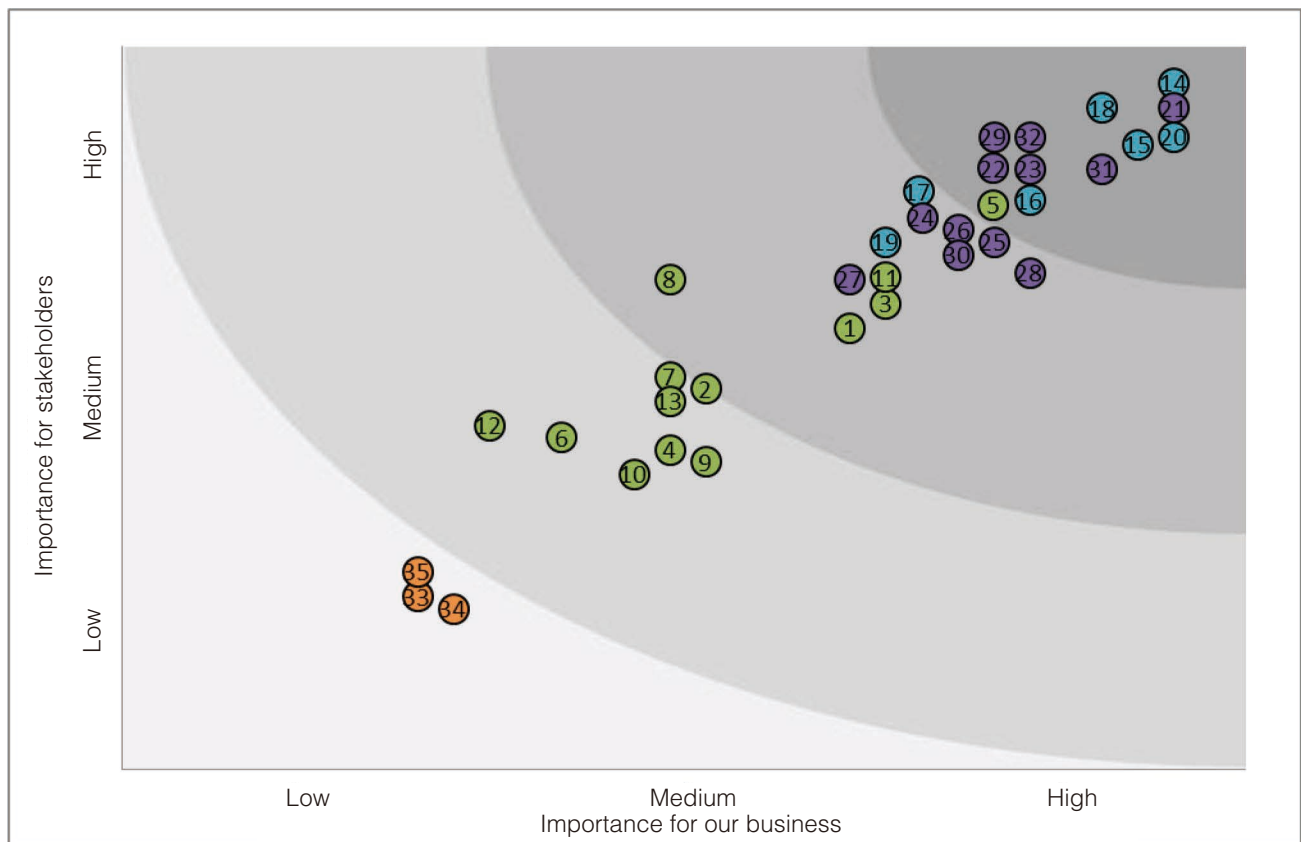


Through collecting stakeholders' opinions and information, the Group has gained a better understanding of ESG-related issues of concern to the stakeholders. During the Year, the Group has conducted a comprehensive materiality assessment to identify important ESG-related issues. The materiality assessment was divided into three steps: identification, prioritization and validation and review.



3.4. Materiality Matrix and Corresponding Issues

Based on the results of the materiality assessment described above, the issues of concern to the stakeholders of the Group for 2023 are set out in the following table:





Environment		Employment and labour practices		Operation practices		Community investment	
1	Environmental compliance	14	Employment compliance	21	Operational compliance	33	Public welfare and charity
2	Air pollutant management	15	Remuneration and benefits	22	Managing environmental risks in supply chain	34	Promotion of community development
3	Vehicle emission management	16	Working hours and holiday	23	Managing social risks in supply chain	35	Poverty alleviation
4	Wastewater management	17	Diversity and equal opportunity	24	Procurement practices		
5	Greenhouse gas emission	18	Occupational health and safety	25	Quality management		
6	Waste management	19	Training and development	26	Customer health and safety		
7	Energy consumption	20	Prevention of child labour and forced labour	27	Responsible sales and marketing		
8	Use of water resources			28	Customer service management		
9	Use of raw materials and packaging materials			29	Intellectual property protection		
10	Response to climate change			30	Information security		
11	Prevention and handling of environmental incidents			31	Customer privacy protection		
12	Noise management			32	Anti-corruption		
13	Green office						





During the Year, the Group identified 12 ESG-related material issues, which will be discussed in each section in this report.

	Material issues	Corresponding section
Environment	5. Greenhouse gas emission	Emission and Waste Management
Employment and labour practices	14. Employment compliance	Employment and Labour Practices
	15. Remuneration and benefits	Employee Benefits
	16. Working hours and holiday	Employee Rights
	18. Occupational health and safety	Health and Safety
	20. Prevention of child labour and forced labour	Employment and Labour Practices
Operation practices	21. Operational compliance	Operation Practices
	22. Managing environmental risks in supply chain	Supply Chain Management
	23. Managing social risks in supply chain	Supply Chain Management
	29. Intellectual property protection	Product Responsibility
	31. Customer privacy protection	Product Responsibility
	32. Anti-corruption	Anti-corruption

3.5. Opinions and Feedbacks

For details on the environmental, social and corporate governance of the Group, please refer to the official website of the Group (<https://www.far800.com/>). For any questions or suggestions regarding this report, please feel free to contact us via email: dongban@far800.com.





