

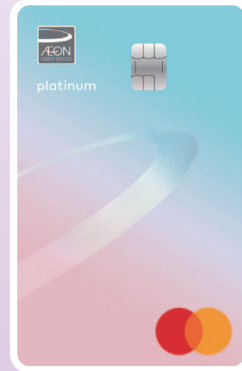
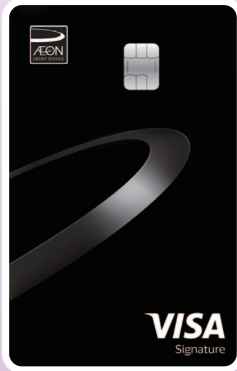


**AEON CREDIT SERVICE (ASIA) COMPANY LIMITED**

**AEON 信貸財務(亞洲)有限公司**

*(Incorporated in Hong Kong with limited liability)* Stock Code: 900

## 2025/26 Corporate Sustainability Report



# AEON CARD · Your Everyday Card





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## About the Report

This Corporate Sustainability Report (the “CS Report”) presents an overview of the Environmental, Social, and Governance (“ESG”) performance of AEON Credit Service (Asia) Company Limited (the “Company” or “ACSA”) and its subsidiaries (the “Group”). It communicates the Group’s sustainability strategies, initiatives, policies, and practices to its stakeholders, demonstrating its dedication to promoting sustainability and long-term value creation.

### REPORTING SCOPE AND BOUNDARY

This CS Report covers the period from 1st March 2025 to 28th February 2026 (“FY2025/26” or the “Reporting Year”). The reporting boundary<sup>1</sup> for FY2025/26 aligns with the Group’s financial reporting scope. It includes the Group’s operations in Hong Kong and the Chinese Mainland, comprising the Hong Kong head office, data centres in Hong Kong, 16 branches in Hong Kong, and two subsidiaries<sup>2</sup> in the Chinese Mainland.

Unless otherwise stated, all disclosures in this CS Report are made with reference to the above reporting scope.

### REPORTING STANDARDS AND FRAMEWORKS

This CS Report is prepared in compliance with the Environmental, Social, and Governance Reporting Code (the “ESG Code”) set out in Appendix C2 of the Main Board Listing Rules issued by The Stock Exchange of Hong Kong Limited (the “Stock Exchange”).

To enhance the robustness of the Group’s ESG disclosures and meet the evolving expectations of global investors, this CS Report has referenced and adopted the following frameworks:

- **International Financial Reporting Standards S2 Climate-related Disclosures (“IFRS S2”):** The Group has referenced the IFRS S2 to structure its climate-related risks and opportunities, focusing on Governance, Strategy, Risk Management, and Metrics and Targets.
- **United Nations Sustainable Development Goals (“UNSDGs”):** The CS Report outlines how the Group’s sustainability strategy aligns with and contributes to relevant UNSDGs.

### REPORTING PRINCIPLES

In preparing this CS Report, the Group has applied the reporting principles of materiality, quantitative, balance and consistency as set out in the ESG Code. The CS Report fulfils all mandatory disclosure requirements and the “comply or explain” provisions under the ESG Code based on the information available for FY2025/26.

Where appropriate, the Group has disclosed both qualitative and quantitative information to provide a balanced and fair representation of its ESG performance.

### FEEDBACK

The Group welcomes feedback and suggestions from stakeholders regarding the content of this CS Report and the Group’s sustainability performance. Stakeholders may contact the Group through the following channels:

Website address: <http://www.aeon.com.hk>

E-mail address: [info@aeon.com.hk](mailto:info@aeon.com.hk)

<sup>1</sup> Unless otherwise specified, all quantitative data disclosed in this CS Report covers 100% of the Group’s operational boundary as defined above.




<sup>2</sup> AEON Information Service (Shenzhen) Co., Ltd. and AEON Micro Finance (Shenzhen) Co., Ltd.

ESG PERFORMANCE

Our Governance and Operations	
<p><b>Board Diversity</b></p> <p>Over 37% female representation on the Board.</p>	<p><b>Governance Enhancement</b></p> <p>Established new internal policies to enhance oversight of ESG-related matters, including:</p> <ul style="list-style-type: none"> <li>• Human Rights Policy;</li> <li>• Anti-Bribery and Anti-Corruption Policy; and</li> <li>• Artificial Intelligence Usage Procedure.</li> </ul>
<p><b>Customer Satisfaction</b></p> <p>7/10 average customer satisfaction score.</p>	<p><b>Strengthened Cybersecurity</b></p> <p>Introduction of in-app authentication for e-commerce transactions.</p>
Our Environment	
<p><b>Operational Emissions Reduction</b></p> <p>Achieved over 20% year-on-year reduction in Scope 1 and Scope 2 greenhouse gas emissions.</p>	<p><b>Carbon Offset Initiative</b></p> <p>Planted 200 saplings offsetting approximately 4.6 tonnes of CO<sub>2</sub>e.</p>
<p><b>Green Consumer Financing</b></p> <p>Launch of the first "AEON Green Personal Loan" to support customers installing renewable energy systems or purchasing electric vehicles.</p>	<p><b>Paper Usage</b></p> <p>Over 89% of statements were issued in electronic form, reducing paper consumption.</p>
Our People and Community	
<p><b>Employee Programme</b></p> <p>Launched the Employee Assistance Programme to strengthen employee well-being.</p>	<p><b>Employee Training</b></p> <p>An average of 24.4 training hours per employee.</p>
<p><b>Employee Satisfaction</b></p> <ul style="list-style-type: none"> <li>• 99% response rate to the Employee Satisfaction Survey.</li> <li>• Obtained employee engagement score of 77 out of 100.</li> </ul>	<p><b>University Scholarships</b></p> <p>Established scholarships for 7 universities in Hong Kong and 2 universities in the Chinese Mainland, benefiting over 100 students per year.</p>

# FY2025/26 Sustainability Highlights

## KEY ACHIEVEMENTS AND AWARDS

ESG Rating	
 <p>AEON Credit Service (Asia) Company Limited 01819-001001-2025 Diversified Financial Services and Capital Markets Corporate Sustainability Assessment (CSA) Score 2025</p> <p><b>46</b> /100</p> <p>As of 25 September 2025 For more information, visit: <a href="http://www.spglobal.com/esg/usa/methodology">www.spglobal.com/esg/usa/methodology</a></p> <p>S&amp;P Global</p>	<h3>S&amp;P Global ESG Rating</h3> <p>The Group received its inaugural Corporate Sustainability Assessment score of 46 from S&amp;P Global ESG Ratings, outperforming over 80%<sup>3</sup> of global peers in the “Diversified Financial Services and Capital Markets Industry”.</p>
ESG Awards	
 <p>HERA <b>NEWCOMER COMMENDATION 2025</b> 優秀新力軍嘉許獎</p>	<h3>Newcomer Award — Commendation</h3> <p>The Group received the “Newcomer Award — Commendation” at the Hong Kong ESG Reporting Awards 2025, recognising strong ESG performance among first-time participants.</p>
 <p>HKQAA 綠色和可持續 貢獻 2025</p> <p>可持續相關財務信息披露 先導計劃金章</p> <p>AEON 信貸財務(亞洲)有限公司</p>	<h3>Hong Kong Green and Sustainability Contribution Awards 2025 — Gold Seal</h3> <p>The Group participated in the Sustainability-related Financial Information Disclosure Pilot Scheme organised by Hong Kong Quality Assurance Agency and was awarded “Gold Seal for Sustainability-related Financial Information Disclosure Pilot Scheme”, recognising our efforts to optimise climate-related disclosure.</p>

<sup>3</sup> As of 25 September 2025.