4. ENVIRONMENTAL PROTECTION

The Group is fully committed to meeting the national carbon emission reduction targets and sustainable development objectives, and has embedded the concept of environmental protection in its long-term development strategy. In terms of environmental compliance, the Group strictly complies with various national environmental laws, including but not limited to the Environmental Protection Law of the PRC, the Law on the Prevention and Control of Atmospheric Pollution of the PRC, the Law on the Prevention and Control of Water Pollution of the PRC, the Law on the Prevention and Control of Environmental Pollution by Solid Wastes of the PRC and the Energy Conservation Law of the PRC, in order to reduce the impact of the environment and natural resources on our operations.

As the Group has just completed its listing process, we have not identified any material impact on the environment and natural resources. However, we will identify, evaluate and manage in the future the relevant impact based on the characteristics of the industry and our operations.

In addition, the Group considers and analyses quantitative information on the Group's environmental, social and climate-related risk management, including greenhouse gas emissions, energy consumption, water resources consumption and waste emissions, and sets directional and numerical environmental targets for each environmental area. We endeavour to meet these environmental objectives through various measures, including electricity conservation and the use of energy-efficient vehicles.

During the Year, the Group has established the following environmental targets:

Environmental aspects	Targets
Greenhouse gas	Reduce greenhouse gas emission intensity by 8% by 2030
Energy consumption	Reduce energy consumption by 8% by 2030
Water consumption	Reduce water consumption intensity by 8% by 2030
Waste	Achieve 100% solid waste processing rate by 2030

4.1. Emission and Waste Management

In order to minimise the generation of emissions and wastes, the Group strictly complies with national laws and regulations, such as the Law on the Prevention and Control of Atmospheric Pollution of the PRC and the Law on the Prevention and Control of Environmental Pollution by Solid Wastes of the PRC, and implements the environmental policy of “strengthening risk control and preventing environmental pollution”. The members of the Group adopt a series of measures to control air, waste and greenhouse gas emission, in order to ensure our operations would not only comply with legal requirements, but also provide a healthier and more sustainable living environment for the community.





Air Emission

As a logistics company that relies heavily on various modes of transport, poor management will generate a large amount of unnecessary air emissions in the course of daily operation. The Group has implemented vehicle management procedures to improve the efficiency of vehicle use and reduce emissions. Meanwhile, the Group utilises electric and hybrid vehicles as part of its fleet, which can effectively reduce air emissions as compared to using fossil fuels. The Group also maintains the correct tyre pressure through regular inspections and tyre inflation and proper adjustment to vehicles, in order to ensure that the vehicles are used efficiently to reduce fuel consumption. In addition, the Group provides drivers with low-carbon driving training programmes to ensure that they avoid polluting driving behaviours, such as sudden acceleration and engine idling and avoiding running the engine while the vehicle is idling. The Group is committed to minimize its air emissions and create a cleaner and safer environment for the community.

During the Year, information on the Group's vehicle emissions is set out below:

Air pollutant (Note 1)	2023
Nitrogen oxides (<i>kg</i>)	1,118.15
Sulphur oxides (<i>kg</i>)	6.24
Particulate matters (<i>kg</i>)	76.27


Note:

1. Calculated based on the "Appendix 2: Reporting Guidance on Environmental KPIs" issued by the Stock Exchange.

Waste Management

Waste generated by the Group can be categorised into non-hazardous waste and hazardous waste, with the main non-hazardous waste comprising general office waste (waste paper) and food waste, and hazardous waste comprising office waste (e.g. ink cartridges, computers, etc.).

Among them, the main method of disposal of non-hazardous waste is recycling. The Group's workplaces are equipped with waste separation bins to facilitate the recycling of different types of waste. In order to reduce the generation of non-hazardous waste, the Group regularly evaluates the amount of materials used to avoid overstocking. At the same time, the Group encourages its staff to reduce the use of disposable and non-recyclable products and to reuse recyclable items, such as reusing envelopes, loose-leaf folders, file cards and reusing pen barrels with pen refills.



In respect of the management of hazardous waste, the Group has separately set up a hazardous waste contingency plan and a standardised hazardous waste management system. In the event of a hazardous waste spillage or fire, the contingency plan will be activated to coordinate the emergency response personnel to prevent the spread of pollution. The Group has established storage facilities and premises for hazardous waste, and classified and collected the hazardous waste generated and posted conspicuous signs stating the names and types of waste. The Group has also established a hazardous waste management ledger and formulated a hazardous waste management plan in accordance with the management ledger and the production plan in recent years. The Group also selects suitable packaging materials and packaging to contain hazardous waste to avoid leakage or incompatible reactions. Hazardous waste is mainly handled by qualified collectors, suppliers or properties for centralised collection and recycling. Furthermore, the Group collaborates with electronics companies to recycle used computers and other electronic waste. The office also uses recyclable ink cartridges and encourages staff to use rechargeable batteries instead of disposable batteries, in order to reduce the amount of hazardous waste generated in our office.

During the Year, information on the Group's waste generated is set out below:

Waste	2023
Total non-hazardous waste generated (<i>tonnes</i>) (<i>Note 1</i>)	234,252.65
Intensity of non-hazardous waste generated (<i>tonnes/RMB million revenue</i>)	114.50
Total hazardous waste generated (<i>tonnes</i>) (<i>Note 2</i>)	9.76
Intensity of hazardous waste generated (<i>tonnes/RMB millions revenue</i>)	0.0048

Notes:

1. According to the statistics of the actual weight of non-hazardous waste generated by the Group.
2. Calculated based on the actual weight of hazardous waste.

Greenhouse Gas Emission

As a logistics company, the Group's main sources of greenhouse gas emissions are the combustion of fuel in the Group's vehicles and the electricity consumption in our office. The Group conducts regular maintenance for its fleet and operates vehicles with proper tyre inflation to improve vehicle performance and reduce greenhouse gas emissions. At the same time, training courses on low-carbon driving are provided to drivers to raise their environmental awareness, ensure that no idling vehicles with running engines, and give priority to the use of electric or hybrid vehicles. The Group promotes and educates its staff on ways to reduce greenhouse gas emissions through channels such as emails, posters and Intranet, and conducts regular environmental training to enhance their environmental awareness. The Group encourages its staff to use the stairs and public transport more often, and to plant green plants in the office area to help reduce carbon emissions.

During the Year, information on the Group's greenhouse gas emission is set out below:

Greenhouse gas (Note 1)	2023
Total greenhouse gas emissions (tonnes of carbon dioxide equivalent)	1,452.84
Scope 1 — Direct emissions (tonnes of carbon dioxide equivalent) (Note 2)	1,053.51
Scope 2 — Energy indirect emissions (tonnes of carbon dioxide equivalent) (Note 3)	316.21
Scope 3 — Other indirect emissions (tonnes of carbon dioxide equivalent) (Note 4)	83.13
Greenhouse gases emission density (tonnes of carbon dioxide equivalent/RMB millions revenue)	0.71

Notes:

1. The Group's greenhouse gas emissions include carbon dioxide, nitrogen oxides and methane. For the ease of reading and understanding, greenhouse gas emissions are presented in the form of tonnes of carbon dioxide equivalent.
2. Scope 1 includes the emissions from vehicles. The emission factors are set out in the "Guidelines for Accounting and Reporting Greenhouse Gas Emissions" issued by the National Development and Reform Commission.
3. Scope 2 includes the emissions from purchased electricity. The emission factors are set out in the "Regional Power Grid Average Carbon Dioxide Emission Factors in China" and the "Guidelines for Accounting and Reporting Greenhouse Gas Emissions".
4. Scope 3 — other indirect emissions include other indirect emissions outside the Group, including waste paper and sewage treatment, as well as greenhouse gas emissions from business travel. Its calculation method is based on the "Appendix 2: Reporting Guidance on Environmental KPIs" issued by the Stock Exchange, "Research on Energy Consumption of Urban Water Supply Systems in China" and "Statistical Analysis and Quantitative Identification of Energy Consumption Laws of Urban Sewage".

4.2. Use of Resources

The Group's use of resources is in strict compliance with the Law on Energy Conservation of the PRC and other national laws and regulations. The Group adopts a series of measures to enhance water and electricity conservation as well as rationalise material use, so as to effectively manage various types of resources and energy and improve the efficiency of resources use. The Group implements a series of measures, including implementing energy audits to assess and improve energy consumption; conducting staff training on energy saving knowledge and posting water and electricity saving signs at conspicuous locations to raise awareness of energy saving; upgrading equipment and optimising processes to improve energy efficiency; implementing energy monitoring system to facilitate timely identification and resolution of problems in energy consumption; and adopting green procurement policy to select energy-efficient products and equipment. Through these efforts, the Group endeavours to reduce its impact on energy and natural resources while making a positive contribution to sustainable development.



Energy Consumption and Management

The Group's main sources of energy consumption are vehicle fuel consumption and purchased electricity. The Group optimises its distribution routes and invests in more efficient equipment and machinery, such as electric or hybrid vehicles, to reduce energy consumption. In respect of office lighting, the Group sets up separate light switches for different lighting areas and adopts high-efficiency lamps and lighting equipment to enhance lighting efficiency, and requires its staff to switch off the lighting when the area or room is not in use. The Group maximises the use of natural light in workplaces as far as practicable to save electricity consumption. The Group also sets a minimum temperature of 25.5 degrees Celsius for the air-conditioning system and avoids installing air-conditioners in areas exposed to direct sunlight. To minimise energy wastage of electronic equipment, computers are set to automatic standby mode when idle and staff are requested to switch off electronic equipment when leaving office. In addition, the Group purchases electronic equipment with energy efficiency labels and gives preference to more efficient equipment.

During the Year, data on the Group's energy consumption is set out below:

Energy consumption	2023
Total energy consumption (<i>kWh</i>)	4,541.58
Direct Energy	
Energy consumption from electric vehicle (<i>kWh</i>) (<i>Note 1</i>)	12.31
Energy consumption from gasoline use (<i>kWh</i>) (<i>Note 2</i>)	2,157.14
Energy consumption from diesel use (<i>kWh</i>) (<i>Note 3</i>)	1,874.83
Indirect Energy	
Energy consumption from purchased electricity (<i>kWh</i>) (<i>Note 4</i>)	497.30
Energy consumption density (<i>kWh/RMB millions revenue</i>)	2.22

Notes:

1. Calculated based on the "Guidelines for Accounting and Reporting Greenhouse Gas Emissions" published by the National Development and Reform Commission of the PRC.
2. Calculated based on the Chinese national standard GB17930-2016 "Vehicle Gasoline" and the "Land Transportation Enterprises — Greenhouse Gas Emission Accounting Method and Reporting Guidelines (Trial)" issued by the National Development and Reform Commission of the PRC.
3. Calculated based on the Chinese national standard GB19147-2016 "Vehicle Diesel" and the "Land Transportation Enterprises — Greenhouse Gas Emission Accounting Method and Reporting Guidelines (Trial)" issued by the National Development and Reform Commission of the PRC.
4. Calculated based on the actual consumption of purchased electricity by the Group.