# 01 ABOUT THE GROUP

- 1.1 Corporate Profile
- 1.2 Corporate History
- 1.3 Corporate Philosophy and Vision



## About the Group

### 1.1 CORPORATE PROFILE

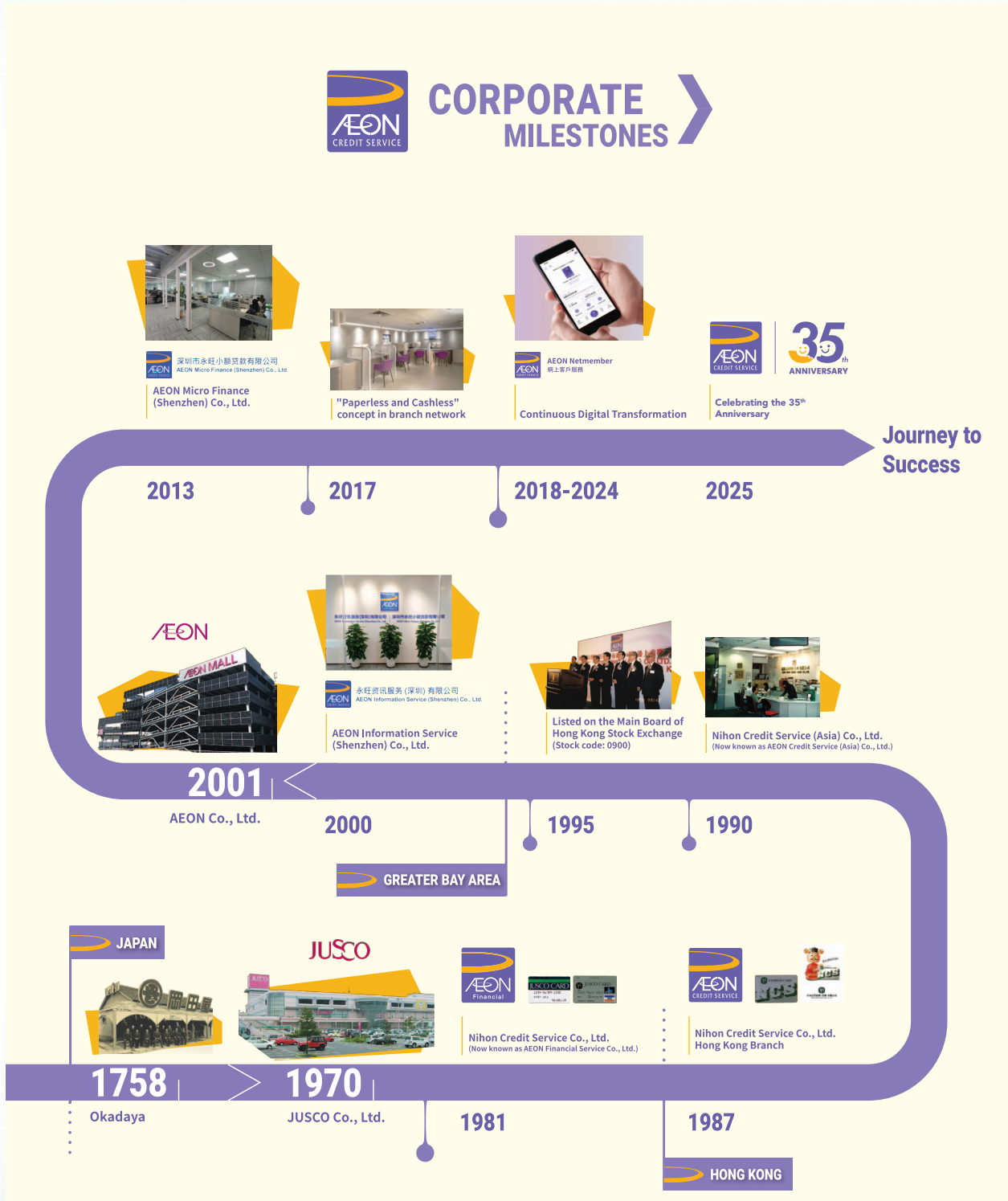
AEON Credit Service (Asia) Company Limited, a subsidiary of AEON Financial Service Co., Limited (“AFS”), is a member of the AEON Group. ACSA was set up in 1990 and listed on the Main Board of the Stock Exchange in 1995. The Group is principally engaged in the finance business, which includes credit card issuance, personal loan financing, card payment processing services and insurance intermediary business in Hong Kong and microfinance business in the Chinese Mainland.

To deliver unique value and earn our customers’ trust, we are collaborating with AEON Stores (Hong Kong) Co., Limited (“AEON Stores”), which operates the general merchandise store business, to further develop the “AEON Living Zone”. Our goal is not only to provide payment and financing services for AEON shoppers, but also to build a platform that connects AEON with partner companies, enhancing everyday convenience through new bonus points and loyalty programmes.

#### Creation of the AEON Living Zone



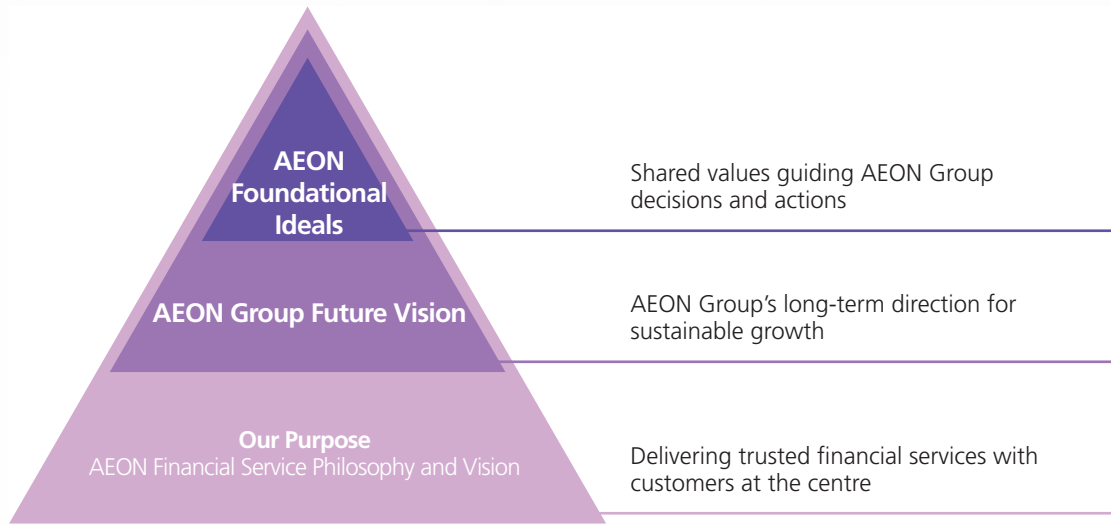
1.2 CORPORATE HISTORY



## About the Group

### 1.3 CORPORATE PHILOSOPHY AND VISION

The Group adheres to the AEON Foundational Ideals and the AEON Group Future Vision when managing its business and ensures that all operations are customer-centric to the highest degree possible. By embodying and practising these ideals, the Group contributes to the maintenance and development of peace, humanity and local communities.



#### AEON Foundational Ideals

“Pursuing peace, respecting humans, and contributing to local communities, always with customers as our starting point.”

AEON firmly believes that retailing is an industry to promote peace, humanity, and local communities. To remain a thriving corporate group that fulfills this mission, we are committed to continuous innovation, with customers as our starting point.



#### AEON Group Future Vision

Create a future lifestyle that leads to a smile for each and every person



## About the Group

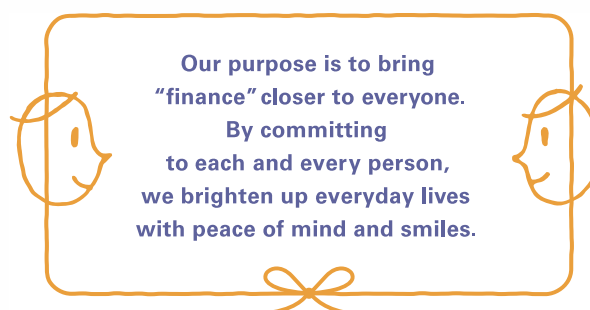
The Future that the AEON Group Wishes to Realise	How the AEON Group Wishes to Be	The Attitudes and Vow that We Cherish
When customers can feel “a brighter society” and “happiness that is uniquely their own”, their future will be fulfilling and full of smiles	A Group that leads the co-creation of lifestyles, enriching each individual and society as a whole	<ul style="list-style-type: none"> <li>• <b>Three attitudes</b>                      “Act spontaneously and follow your aspirations”                      “Keep learning to create new values”                      “Build relationships, nurture them, and create together”</li> <li>• <b>One vow</b>                      “Always act with integrity and sincerity”</li> </ul>



Read more about AEON Foundational Ideals and Future Vision on [our website](#).

### Our Purpose

The Group pursues AFS’s Our Purpose, a guide for realising the AEON Foundational Ideals through finance, and remains dedicated to providing the innovative financial services that customers need to continue serving their lives at all times, in all places, and in all situations.



## About the Group



**“Our purpose is to bring ‘finance’ closer to everyone.”**

As the financial services business of the AEON Group, we provide convenient and easy-to-understand financial services by adopting a consumer perspective. We also promote financial education for all generations and bring financial mechanisms closer to everyone through financial inclusion that responds to diverse financing needs.



**“By committing to each and every person,”**

We commit sincerely with each consumer to provide financial services tailored to changing life stages and living environments. We also generate new value by cooperating with various business partners in local communities, including participating merchants and local authorities. Acting empathetically from a customer perspective is one of our core values.



**“we brighten up everyday lives with peace of mind and smiles.”**

As a financial institution supporting customers’ everyday lives, we enrich their lives and help them to experience happiness.

We respect our colleagues’ diversity and value the environment and corporate culture that allow us to work with pride and a spirit of freedom and open-mindedness.