Water Resources Consumption and Management

The Group's water consumption is mainly from office use. The Group endeavours to reduce water consumption, develops and implements water conservation measures and encourages its staff to actively conserve water. The Group has reminded its staff to turn off the taps after using water and posted water conservation reminder labels at water supply locations and in all toilets to enhance their awareness of water conservation. The Group will regularly check the water meter readings and hidden leakages. In case of dripping taps, the Group will immediately arrange for repairs to ensure effective use of water resources and avoid wastage. The Group conducts regular leakage tests on concealed water pipes and will arrange for immediate repairs if leakage is detected to avoid wastage of water resources. In addition, the Group will also use toilet facilities with water-saving features, such as taps with water-saving labels and dual-flush toilets, and at the same time keep an eye on the latest water-saving devices and discuss the possibilities of their application, so as to further reduce the consumption of water resources. The water consumption of the Group is mainly supplied by the municipal water network, and there is no difficulty in sourcing water.

During the Year, data on the Group's water consumption is set out below:

Water consumption (Note 1)	2023
Total water consumption (<i>cubic meter</i>)	5,715.34
Water consumption density (<i>cubic meter/RMB millions revenue</i>)	2.79

Note:

1. Calculated based on the Group's actual water consumption.

Materials Usage

The Group places great emphasis on the effective utilisation of packaging materials. The Group assesses the utilisation of materials before procurement to avoid wastage of resources due to overstocking. At the same time, the Group is committed to reducing the use of disposable materials and choosing recyclable alternatives (e.g. cardboard boxes instead of plastic packaging) and recycling reusable materials generated from recycling activities or services without compromising product safety. The Group has initiated training programmes for its staff to raise their awareness of the importance of reducing packaging waste, in order to raise their awareness of recycling materials and to encourage them to actively participate in the training programmes for the sustainable development of the Group.



During the Year, information on the Group's use of packaging materials is set out below:

Packaging material use (Note 1)	2023
Total packaging materials (<i>tonnes</i>)	503.92
Packaging material density (<i>tonnes/RMB millions revenue</i>)	0.25

Note:

1. Calculated based on the actual usage of packaging materials of the Group.

4.3. Responding to Climate Change

The Group is well aware of the impact of climate change on its daily operations. The Group has formulated the "Risk Management System" to strengthen its comprehensive risk management, enhance the standard of risk management and strengthen its risk resilience. The Group has identified climate-related safety. In terms of operation, changes in rainfall patterns and extreme changes in weather patterns due to climate change will affect the maintenance and repair budgets of the vehicles of the Group and increase its operating costs. Meanwhile, changes in rainfall patterns and extreme changes in weather patterns (e.g. heavy rainfall, snowstorms, etc.) will increase the risks of logistics and transport safety, affect logistics route and storage network planning, and further raise the operational difficulties of the Group's transport operations. For employees, extreme weather may pose a threat to the safety and health of employees and cause inconvenience to their commute.

The Group has identified possible safety hazards arising from climate-related risks, and has formulated corresponding work arrangements and preventive measures to address the possible impact of changes in rainfall patterns and extreme changes in weather patterns, assessed climate-related risks in the supply chain and identified alternative sources of supply. For employees, the Group will keep up with the weather conditions in a timely manner, make reasonable arrangements for various work plans in advance, and issue safety alerts to notify employees and on-site staff in case of special weather conditions to ensure the safety of employees.

The Group pays close attention to climate-related issues, assesses and examines climate-related risks, and monitors the requirements of existing services and optimises their management. Through these strategies and measures, the Group aims to build an environmentally responsible business while enhancing its own adaptability and resilience to climate change.





5. EMPLOYEE AND LABOUR PRACTICES

The Group firmly believes that its employees are important assets and recognises that their growth is vital to the success of the business. The Group is committed to respect and protect the rights of its employees and is dedicated to safeguard their safety and health. The Group adheres to the core values of “integrity, responsibility, cooperation, co-prosperity”, implements human-centric management and demonstrates its care for employees in its daily operations. The Group believes that an enterprise and its employees are interdependent and that the provision of development opportunities for employees is the key to achieve long-term sustainable development.

The Group has formulated the Employee Handbook, in which the ethical code of conduct to be adhered to by employees is clearly stipulated, which includes but is not limited to the compliance with the relevant laws and regulations, as well as the policies relating to the Group’s various employment management and labour practices. The Group firmly opposes any forms of discrimination, whether in terms of sex, sexual orientation, disability, age, race, nationality or family status or any other factors protected by law, and is committed to foster a harmonious working environment among all employees and throughout the Group.

5.1. Employee Rights

The Group strictly abides to the Labour Law of the PRC, the Labour Contract Law of the PRC, the Regulations on the Prohibition of Using Child Labor and other relevant laws and regulations to ensure that employees enjoy equal employment and promotion opportunities. To further implement these principles, the Group’s Employee Handbook also explains policies and procedures on staff welfare, performance appraisal, professional training and personal development in detail. In addition, the Group stresses the prohibition of child labour and forced labour. The Group will check the applicant’s supporting documents, such as identity cards and academic qualifications during the recruitment process to confirm that his/her age and identity are consistent with the supporting documents he/she has provided, so as to avoid inadvertent hiring of child labour or forced labour. In the event of wrongful employment of child labour or forced labour, the Group will immediately stop the work of the employee concerned and initiate an investigation to prevent the recurrence of the same incident.

Employee Recruitment

The Group is committed to promote fairness and equity in the workplace and provide equal opportunities for its employees. The Group has put in place various measures to protect the rights of its employees, including but not limited to remuneration and benefits, promotion and development as well as other benefits and entitlements such as working hours and rest time. The Group endeavours to provide fair and open opportunities to all employees in the recruitment process, in the provision of remuneration and benefits, and in training and promotion opportunities. Decisions are not influenced by age, gender, physical or mental health, marital status, race, nationality or other factors.



The Group has formulated the Management System for Recruitment and Renewal of Employment Contracts and the Rules for the Management of Resignation to regulate the procedures of recruitment, appointment and exit procedures to ensure that the management is carried out efficiently and in an orderly manner and to safeguard the lawful rights and interests of the employees. Upon receipt of an employee's resignation application, the corresponding department head will conduct an exit interview with the resigning employee to discuss the reasons for resignation. The Group's human resources department also keeps a close watch on the turnover rate of employees to identify potential problems within the Group.

During the Year, the employment data of the Group is as follows:

Employment indicators	As at 31 December 2023
Total employees	506
By gender	
Male	319
Female	187
By age groups	
Age <30	207
Age 30–50	283
Age >50	16
By employment types	
Part-time	5
Full-time	501
By location	
Mainland China	503
Other	3



Employment indicators	For the year ended
	31 December 2023
Employee turnover rate (%)	40%
By gender	
Male	40%
Female	39%
By age groups	
Age <30	62%
Age 30–50	26%
Age >50	6%
By location	
Mainland China	40%
Other	0%

5.2. Employee Benefits

To attract and retain talents, the Group offers competitive remuneration packages to its staff. Different remuneration systems are used for different positions, including annual salary, monthly salary + year-end performance bonus, personalised remuneration and commission. The remuneration structure will be evaluated and adjusted every year. In general, the Group determines the remunerations of its employees based on the qualifications, experience and competence of each employee, as well as the prevailing market salary levels. The Group makes mandatory social security fund contributions for the provision of retirement, medical, work injury, maternity and unemployment benefits for its employees and housing provident fund contributions in accordance with applicable PRC laws and regulations. Meanwhile, in order to motivate our employees, the Group provides all employees with a wide range of welfare programmes, including meal subsidies, transport subsidies and year-end bonuses. The Group provides free medical check-ups to its employees every other year to safeguard their physical and mental health. The Group also provides its employees with holiday benefits, including the Spring Festival, Dragon Boat Festival, Mid-Autumn Festival, as well as birthday benefits for its employees, to enhance the sense of belonging and cohesion of its employees.

5.3. Employee Development and Training

The Group attaches great importance to the provision of appropriate training to its employees to meet the requirements of different positions. The training department designs suitable training programmes and plans every year, including in-house training such as induction training and mentoring programmes. Among them, induction training is mainly for helping new employees understand the Group's culture, while mentoring programmes are conducted by more experienced staff to help new employees enhance their skills and knowledge in daily operations. In terms of external training, the Group encourages employees to participate in trainings and seminars organised by external organisations.



With regard to the performance and skills of our employees, the Group will give priority to internal promotion rather than external recruitment in order to recognise and reward the contribution of our employees and spur their motivation. The Group will provide promotion opportunities for capable employees with outstanding performance, while those with insufficient competence will be re-trained to enhance their capability. By providing employees with abundant resources for professional development and clear career paths, the Group has raised staff morale and job satisfaction.

During the Year, the training data of the employees of the Group is as follows:

Training indicators	2023
Total employees trained (<i>% trained</i>)	156 (31%)
By gender	
Female employees trained (<i>% trained</i>)	57 (30%)
Male employees trained (<i>% trained</i>)	99 (31%)
By employment level	
Management trained (<i>% trained</i>)	0 (0%)
Operating and customer service personnel trained (<i>% trained</i>)	131 (36%)
Sales and marketing personnel trained (<i>% trained</i>)	7 (15%)
Human resources and administrative personnel trained (<i>% trained</i>)	2 (13%)
Financial personnel trained (<i>% trained</i>)	15 (41%)
Information technology personnel trained (<i>% trained</i>)	1 (5%)
Average hours of training for employees	0.81
By gender	
Average hours of training for female employees	0.82
Average hours of training for male employees	0.81
By employment level	
Average hours of training for management	0.00
Average hours of training for operating and customer service personnel	0.93
Average hours of training for sales and marketing personnel	0.41
Average hours of training for human resources and administrative personnel	0.38
Average hours of training for financial personnel	1.04
Average hours of training for information technology personnel	0.18



5.4. Health and Safety

In the course of the Group's business operations, work safety and the personal safety of employees always come first. The Group strictly complies with relevant regulations, including but not limited to the Work Safety Law of the PRC, the Law on the Prevention and Control of Occupational Diseases of the PRC and the Fire Protection Law of the PRC, and places health and safety standards at the forefront of its activities. All employees, including the management, are responsible for complying with the safety measures stipulated in the Group's policies, in order to maintain a healthy workplace that complies with safety standard.

The Group has implemented health and safety policies and emphasised the importance of workplace safety and health to ensure that its office and working environment meets or exceeds the standards required by applicable laws. The management of the Group endeavours to provide a safe workplace and keep the facilities in a safe and optimal condition. For recognised hazardous work, the Group also has special safety procedures in place to prevent accidents. In addition, the Group has established a clear and effective reporting system for hazards, injuries and illnesses, which requires the responsible parties in the Group to respond to all reports of unsafe and unhealthy working environments and to carry out thorough investigations into the causes of any accidents.

The Group has put in place the necessary policies and procedures to deal with various emergency situations, such as fire accidents and explosions, and has instructed its employees to take immediate action in the event of an accident to minimise the possibility of injury or even death. The Group conducts regular emergency training and drills to familiarise employees with evacuation routes and emergency procedures in advance. To minimise the possibility of fire, smoking is prohibited in the workplace. Any spillage or debris found on site is cleaned up in a timely manner to avoid slips and falls.