Through these, we provide value by filling everyday lives with peace of mind and smiles and by brightening up their minds with uplifting feelings and excitement.



Read more about AFS Background and Purpose on [our website](#).

# 02 OUR SUSTAINABILITY APPROACH

- 2.1 Board Statement
- 2.2 Sustainability Governance
- 2.3 Sustainability Strategy
- 2.4 Stakeholder Engagement
- 2.5 Materiality Assessment



## Our Sustainability Approach

### 2.1 BOARD STATEMENT

The Group recognises that sustainability is fundamental to creating long-term value for its stakeholders. The Board of Directors (the “Board”) is fully committed to overseeing ESG matters and supporting responsible business growth and operational excellence.

The Board has overall responsibility and ultimate accountability for the oversight of the Group’s sustainable development and the implementation of ESG strategies. ESG considerations are integrated into business planning, risk management and operational decision-making processes to ensure alignment with business objectives, stakeholder expectations and regulatory requirements.

The Board adopts a structured ESG management approach to identify, evaluate, prioritise and manage material ESG-related topics, including risks and opportunities relevant to the Group’s business operations. This process incorporates industry benchmarking, stakeholder engagement and annual materiality assessments. ESG risks are assessed within the Group’s Enterprise Risk Management (“ERM”) framework to ensure appropriate mitigation measures are in place.

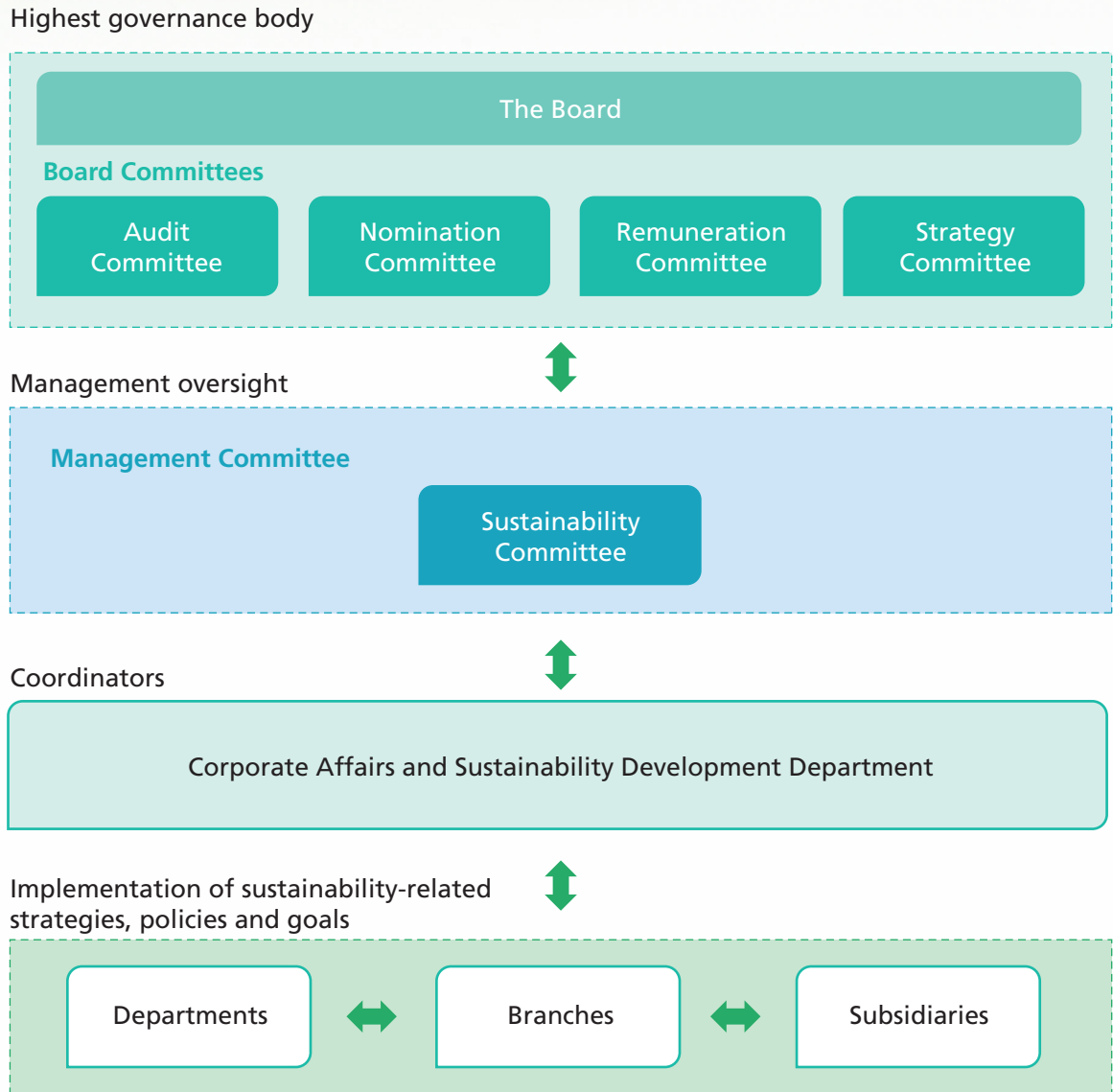
The Board reviews progress against ESG-related goals and targets through regular Board meetings and management reporting. Performance results are evaluated in the context of the Group’s operational activities and strategic priorities to ensure that ESG objectives remain aligned with long-term business development and value creation.

### 2.2 SUSTAINABILITY GOVERNANCE

Sustainability governance plays a central role in supporting the Group’s long-term strategy and future vision. The Group has established a structured sustainability governance framework to ensure that sustainability considerations are embedded into strategic decision-making and daily operations.

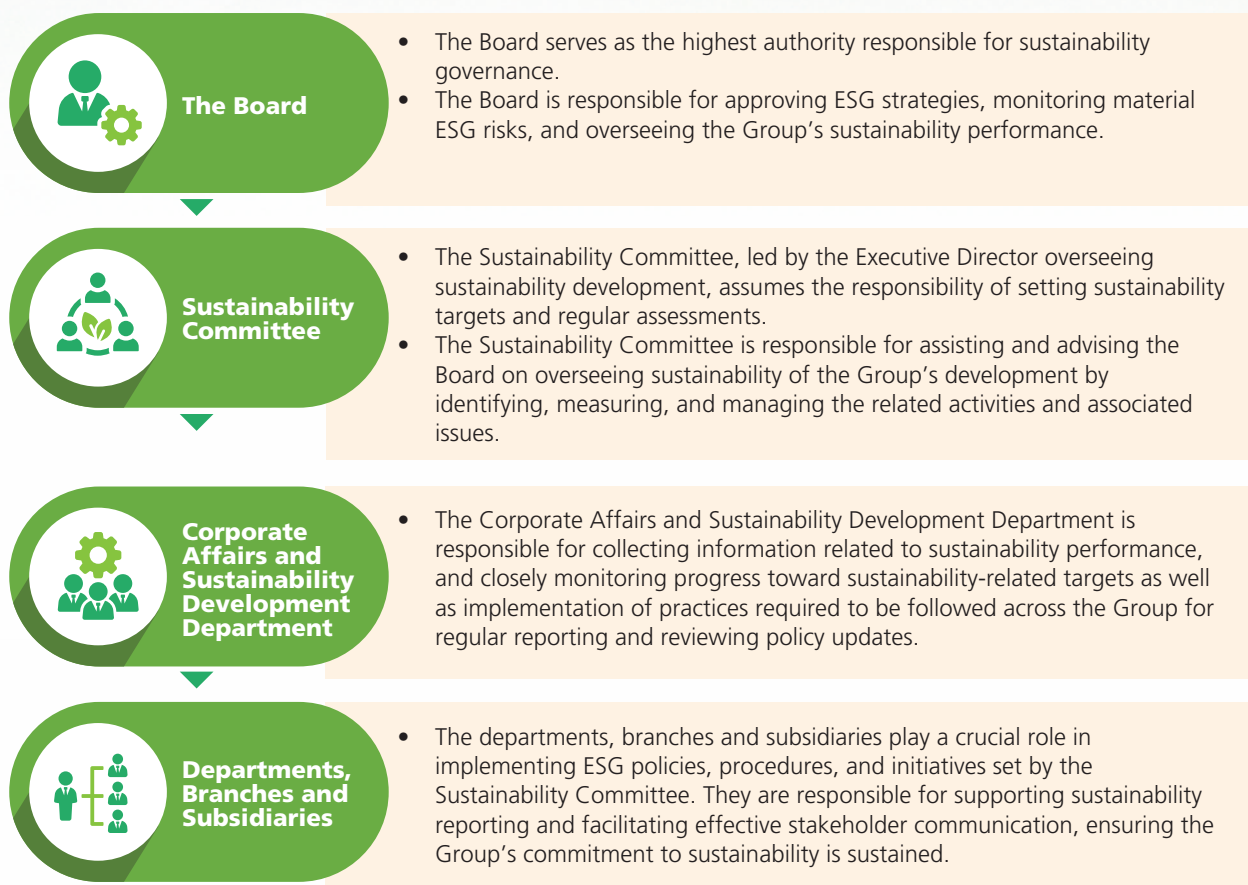
The sustainability governance structure comprises the Board, the Sustainability Committee, the Corporate Affairs and Sustainability Development Department, as well as individual departments, branches and subsidiaries at the operational level.

Governance Structure for Sustainability



## Our Sustainability Approach

### Roles and Responsibilities



The Sustainability Committee meetings are held at least quarterly to discuss sustainability and climate-related matters. During the Reporting Year, the Sustainability Committee convened six meetings. Key matters reviewed and discussed included sustainability targets and performance, sustainability-linked loan, ESG ratings performance, climate-related risks and opportunities, and other sustainability-related initiatives.

### Sustainability-Related Policies and Framework

The Group has established a Sustainability Development Policy, which sets out the overarching framework for advancing sustainable development across the organisation. The Policy provides guidance to employees on integrating sustainability principles into business operations, in alignment with corporate philosophy and vision.

To support effective implementation, the Group has established a comprehensive suite of ESG-related policies and guidelines covering corporate governance, environmental management, employee practices and responsible business conduct. These policies provide a structured framework for managing ESG risks, promoting ethical behaviour and ensuring accountability across the Group's operations.

The list of sustainability-related policies and guidelines is set out in Appendix — *Sustainability-Related Policies* of this CS Report.

## 2.3 SUSTAINABILITY STRATEGY

### Alignment with the UNSDGs

The Group aligns its sustainability strategy with selected UNSDGs that are most relevant to its business and material ESG topics. As a financial institution, the Group focuses on areas where it can meaningfully contribute through responsible governance, financial inclusion, human capital development and environmental management.

The table below outlines the alignment between the Group’s material ESG topics and the selected UNSDGs, as well as how the corresponding report chapters address these goals.

UNSDGs	Targets	Material ESG Topics	Corresponding Chapter
	<p><b>Target 4.4</b>                      Increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship.</p>	<ul style="list-style-type: none"> <li>Labour Practice</li> <li>Human Capital Development</li> <li>Diversity and Inclusivity</li> <li>Community Investment</li> </ul>	4.3 Financial Inclusion 6.2 Talent Management 6.6 Training and Development 7.2 Youth Education
	<p><b>Target 5.5</b>                      Ensure women’s full and effective participation and equal opportunities for leadership at all levels of decision-making.</p>	<ul style="list-style-type: none"> <li>Human Capital Development</li> <li>Diversity and Inclusivity</li> </ul>	3.1 Corporate Governance 6.1 Diversity and Inclusive Workplace 6.5 Labour Practices and Human Rights
	<p><b>Target 8.8</b>                      Protect labour rights and promote safe and secure working environments for all workers.</p> <p><b>Target 8.10</b>                      Strengthen the capacity of the financial institutions to encourage and expand access to banking, insurance and financial services for all.</p>	<ul style="list-style-type: none"> <li>Product Responsibility</li> <li>Customer Satisfaction</li> <li>Labour Practice</li> <li>Sustainable Finance</li> <li>Occupational Safety and Health</li> <li>Financial Literacy and Inclusion</li> <li>Economic Performance</li> </ul>	4.1 Product Responsibility 4.2 Sustainable Finance 4.3 Financial Inclusion 6.4 Employee Well-being and Benefits 6.5 Labour Practices and Human Rights 6.8 Safe and Healthy Workplace
	<p><b>Target 9.3</b>                      Increase the access of small-scale industrial and other enterprises to financial services, including affordable credit, and their integration into value chains and markets.</p> <p><b>Target 9.5</b>                      Enhance scientific research, upgrade the technological capabilities and encourage innovation.</p>	<ul style="list-style-type: none"> <li>Product Responsibility</li> <li>Digital Transformation and Innovation</li> <li>Sustainable Finance</li> <li>Intellectual Property</li> </ul>	4.1 Product Responsibility 4.2 Sustainable Finance 4.3 Financial Inclusion 4.5 Cyber and Data Security

## Our Sustainability Approach



UNSDGs	Targets	Material ESG Topics	Corresponding Chapter
 <p><b>11</b> SUSTAINABLE CITIES AND COMMUNITIES</p>	<p><b>Target 11.6</b> Reduce the adverse per capita environmental impact of cities, including by paying special attention to air quality and municipal and other waste management.</p>	<ul style="list-style-type: none"> <li>• Energy Use and Greenhouse Gas Emissions</li> <li>• Environmental Management</li> </ul>	<p>5.2 Environmental Management</p> <p>5.5 Waste Management</p> <p>5.6 Water Efficiency</p>
 <p><b>12</b> RESPONSIBLE CONSUMPTION AND PRODUCTION</p>	<p><b>Target 12.5</b> Reduce waste generation through prevention, reduction, recycling and reuse.</p> <p><b>Target 12.8</b> Ensure that people everywhere have the relevant information and awareness for sustainable development and lifestyles in harmony with nature.</p>	<ul style="list-style-type: none"> <li>• Supply Chain Management</li> <li>• Energy Use and Greenhouse Gas Emissions</li> <li>• Environmental Management</li> <li>• Financial Literacy and Inclusion</li> <li>• Community Investment</li> </ul>	<p>4.3 Financial Inclusion</p> <p>5.4 Paper Usage</p> <p>5.5 Waste Management</p> <p>6.6 Training and Development</p> <p>7.2 Youth Education</p>
 <p><b>13</b> CLIMATE ACTION</p>	<p><b>Target 13.1</b> Strengthen resilience and adaptive capacity to climate-related hazards and natural disasters.</p>	<ul style="list-style-type: none"> <li>• Risk Management</li> <li>• Sustainable Finance</li> <li>• Addressing Climate Change</li> <li>• Energy Use and Greenhouse Gas Emissions</li> <li>• Financing Environmental Impact</li> </ul>	<p>4.2 Sustainable Finance</p> <p>5.1 Addressing Climate Change</p>
 <p><b>16</b> PEACE, JUSTICE AND STRONG INSTITUTIONS</p>	<p><b>Target 16.5</b> Substantially reduce corruption and bribery in all their forms.</p> <p><b>Target 16.6</b> Develop effective, accountable and transparent institutions at all levels.</p> <p><b>Target 16.7</b> Ensure responsive, inclusive, participatory and representative decision-making at all levels.</p>	<ul style="list-style-type: none"> <li>• Cyber and Data Security</li> <li>• Corporate Governance</li> <li>• Customer Satisfaction</li> <li>• Customer Privacy Protection</li> <li>• Risk Management</li> <li>• Complaint Handling</li> <li>• Business Ethics</li> <li>• Supply Chain Management</li> </ul>	<p>3.1 Corporate Governance</p> <p>3.2 Risk Management</p> <p>3.3 Tax Transparency</p> <p>3.4 Business Ethics</p> <p>4.6 Customer Privacy Protection</p> <p>4.8 Supply Chain Management</p> <p>6.1 Diversity and Inclusive Workplace</p>
 <p><b>17</b> PARTNERSHIPS FOR THE GOALS</p>	<p><b>Target 17.8</b> Enhance the use of enabling technology, in particular information and communications technology.</p>	<ul style="list-style-type: none"> <li>• Cyber and Data Security</li> <li>• Digital Transformation and Innovation</li> </ul>	<p>4.5 Cyber and Data Security</p>

## 2.4 STAKEHOLDER ENGAGEMENT






The Group recognises that effective stakeholder engagement is essential to its materiality assessment and ESG management. Through ongoing engagement with key stakeholder groups on economic, environmental and social matters, the Group seeks to understand stakeholder expectations, identify sustainability risks and opportunities, and assess the impacts of its operations.

Stakeholders are engaged through various channels, including surveys, meetings, regular communications and feedback mechanisms. Insights obtained from these engagements are reviewed and considered in the materiality assessment, particularly in evaluating the importance of ESG topics to stakeholders and their potential implications for the Group’s business and financial performance.

The Group remains committed to maintaining open and constructive dialogue with stakeholders and to continuously enhancing its engagement practices.