It is important that employees have adequate knowledge of occupational health and safety. Therefore, the Group provides occupational safety training on workplace hazards based on the competency level and training needs of management and employees to ensure that all employees are aware of the potential hazards they may face and the measures they can take to protect themselves. The Group provides general safety guidance to new employees, including seminars and training programmes on internal safety regulations and emergency procedures, to enhance their awareness and knowledge of occupational health and safety. In addition, the Group provides protective equipment to its employees to safeguard their health and safety.

The Group has not violated any laws and regulations relating to safe working environment. During the Year, there was one work-related injury and 58 work days were lost due to work-related injury.

During the Year, the health and safety data of the Group is as follows:

Health and safety indicators	2023	2022	2021
Death incidents (<i>cases</i>)	0	0	0
Work-related fatality rate (%)	0	0	0
	2023		
Work-related injuries (<i>cases</i>)	1		
Lost work days due to work injury	58		

6. OPERATION PRACTICES

6.1. Supply Chain Management

Effective supply chain management is a prerequisite for the success of logistics business. Accordingly, the Group has formulated the Regulations on Management of Suppliers to set up criteria for the selection of suppliers, regulate the management of suppliers, ensure that the pre-qualification and registration of suppliers, supplier control and supplier evaluation comply with the stipulated requirements, enhance the stability of cooperation partners and minimise the environmental and social risks of suppliers. The Group conducts background investigation on suppliers, which includes but is not limited to corporate qualifications, quotation of services or products, payment requirements, transportation timeframe, etc. Information of suppliers meeting the criteria will be registered in the reserve database. When a department commences its business, it conducts further assessment on suppliers, which includes but is not limited to the quality of the suppliers' products, delivery time, production capacity, compliance and other factors. Suppliers meeting the criteria will be included in the list of qualified suppliers. In addition, the Group conducts an annual assessment of suppliers and removes from the list of qualified suppliers those who do not meet the co-operation standards. Suppliers found to be non-compliant with the Group's policy will be terminated and removed from the list of qualified suppliers until the situation improves. Suppliers are expected to comply with all relevant local and international laws and regulations on anti-bribery, anti-corruption and other unethical business practices. Meanwhile, the Group encourages green procurement and prioritizes procuring or selecting products and services with the lowest impact on the environment. In addition, the Group will prioritise local suppliers or suppliers that are geographically close to the Group in order to reduce its carbon footprint.

During the Year, the Group has a total of 755 suppliers that are distributed as follows:

Supplier distribution	2023
Region	
North China (<i>Note 1</i>)	25
Central China (<i>Note 2</i>)	34
East China (<i>Note 3</i>)	351
South China (<i>Note 4</i>)	249
Northeast China (<i>Note 5</i>)	1
Overseas	95
Product category	
Operating cost	661
Ocean and air freight	4
Operating cost in South China	86
Other operating cost	2
China-US route	2
Suppliers with relevant supplier management	
Supplier selection	755
Identification and management of environmental risk in the supply chain	755
Identification and management of social risk in the supply chain	755


Notes:

1. North China: Beijing, Tianjin, Hebei Province, Shanxi Province, Shandong Province, Inner Mongolia (excluding Chifeng, Tongliao, Hulunbuir, and Hinggan League)
2. Central China: Henan Province, Hubei Province, Hunan Province, Jiangxi Province, Sichuan Province, Chongqing
3. East China: Shanghai, Jiangsu Province, Zhejiang Province, Anhui Province, Fujian Province
4. South China: Guangdong Province, Guangxi Autonomous Region, Yunnan Province, Guizhou Province, Hainan Province
5. Northeast China: Liaoning Province, Jilin Province, Heilongjiang Province and East Mongolia (Chifeng, Tongliao, Hulunbuir and Hinggan League)

6.2 Product Responsibility

Customer Service and Satisfaction

The Group connects its customer service platform with the Group's operating platform and financial system. This integrated IT system enables the Group to manage different business functions, such as planning delivery routes, communicating with customers and suppliers, calculating costs, tracking parcels and monitoring receivables and payables in a centralised and integrated system.



The Group respects customers' opinions and endeavours to enhance customer satisfaction. The Group closely monitors the delivery status of parcels through its tracking system, and customers can also maintain close contact with the Group through its 24-hour customer service hotline. Meanwhile, the Group has promulgated the Express Package Compensation Regulations, which provides for compensation in the event of delay, loss, destruction and discrepancy of contents in the course of parcel delivery, and stipulates the procedures for claiming compensation with a view to improve the quality of service and enhance customer satisfaction.

During the Year, the Group received a total of 398 customer complaints, which were mainly due to damaged, lost or overdue packages. Among which, there were no product recalls due to safety or health issues. The Group provided compensation to customers in accordance with the Express Package Compensation Regulations. All complaints were properly resolved and understood by the customers.

Internet Safety and Information Security

The Group places emphasis on data security and privacy protection. The Group mainly collects and stores different types of data from customers and recipients, including but not limited to (i) personal data or data of the Group, such as name, telephone number and address; and (ii) transaction data, such as particulars of the parcel content (quantity, weight and nature) and customs clearance data. Such data is collected and stored in the system with the prior consent of the users in accordance with applicable laws and regulations, unless the relevant customer, recipient or government authority requests its deletion. The Group has put in place various policies for the protection of network information security and data privacy, including the personal information protection management policy, data export management policy, network information security complaint and reporting policy, data storage and expiration destruction policy and the personal information security impact assessment policy. Relevant policies include the definition of data export, contract management, personal information transmission and data security measures, personal information-related rights management, different types of data destruction methods, data export risk assessment, etc. Moreover, the Group has established a document management policy to standardise and regulate customer information. The Group has clearly defined the access rights to customer files and does not allow access to customer files without permission. At the same time, the Group has formulated the Regulations on the Customers Management of FAR International to clearly define the responsibilities of each department in keeping records, the methods of preserving different types of files, and the penalties and remedial measures in case of loss or leakage of confidential information.