Stakeholders		Material Topics of Concern	Communication Channel
	<b>Employees</b>	<ul style="list-style-type: none"> <li>• Corporate Governance</li> <li>• Diversity and Inclusivity</li> <li>• Human Capital Development</li> <li>• Labour Practice</li> <li>• Occupational Safety and Health</li> </ul>	<ul style="list-style-type: none"> <li>• Internal Newsletters and Intranet Communications</li> <li>• Meetings with Employees</li> <li>• Orientation and Exit Interviews</li> <li>• Employee Suggestion Box</li> <li>• Employee Surveys</li> <li>• Training and Workshops</li> </ul>
	<b>Customers</b>	<ul style="list-style-type: none"> <li>• Complaint Handling</li> <li>• Corporate Governance</li> <li>• Customer Satisfaction</li> <li>• Customer Privacy Protection</li> <li>• Cyber and Data Security</li> <li>• Financial Literacy and Inclusion</li> <li>• Product Responsibility</li> </ul>	<ul style="list-style-type: none"> <li>• “AEON Netmember” Service</li> <li>• “AEON HK” Mobile Application (“Mobile App”)</li> <li>• Branch-level Operations and Interactions</li> <li>• Customer Service Hotline &amp; Customer Surveys</li> <li>• Social Media Platforms</li> <li>• Newsletters and Marketing Materials</li> <li>• Monthly Statement Inserts</li> <li>• Company Website</li> <li>• Year-round Publicity and Donation Campaigns</li> <li>• Short Message Service and Multimedia Messaging Service</li> </ul>

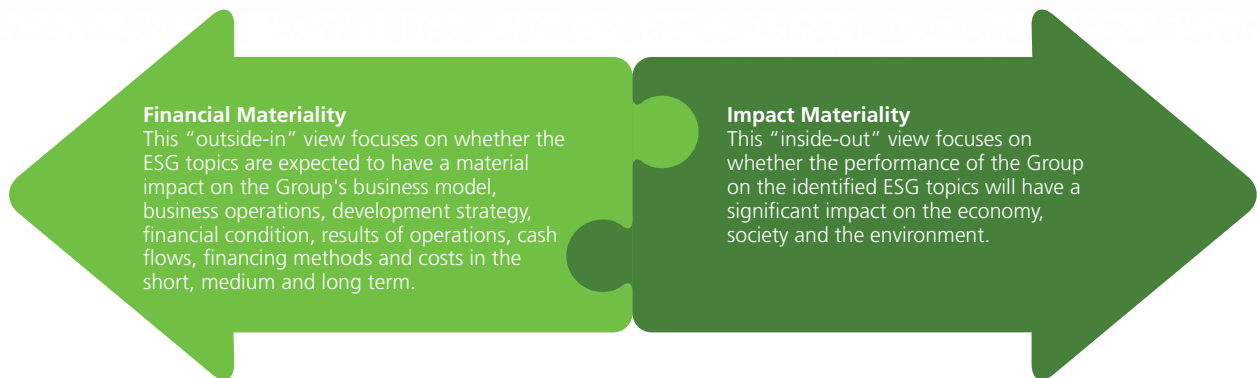
## Our Sustainability Approach

Stakeholders		Material Topics of Concern	Communication Channel
	<b>Investors</b>	<ul style="list-style-type: none"> <li>• Business Ethics</li> <li>• Corporate Governance</li> <li>• Economic Performance</li> <li>• Financing Environmental Impact</li> <li>• Risk Management</li> </ul>	<ul style="list-style-type: none"> <li>• Annual General Meetings and Investor Briefings</li> <li>• Regular Reporting</li> <li>• Announcements, Circulars and Other Corporate Communications</li> <li>• Company Website</li> </ul>
	<b>Industry Associations</b>	<ul style="list-style-type: none"> <li>• Digital Transformation and Innovation</li> <li>• Financial Literacy and Inclusion</li> <li>• Product Responsibility</li> <li>• Sustainable Finance</li> </ul>	<ul style="list-style-type: none"> <li>• Regular Meetings and Correspondence</li> </ul>
	<b>Government &amp; Regulatory Authorities</b>	<ul style="list-style-type: none"> <li>• Business Ethics</li> <li>• Corporate Governance</li> <li>• Intellectual Property</li> <li>• Risk Management</li> </ul>	<ul style="list-style-type: none"> <li>• Correspondence</li> <li>• On-site Inspection</li> <li>• Compliance Reporting</li> <li>• Enquiries and Clarifications</li> </ul>
	<b>Business Partners and Suppliers</b>	<ul style="list-style-type: none"> <li>• Addressing Climate Change</li> <li>• Customer Satisfaction</li> <li>• Sustainable Finance</li> <li>• Supply Chain Management</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing Performance Audits and Reviews</li> <li>• Best Practice Adoption</li> <li>• Mass Communications</li> </ul>
	<b>Community Partners</b>	<ul style="list-style-type: none"> <li>• Business Ethics</li> <li>• Community Investment</li> <li>• Product Responsibility</li> </ul>	<ul style="list-style-type: none"> <li>• Cultural Exchange, Education, Internship and Sponsorship Programmes</li> <li>• Yearly Environmental Protection Initiatives</li> </ul>

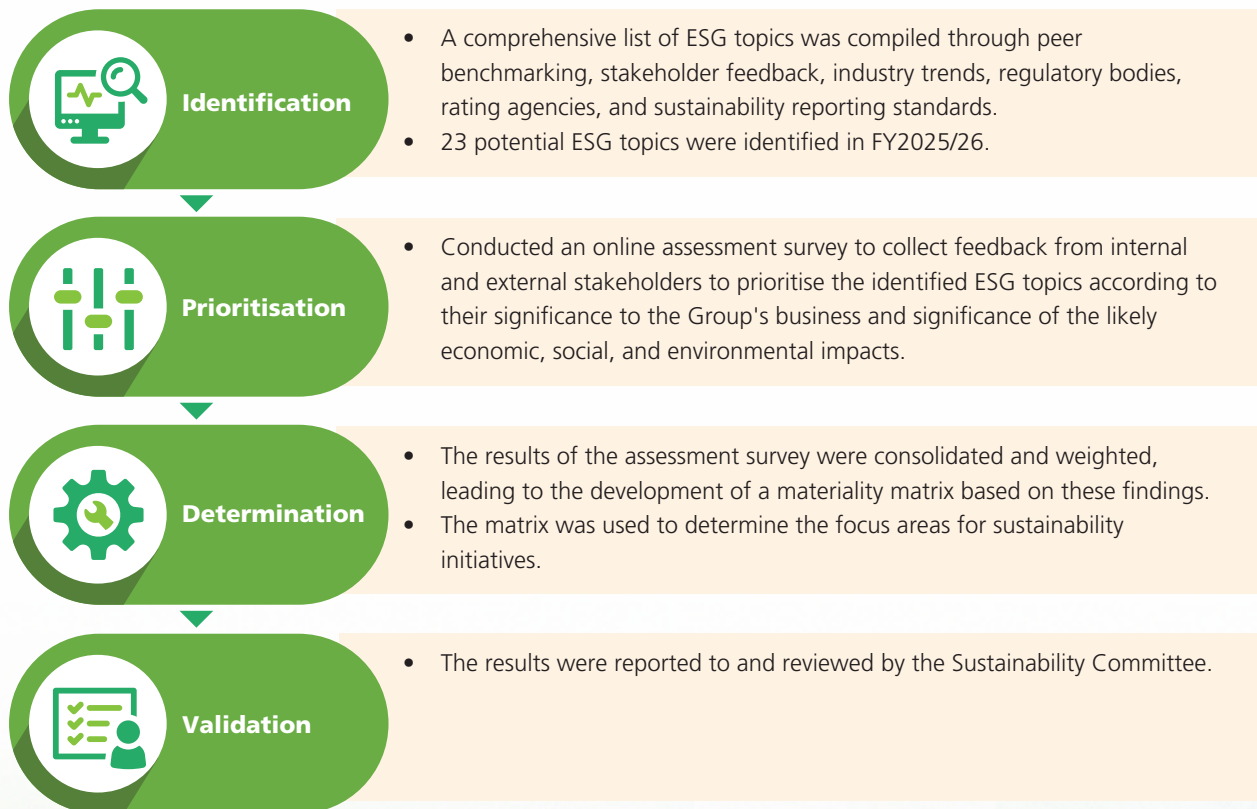
## 2.5 MATERIALITY ASSESSMENT

### Material Topics Identification Process

The Group conducts an annual materiality assessment exercise by engaging both internal and external stakeholders through the above-mentioned channels. During the Reporting Year, we adopted a double materiality assessment approach, evaluating materiality issues from two perspectives:



The following steps were taken to determine materiality:



# Our Sustainability Approach

## Material Topics Matrix

The assessment results are represented in the matrix below, where the x-axis represents the magnitude of the Group’s impact on the economy, society and the environment, while the y-axis reflects the significance of those topics to the Group’s business.

Based on the materiality assessment, the Group identified seven Tier 1 topics as material under a double materiality lens.



Material Topics for Corporate Value Creation

Material Topics <sup>4</sup>	Impacts on the Group	Value Chain Impact <sup>5</sup>			Corresponding Chapter of Management Approaches	
		Upstream	Operations	Downstream		
1	Cyber and Data Security	Cyber and data security is critical to safeguarding customer financial information and ensuring uninterrupted credit card and loan operations. Material cyber incidents such as cyber-attack or information security breach may result in regulatory penalties and weakened customer confidence, potentially affecting the Group's revenue and customer retention. Strong security controls enhance operational stability and reduce fraud-related losses.	●	●	●	4.5 Cyber and Data Security
2	Corporate Governance	Corporate governance supports regulatory compliance, prudent management and market confidence. Governance weaknesses may result in regulatory actions and an increase in corresponding costs. Effective oversight balances the interests of shareholders, customers, employees and other stakeholders, strengthens accountability, supports sound decision-making and enhances long-term business performance.	○	●	○	3.1 Corporate Governance 3.4 Business Ethics
3	Customer Satisfaction	Customer satisfaction directly influences customer retention. Service deficiencies may reduce transaction volumes and customer loyalty. High service standards support sustained revenue, stronger customer relationships and cross-selling opportunities.	○	●	●	4.4 Customer Satisfaction
4	Product Responsibility	Product responsibility affects product quality and regulatory compliance. Inadequate credit assessment, monitoring or inappropriate product design may increase overdue rates and regulatory exposure. Responsible lending and transparent terms and conditions support sustainable portfolio growth and stable revenue.	○	●	●	4.1 Product Responsibility 4.2 Sustainable Finance

● Direct Impact    ○ Indirect Impact

<sup>4</sup> The sequence of the material topics reflects the results of the materiality assessment, with topics presented in descending order of their materiality scores.

<sup>5</sup> Upstream impacts relate to suppliers and contractors that support the Group's activities; Operations refer to the Group's own business activities and operational partners; Downstream impacts concern consumers and end users of the Group's products and services.

## Our Sustainability Approach

### Material Topics for Corporate Value Creation (Cont'd)

Material Topics <sup>4</sup>	Impacts on the Group	Value Chain Impact <sup>5</sup>			Corresponding Chapter of Management Approaches	
		Upstream	Operations	Downstream		
5	Customer Privacy Protection	Customer privacy protection is essential to maintaining regulatory compliance and trust in financial services. Data misuse or non-compliance may lead to legal liabilities and reputational damage. Robust data governance supports secure transactions and reinforces customer confidence.	●	●	●	4.6 Customer Privacy Protection
6	Risk Management	Risk management is important to ensure sustainable business operations and effective governance. Weak risk oversight may increase operational disruptions. An integrated risk framework supports prudent lending, stable asset performance and long-term financial resilience.	○	●	○	3.2 Risk Management
7	Digital Transformation and Innovation	Digital transformation enhances credit processing efficiency, customer onboarding and transaction experience. While technology investment increases short-term costs, improved automation and digital integration support operational efficiency, customer acquisition and revenue growth.	○	●	●	4.4 Customer Satisfaction — Digital Enhancement of Customer Experience

● Direct Impact    ○ Indirect Impact

Material Topics for External Stakeholders

Material Topics for External Stakeholders <sup>6</sup>		Impacts on the External Stakeholders	Evaluation Mechanisms
1	Customer Satisfaction	The provision of consumer credit and credit card services affects customers' access to financial products and their overall financial experience. Service quality and responsiveness influence customer confidence. Persistent service deficiencies may weaken trust in financial institutions.	<p>Customer satisfaction is monitored through structured complaint handling mechanisms and ongoing feedback channels to assess service quality and customer experience.</p> <ul style="list-style-type: none"> <li>Complaint cases per 100,000 incoming calls</li> <li>Customer satisfaction score</li> </ul> <p>During FY2025/26, 2.66 complaint cases per 100,000 incoming calls were recorded, and the customer satisfaction score was 7 out of 10.</p>
2	Cyber and Data Security	The processing of customer financial and personal data exposes consumers to potential fraud and financial loss in the event of cyber incidents. Effective cybersecurity safeguards customer assets and supports confidence in digital financial services, while inadequate protection may adversely affect consumers and broader societal trust.	<p>Cybersecurity performance and privacy protection effectiveness are assessed through incident monitoring, external certification reviews and regular training.</p> <ul style="list-style-type: none"> <li>Non-conformity findings in ISO 27001 and PCI DSS external assessments</li> <li>Annual information security training</li> </ul>
3	Customer Privacy Protection	The collection and use of customer personal data affect individuals' privacy rights and data protection expectations. Weak data governance may lead to customer harm and regulatory consequences, while strong privacy controls support responsible digital engagement.	<p>During FY2025/26, no cyber incidents or customer privacy breach incidents were reported and no non-conformities were identified in external assessments. Annual information security training and PCI DSS awareness training were conducted.</p>

<sup>6</sup> The sequence of the material topics reflects the results of the materiality assessment, with topics presented in descending order of their materiality scores.

# 03 COMMITMENT TO OUR BUSINESS

- 3.1 Corporate Governance
- 3.2 Risk Management
- 3.3 Tax Transparency
- 3.4 Business Ethics



### 3.1 CORPORATE GOVERNANCE

The Group maintains a robust corporate governance framework to promote ethical conduct, transparency, accountability and responsible decision-making across all aspects of its operations. The Group is headed by an effective Board of Directors, which assumes responsibility for its leadership and control and is collectively accountable for directing and supervising the affairs of the Group to promote its long-term success.

The Board has established a formal schedule of matters reserved for its approval and decision. Matters reserved for the Board's consideration include long-term objectives and corporate strategy, risk management and internal control systems, annual budgets and business plans, capital management, financial reporting, declaration of dividends, Board membership, as well as corporate governance policies and practices. These matters are reviewed periodically to ensure continued relevance and appropriateness to the Group's evolving business environment.

While the Board retains overall responsibility for governance and strategic oversight, day-to-day management and administration of the Group's operations are delegated to management. Directors, as members of the Board, jointly share responsibility for the proper direction and management of the Group.

The Group's corporate governance framework is established in accordance with applicable laws and regulations, including the Corporate Governance Code set out in the Listing Rules of the Stock Exchange. Further details of the Group's governance structure, Board composition, committee responsibilities and compliance performance are set out in the Corporate Governance Report on pages 27 to 46 of the FY2025/26 Annual Report and other disclosures available on the Company's website.

#### Board Diversity

The Group recognises that Board diversity enhances the effectiveness of decision-making and supports sustainable business development. A formal Board Diversity Policy has been adopted to guide the nomination and appointment of Directors.

In assessing Board composition, a broad range of diversity factors is considered, including but not limited to skills, experience, background, race, nationality, gender and other qualities that contribute to a balanced and effective Board.

For more information relating to Board diversity, please refer to the Corporate Governance Report.

### 3.2 RISK MANAGEMENT

The Group places strong emphasis on robust risk management and internal controls to safeguard sustainable business operations and long-term value creation.

#### Risk Governance Framework

The Group has established a comprehensive ERM framework to systematically identify, assess, manage, monitor, and report on risks across the organisation.

The Board is responsible for evaluating and determining the nature and extent of any significant risks (including ESG risks) it is willing to take in achieving the Group's strategic objectives, ensuring that the Group establishes and maintains appropriate and effective risk management and internal control systems and reviews their effectiveness.

## Commitment to Our Business

The Board exercises risk oversight through the Audit Committee and is supported by the Risk Management Committee at management level. Members of the Risk Management Committee comprise of Executive Directors, Heads of Divisions, Department Heads and the Head of the Risk Management Department. Risk management reports and significant incidents are reported to the Board monthly and reviewed by the Audit Committee quarterly. In addition, the Audit Committee oversees the effectiveness of the Group’s risk management and internal control systems through its operational arm, the Internal Audit Department.

### Three Lines of Defence

The Group adopts the Three Lines of Defence model in accordance with its ERM Policy:

<b>First Line</b>	<p><b>Risk Owners:</b> All operating units (divisions, departments and project teams)</p> <ul style="list-style-type: none"> <li>All operating units own and manage risks.</li> </ul>
<b>Second Line</b>	<p><b>Risk Oversight:</b> The Risk Management Committee and Risk Management Department</p> <ul style="list-style-type: none"> <li>The Risk Management Committee oversees the implementation of the ERM framework, including internal controls to assess and monitor risks.</li> <li>The Risk Management Department monitors key risk indicators (“KRIs”) and risk events that occur to predict potential risks and negative impact on the business and ensures effective controls are in place in operating units.</li> </ul>
<b>Third Line</b>	<p><b>Independent Assurance:</b> The Audit Committee and Internal Audit Department</p> <ul style="list-style-type: none"> <li>The Internal Audit Department provides independent assurance on the effectiveness of risk management and internal control systems.</li> </ul>

### Risk Management Process

The Group’s ERM framework encompasses risk identification, assessment, measurement, responding, monitoring and reporting. Risk exposure is assessed at least annually through structured processes, including Risk Control Self-Assessments, and results are reported to the Risk Management Committee and the Audit Committee for oversight and review.