In order to regulate the use of confidential data by employees, the Employee Handbook has included a confidentiality clause that requires employees, whether or not they are employed, to maintain all confidential information relating to the Group or any of the Group's affiliates, customers, suppliers and other partners. All employees are required to provide written confirmation that they understand the handbook and are willing to comply with it. The Employee Handbook also stipulates penalties for employees who disclose confidential information, including termination of the employment contract and compensation for the amount of loss caused by the disclosure of confidential information. For the protection of employee information, the Group has promulgated the Personal Information Protection Management System to regulate the management of personal information and privacy protection and to ensure that the security control measures in all aspects of personal information and privacy protection comply with the requirements of the Data Security Law and the Personal Information Protection Law of the PRC.




For data export to third parties, the Group has compiled a template of the relevant supplemental agreement in accordance with the Standard Contractual Requirements for Personal Information Export. If the Group's business with any third party involves export of personal information and data, the Group will arrange to enter into a supplementary data privacy agreement with the relevant third party. The content of the agreement will mainly include the location and period of storage of the data outside PRC, the measures for handling of the exported data upon expiry of the storage period, completion of the intended use or termination of the legal instrument, the restrictive requirements for re-transmission of the data to other organisations and individuals, as well as any material change in the actual control or scope of business of the recipient of the data outside PRC or any change in the data security protection policies and regulations and the network security environment in the country or region where the recipient is located, which makes it difficult to protect the data

Protecting Intellectual Property

The Group strictly abides by laws and regulations related to intellectual property such as the Patent Law of the PRC, the Trademark Law of the PRC, and Enterprise Intellectual Property Management Regulations. By promoting technological innovation and production technology progress, the Group aims to improve the Group's market competitiveness and economic gains. The Group regards intellectual property rights as intangible assets that affect the Group's reputation and customer recognition. The Group has established an intellectual property management system to strengthen the creation, utilisation, management and protection of the Group's intellectual property rights, in order to enhance its capability of independent innovation and to regulate the management of the Group's intellectual property rights. The Group has registered 16 trademarks in Mainland China, 3 trademarks in Hong Kong and 3 patents in Mainland China and has registered 8 domain names. During the Year, there was no infringement of the Group's intellectual property rights which had a material adverse effect on the business, results of operations, financial condition and prospects, nor was the Group involved in any dispute or litigation relating to infringement of intellectual property rights or aware of any such pending or threatened claims.

6.3 Anti-corruption

The Group has always adhered to integrity management, strictly abides by the Criminal Law of the PRC, the Anti-Unfair Competition Law of the PRC and other laws and regulations related to anti-corruption and anti-bribery, and advocates a corporate culture of honesty and integrity. The employee handbook formulated by the Group sets out the anti-fraud management and anti-money laundering management, and clearly stipulates the ethical conduct that employees should maintain. Any employee who commits corruption, bribery, or fraud will be terminated unconditionally and immediately. To further strengthen the anti-corruption system, the Group has formulated the Anti-Fraud and Anti-Bribery Policy. The policy explicitly prohibits employees from using their official position for personal gain or for the benefit of others. Employees are required to observe the ethical and legal bottom line in their work and not to engage in any form of corrupt behaviour or accept bribes from others. In addition, employees are expected to proactively avoid conflicts of interest and refrain from engaging in relationships of interest with units or individuals related to the Group's business, so as to ensure fair and equitable business dealings.



The Group prohibits employees from obtaining personal benefits in any name or form, or obtaining benefits for others. Employees should also take the initiative to avoid conflicts of interest and refrain from engaging in business activities with organisations in which they have an interest. The Group continuously strengthens the supervision and management of its anti-corruption and anti-bribery effort and conducts regular internal reviews and inspections to ensure that the operating activities of the enterprise are in compliance with the requirements of laws and regulations. At the same time, the Group is committed to foster a sense of integrity and a culture of probity among its employees, raising their legal awareness and moral qualities through education, training and publicity activities, further consolidating the Group's anti-corruption and anti-bribery system, and contributing to the sustainable development of the enterprise and the harmonious progress of the society. Based on the recommendations of the internal control consultant, the Group has developed and adopted an anti-corruption and anti-bribery system. The major anti-corruption and anti-bribery measures include:

- the Group provides employees with anti-fraud and ethics training and distributes anti-corruption and anti-bribery policies to all employees;
- the Group's administration department is responsible for identifying employee misconduct and monitoring inter-departmental activities. The administration department's responsibilities also include providing anti-corruption and anti-bribery compliance advice, investigating potential incidents of corruption or fraud and organising anti-fraud publicity campaigns in conjunction with the Group; and
- the Group has a whistleblowing and complaints handling procedure and the Group will investigate any suspected incidents of bribery, corruption or other related misconduct or fraudulent activity.

No legal proceedings were instituted during the Year against the directors and employees of the Group in relation to corruption or bribery.

7. COMMUNITY INVESTMENT

The Group deeply recognises the importance of contributing to the society, actively fulfils its corporate social responsibilities and treasures its relationship with the community by paying attention to the needs of the underprivileged and different special groups in the society. The Group is also committed to giving back to the community through community investment and other means, such as participation in volunteer activities and donations to charitable organizations, which focus on, but are not limited to, areas such as poverty alleviation, education, vocational training, environmental protection and community culture. The Group will actively participate in local community affairs and cooperate with local government and other stakeholders to promote the development and progress of the community. The Group also encourages its employees to participate in community activities in various forms, including but not limited to donations and in-kind donations, so as to contribute to the building of a harmonious and sustainable society. As the Group has just completed its listing process, it has not formulated community investment related policies. However, we are committed to contribute to the development and advancement of the community by strengthening our cooperation and relationship with the community, formulating relevant policies, making community investments and through other methods.



ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORTING GUIDE CONTENT INDEX

ESG indicators	Description	Section
Environmental		
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 greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	Environmental Protection Emission and Waste Management
KPI A1.1	The types of emissions and respective emissions data.	Environmental Protection Emission and Waste Management • Air Emission • Waste Management
KPI A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions and intensity.	Environmental Protection Emission and Waste Management • Greenhouse Gas Emission
KPI A1.3	Total hazardous waste produced and intensity.	Environmental Protection Emission and Waste Management • Waste Management
KPI A1.4	Total non-hazardous waste produced and intensity.	Environmental Protection Emission and Waste Management • Waste Management
KPI A1.5	Description of emission target(s) set and steps taken to achieve them.	Environmental Protection Emission and Waste Management • Air Emission • Greenhouse Gas Emission
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.	Environmental Protection Emission and Waste Management • Waste Management





ESG indicators	Description	Section
Aspect A2: Use of Resources	General disclosure Policies on the efficient use of resources, including energy, water and other raw materials.	Environmental Protection Use of Resources
KPI A2.1	Direct and/or indirect energy consumption by type and intensity.	Environmental Protection Use of Resources <ul style="list-style-type: none"> • Energy Consumption and Management
KPI A2.2	Water consumption in total and intensity.	Environmental Protection Use of Resources <ul style="list-style-type: none"> • Water Resources Consumption and Management
KPI A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	Environmental Protection Use of Resources <ul style="list-style-type: none"> • Energy Consumption and Management
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.	Environmental Protection Use of Resources <ul style="list-style-type: none"> • Water Resources Consumption and Management
KPI A2.5	Total packaging material used for finished products.	Environmental Protection Use of Resources <ul style="list-style-type: none"> • Materials Usage
Aspect A3: The Environment and Natural Resources	General Disclosure Policies on minimising the issuer's significant impacts on the environment and natural resources.	Environmental Protection Emission and Waste Management Use of Resources Responding to Climate Change
KPI A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Environmental Protection Emission and Waste Management Use of Resources Responding to Climate Change





ESG indicators	Description	Section
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.	Environmental Protection Responding to Climate Change
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.	Environmental Protection Responding to Climate Change
Social		
Employment and Labour Practices		
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, anti-discrimination, and other benefits and welfare.	Employee and Labour Practices Employee Rights Employee Benefits
KPI B1.1	Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region.	Employee and Labour Practices Employee Rights • Employee Recruitment
KPI B1.2	Employee turnover rate by gender, age group and geographical region.	Employee and Labour Practices Employee Rights • Employee Recruitment





ESG indicators	Description	Section
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.	Employee and Labour Practices 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.	Employee and Labour Practices Health and Safety
KPI B2.2	Lost days due to work injury.	Employee and Labour Practices Health and Safety
KPI B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored.	Employee and Labour Practices Health and Safety
Aspect B3: Development and Training	General Disclosure Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	Employee and Labour Practices Employee Development and Training
KPI B3.1	The percentage of employees trained by gender and employee category.	Employee and Labour Practices Employee Development and Training
KPI B3.2	The average training hours completed per employee by gender and employee category.	Employee and Labour Practices Employee Development and Training





ESG indicators	Description	Section
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.	Employee and Labour Practices Employee Rights
KPI B4.1	Description of measures to review employment practices to avoid child and forced labour.	Employee and Labour Practices Employee Rights
KPI B4.2	Description of steps taken to eliminate such practices when discovered.	Employee and Labour Practices Employee Rights
Operating Practices		
Aspect B5: Supply Chain Management	General Disclosure Policies on managing environmental and social risks of the supply chain.	Operation Practices Supply Chain Management
KPI B5.1	Number of suppliers by geographical region.	Operation Practices Supply Chain Management
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.	Operation Practices 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.	Operation Practices 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.	Operation Practices Supply Chain Management





ESG indicators	Description	Section
Aspect B6: Product Responsibility	<p>General Disclosure</p> <p>Information on:</p> <ul style="list-style-type: none"> (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer <p>relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.</p>	As the Group's business involves providing cross-border logistics services, which do not involve product manufacturing, no disclosure will be made for this aspect.
KPI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	As the Group's business involves providing cross-border logistics services, which do not involve product manufacturing, no disclosure will be made for this aspect.
KPI B6.2	Number of products and service related complaints received and how they are dealt with.	<p>Operation Practices</p> <p>Product Responsibility</p> <ul style="list-style-type: none"> • Customer Service and Satisfaction
KPI B6.3	Description of practices relating to observing and protecting intellectual property rights.	<p>Operation Practices</p> <p>Product Responsibility</p> <ul style="list-style-type: none"> • Protecting Intellectual Property
KPI B6.4	Description of quality assurance process and recall procedures.	As the Group's business involves providing cross-border logistics services, which do not involve product manufacturing, no disclosure will be made for this aspect.
KPI B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored.	<p>Operation Practices</p> <p>Product Responsibility</p> <ul style="list-style-type: none"> • Internet Safety and Information Security





ESG indicators	Description	Section
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.	Operation Practices 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.	Operation Practices Anti-corruption
KPI B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	Operation Practices Anti-corruption
KPI B7.3	Description of anti-corruption training provided to directors and staff.	Operation Practices Anti-corruption
Community		
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.	Community Investment
KPI B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	Community Investment
KPI B8.2	Resources contributed (e.g. money or time) to the focus area.	Community Investment