The Board, supported by senior management, adopts a balanced approach in determining the nature and extent of risks the Group is willing to assume in pursuit of its strategic objectives. The Risk Management Committee reviews and endorses the Group’s risk appetite on an annual basis to ensure alignment with business strategies and prevailing market conditions.

## Commitment to Our Business

The Group's internal control system is designed to provide reasonable, though not absolute, assurance against material misstatement, loss or operational failure. A formal review of the effectiveness of the risk management and internal control systems, covering all material controls, including financial, operational, compliance and risk management controls, as well as ESG-related matters, is conducted annually. During the Reporting Year, the Group identified no material internal control deficiencies. Recommendations from internal and external auditors were duly considered and improvement measures were implemented in a timely manner.

Both internal and external audits of the Group's risk management and internal control systems have been conducted during the Reporting Year, providing independent assurance on their effectiveness.

### Business Continuity and Operational Resilience

To enhance operational resilience, the Group maintains a comprehensive Business Continuity Plan ("BCP"), which is regularly reviewed and refined to reflect evolving business needs and changes in the external environment.

BCP drills have been conducted during the Reporting Year to test the effectiveness of response procedures and recovery capabilities, thereby strengthening overall preparedness and minimising potential disruptions to critical business functions.

### Promoting a Strong Risk Culture

The Group actively promotes a risk-aware culture throughout the organisation. Ongoing training on risk management and internal control is provided to relevant employees. All new joiners are required to complete risk management training as part of the onboarding process. Regular risk management education is also provided to Directors and senior management to enhance oversight capabilities.

Risk considerations are embedded into product development, operational processes and business decision-making, reinforcing accountability across all levels of the organisation.

## 3.3 TAX TRANSPARENCY

Our tax policy aligns with the AEON Group's Basic Tax Policy<sup>7</sup>. We are committed to full compliance with both the letter and spirit of tax laws and regulations in every country where the Group operates. We do not engage in the use of preferential tax systems that do not accurately reflect our business activities, nor do we seek to avoid taxation by leveraging jurisdictions considered tax havens.

Tax strategy oversight is under the responsibility of the Audit Committee. Tax compliance and risk updates are reported regularly to the Audit Committee to ensure appropriate governance and monitoring of tax matters.

<sup>7</sup> The AEON Group's Basic Tax Policy is available on the AEON Group website at: <https://www.aeon.info/en/ir/policy/tax/>

## Commitment to Our Business

### 3.4 BUSINESS ETHICS

As a responsible provider of consumer finance and related services, the Group is committed to maintaining the highest standards of integrity and ethical conduct. We believe that upholding integrity and ensuring transparency in all business practices is critical to building long-term relationships with customers, investors, and stakeholders.

The Group has established a “Code of Business Ethics”, as set out in the Employee Handbook, together with internal policies and guidelines that provide guidance to all employees across the Company and its subsidiaries. The Code and relevant internal policies address key areas including corruption and bribery, discrimination, confidentiality of information, conflict of interest, anti-money laundering, environmental responsibility, occupational safety and health, as well as whistleblowing and reporting mechanisms.

All employees are required to comply with the “Code of Business Ethics” and relevant internal policies in the discharge of their duties. The Group also maintains internal procedures to support the implementation, monitoring and oversight of these requirements.

#### Conflict of Interest

The Group requires employees to avoid any actual or perceived conflicts between their personal interests and the interests of the Company. Employees are required to declare any actual or potential conflict of interest, including financial interests or relationships that may affect their objectivity in performing their duties.

Employees are expected to maintain impartiality in the discharge of their responsibilities and to refrain from engaging in external activities, investments or relationships that may compromise their independence. Any outside appointments or business interests require prior approval, where applicable. The Group has established internal guidelines to ensure that conflict of interest are properly disclosed, monitored and managed.

#### Anti-corruption

The Group maintains a zero-tolerance approach to all forms of bribery and corruption. During the Reporting Year, we have established a comprehensive group-wide Anti-Bribery and Anti-Corruption Policy applicable to all employees. The Policy establishes clear standards on the offering and acceptance of advantages, gifts and entertainment, and provides guidance on charitable donations, sponsorships and political contributions. It is subject to periodic review by the Audit Committee, with any major amendments requiring approval by the Board.

To ensure effective implementation, we provide regular training to all executive directors and employees as part of our onboarding and ongoing compliance programmes. We have established clear procedures for handling breaches, allowing actual or suspected violations to be reported confidentially through our Whistleblowing Policy. Non-compliance results in severe disciplinary actions, up to and including termination of employment and legal proceedings.

**Anti-Money Laundering and Counter-Terrorist Financing**

The Group is committed to preventing its products and services from being used for money laundering and terrorist financing activities. An Anti-Money Laundering (“AML”) and Counter-Terrorist Financing (“CTF”) framework has been established to define the control measures and procedures applicable across the organisation.



The framework adopts a risk-based approach and requires staff to identify, assess and mitigate money laundering and terrorist financing risks at customer onboarding and throughout the business relationship. Customer Due Diligence (“CDD”) procedures are conducted prior to establishing a business relationship, including verification of customer identity using reliable and independent source documents, identification of beneficial owners where applicable, and assessment of customer risk level. Digital onboarding via the Mobile App is supported by non-face-to-face CDD procedures, with identity verification performed through the Group’s electronic Know Your Customer (“eKYC”) system and results appropriately documented.

Enhanced due diligence measures apply to high-risk customers, including politically exposed persons (“PEPs”), customers associated with high-risk jurisdictions or industries, and those subject to sanctions screening. For customers identified as PEPs, the establishment or continuation of the business relationship requires approval and sign-off by senior management. Ongoing transaction monitoring is performed through system-based parameters to detect unusual or suspicious activities. Where concerns arise, cases are escalated to the Money Laundering Reporting Officer and, where appropriate, reported to the Joint Financial Intelligence Unit. Relevant records are retained for a minimum of five years in accordance with regulatory requirements.

The AML/CTF Guidelines are overseen by the Operations Division and Credit Control Department. In FY2025/26, enhancements were made to strengthen the framework, including updates to suspicious case handling timeframes, high-risk country and industry classifications, identity verification requirements, transaction risk assessment parameters, and risk rating indicators.

In addition, the Internal Audit Department conducts an annual independent review of the Group’s AML/CTF systems and controls to assess their effectiveness and alignment with applicable regulatory requirements.

## Commitment to Our Business

### Whistleblowing Mechanism

The Group has established a Whistleblowing Policy applicable to all employees and relevant external stakeholders, including customers, suppliers and business partners. The Policy provides formal channels for reporting suspected misconduct, malpractice, breaches of laws or regulations, fraud, corruption, financial misstatements, violations of internal controls and other improper conduct.

During the Reporting Year, the whistleblowing mechanism was formally integrated into the Group's corporate governance framework, with oversight assigned to the Audit Committee to ensure independent and professional review within the governance structure.

### Reporting Channels

The Group provides multiple reporting channels to facilitate timely and confidential reporting. Reports may be submitted in writing to the Audit Committee and the Company Secretary by email or post. Whistleblowers may also report via dedicated telephone hotlines or through online reporting platforms as detailed on the Company's website.

Reports received from AEONHK999 online reporting system are automatically forwarded to an encrypted mailbox accessible only to designated members of the monitoring group, which includes senior management and compliance representatives.

In addition, a Legal Attorney Hotline operated by an external legal adviser is available, providing an independent third-party reporting channel, particularly for matters involving senior management.



**Investigation Process**

All reports are treated in a confidential manner and are accessible only to authorised personnel. Reports received through any channel are brought to the attention of the Audit Committee, who assess whether a full or further investigation is necessary. Where sufficient and credible information is identified, a full or further investigation will be launched.

Investigations are conducted by the Company Secretary and/ or other internal or external parties appointed by the Audit Committee. Any individual who is the subject of a report is excluded from involvement in the investigation.

Where sufficient evidence indicates possible criminal conduct or corruption, the matter will be referred to relevant authorities, including the Police or the Independent Commission Against Corruption (“ICAC”).

Whistleblowing reports, investigation details and subsequent actions are retained for a minimum of six years. Investigation outcomes and any actions taken are reported to the Audit Committee.

**Protection of Whistleblowers**

The Group is committed to protecting individuals who report concerns in good faith. Whistleblowers will not be subject to dismissal, victimisation or disciplinary action for making genuine reports, even if the concerns are later unsubstantiated. A zero-tolerance approach to retaliation is maintained. Any employee who engages in retaliatory conduct will be subject to disciplinary action.

All reports are handled confidentially, and the identity of the whistleblower is protected to the extent practicable, subject to legal requirements. Anonymous reporting is permitted. The Group also reserves the right to take appropriate action against malicious or knowingly false reports.

**Compliance Training and Awareness**

The Group promotes a strong culture of integrity and regulatory compliance through structured and ongoing training programmes for directors and employees.

During the Reporting Year, two fraud prevention training sessions and an ICAC talk were conducted to enhance awareness of fraud risks, anti-corruption standards and regulatory expectations. A total of 3 directors and 327 employees participated, with aggregate training hours approximately 500<sup>8</sup>.



AML Training



Fraud Training



ICAC Talk

<sup>8</sup> Anti-corruption training figures relate to the Group’s Hong Kong operations only and exclude subsidiary operations.

## Commitment to Our Business

A two-part annual compliance refresher training programme was delivered to all staff, with content reviewed annually to reflect prevailing legal and regulatory developments. During the Reporting Year, the training covered key compliance topics, including prevention of bribery under the Prevention of Bribery Ordinance and conflict of interest, to reinforce employees' understanding of their compliance responsibilities.

The training sessions also covered the Group's whistleblowing arrangements and reporting channels to ensure that employees are aware of the available mechanisms for raising concerns and understand how to report suspected misconduct appropriately.

Additional topics were introduced to strengthen awareness of industry-specific regulatory requirements and emerging risks, including licensing conditions under the Money Lenders Ordinance and Licensing Conditions of Money Lenders License (including the enhancements relating to the necessity and significance of affordability assessments for intending borrowers), insider dealing, and copyright considerations in the use of artificial intelligence ("AI").

Quarterly training sessions were conducted by internal staff members who are experienced in fraud prevention and loan assessment to enhance fraud detection capabilities and improve loan assessment accuracy.

Through continuous training and policy reinforcement, the Group seeks to ensure that employees remain well-informed of their compliance obligations and uphold high standards of ethical conduct.

# 04 COMMITMENT TO CUSTOMERS AND BUSINESS PARTNERS

- 4.1 Product Responsibility
- 4.2 Sustainable Finance
- 4.3 Financial Inclusion
- 4.4 Customer Satisfaction
- 4.5 Cyber and Data Security
- 4.6 Customer Privacy Protection
- 4.7 Intellectual Property Protection
- 4.8 Supply Chain Management



## Commitment to Customers and Business Partners

### 4.1 PRODUCT RESPONSIBILITY

As one of Hong Kong's leading credit card issuers and consumer finance providers, the Group is committed to delivering transparent, customer-oriented financial services. Our products are developed and managed in accordance with applicable laws, regulatory requirements and recognised industry standards to ensure fairness, clarity and responsible lending practices.

#### **Product Governance and Risk Management**

Product governance is embedded within the Group's ERM framework to identify, assess and mitigate compliance, credit and operational risks throughout the product lifecycle. New products and material product changes are subject to structured risk assessment processes to ensure alignment with the Group's risk appetite. The Board maintains ultimate oversight of significant product-related risks to ensure they remain within acceptable tolerance levels.

#### ***Credit Assessment and Approval***

Comprehensive credit assessments are conducted for personal loans and credit cards applications. The Credit Control Department, supported by business process outsourcing centre, evaluates applicants' creditability and affordability based on income, occupation, repayment history and credit data from external credit reference agency. A proprietary credit assessment model supports approval decisions and pricing determination.

During the Reporting Year, the Group enhanced its credit assessment model to strengthen control over higher-risk advances and receivables. The upgraded risk-based methodology improves customer risk differentiation, supports prudent credit allocation and contributes to improved asset quality.

Applications exceeding specified thresholds require higher-level approval to ensure appropriate oversight. Credit limits are subject to periodic review based on repayment behaviour and updated credit information. Refinancing applications are treated as new applications to ensure continued suitability.

#### ***Ongoing Monitoring and Risk Oversight***

The Group conducts ongoing portfolio monitoring through regular reviews in Portfolio Management meetings and Risk Management Committee meetings. Key risk indicators and performance metrics are reported to senior management to ensure alignment between business growth and credit risk control. Credit assessment guidelines are periodically reviewed to reflect evolving market conditions and regulatory expectations.

#### ***Fraud Prevention and Financial Crime Controls***

Customer due diligence procedures, including AML and CTF checks, are conducted to prevent misuse of the Group's products and services. A real-time fraud alert system monitors credit card transactions to detect suspicious activities and safeguard customer accounts.

#### ***Responsible Debt Management***

Structured follow-up procedures are in place for overdue accounts. For customers facing genuine financial difficulties, the Group may offer tailored repayment arrangements based on individual circumstances, balancing prudent credit management with customer support.

## Commitment to Customers and Business Partners

### 4.2 SUSTAINABLE FINANCE

The Group integrates sustainability considerations into its financing strategy and product development, aligning capital management and lending activities with environmental and social objectives. Through sustainability-linked loans and green loan products, the Group supports the transition towards a low-carbon economy while strengthening its own sustainability performance accountability.

#### Sustainability-Linked Loan

The Group incorporates sustainability performance commitments into its funding structure through sustainability-linked loans. In November 2022, the Group secured its first sustainability-linked loan with a total carrying amount of HK\$320 million and a three-year tenor ended in November 2025. In February 2025, a HK\$300 million sustainability-linked loan was newly obtained from a syndicate of nine regional and local banks.

The loan agreements include predefined sustainability performance targets covering both environmental and social indicators. The achievement of these targets is subject to annual independent verification by an external reviewer, reinforcing transparency and accountability in the Group's sustainability performance.

#### Green Consumer Financing

During the Reporting Year, the Group launched the AEON Green Personal Loan for customers investing in environmentally responsible solutions. The product provides dedicated financing for:



##### Domestic Solar Panel Loan

Save Energy



##### Purchase of Brand New Electric Vehicle Loan

Green Transport



##### Electric Vehicle Charger Loan

Support Zero Carbon Emission

The product is designed to promote sustainable consumption by offering flexible repayment terms and competitive interest rates, thereby facilitating customer participation in low-carbon initiatives. Since its launch, the product has received positive market response. Over 90% of approved financing has been allocated to electric vehicle purchases, with the remaining portion supporting investment in electric vehicle ("EV") charging infrastructure and residential solar energy systems.

The Group will continue to explore opportunities to expand its sustainable finance offerings and strengthen the integration of environmental and social considerations into its lending practices.

## Commitment to Customers and Business Partners

### Sustainable Customer Engagement

As part of the Group's 35th Anniversary Lucky Draw Campaign held in July–August 2025, sustainability elements were incorporated into the programme design. The grand prize featured an EV, followed by carbon-offset air tickets as the secondary prize.

Through integrating low-carbon mobility and carbon-offset concepts into customer engagement initiatives, the Group sought to encourage environmentally responsible lifestyle choices and raise awareness of sustainable consumption among its customer base.



### 4.3 FINANCIAL INCLUSION

The Group is committed to promoting financial inclusion by providing accessible and affordable financial services to individuals from diverse socio-economic backgrounds, including underserved communities.

#### Enhancing Customer Access and Support

The Group seeks to innovate and expand the range of financial services available to underserved groups based on market research, customer feedback and evolving community needs. Through a diversified product portfolio, including credit cards, personal loans, insurance and instalment payment solutions, the Group enables broader access to essential financial services.

Delivery methods are tailored to meet the preferences and circumstances of different customer segments. A multi-channel service model integrates digital platforms with physical branch support, allowing customers to access inclusive financial services and facilitating immediate response to customer needs via:



**Company's Website**



**Customer Service Hotline**



**Mobile App**



**Branch Offices**

Online bilingual services are also provided through our website, "AEON Netmember" and the "AEON HK" Mobile App, creating a friendly and accessible financial service environment without any language barrier.

## Commitment to Customers and Business Partners

### Tailored Support for Underserved Groups

Recognising that certain customer groups may face barriers in accessing digital financial services, the Group provides targeted support to enhance accessibility.

At branch level, staff assist elderly customers who may be unfamiliar with mobile technology in applying for credit cards, activating virtual cards, linking cards to mobile wallets and navigating the “AEON HK” Mobile App. This support enables customers to access e-statements, bonus point services and digital rewards, facilitating their transition to digital channels while reducing reliance on paper-based processes.



During the Reporting Year, the Group implemented a targeted initiative to support newly arrived Japanese expatriates in Hong Kong. Under this initiative, financial service information and materials are prepared in Japanese to facilitate a better understanding of card and financial solutions, enabling smoother access to essential financial services.

### Promotion of Financial Well-being

In addition to product access, the Group provides appropriate customer guidance to promote responsible borrowing and financial well-being. Credit assessment policies are reviewed periodically to ensure lending practices remain prudent and aligned with responsible financing principles.

The Group continues to expand payment service coverage and merchant networks to enhance convenience and support inclusive access across customer segments.

### Supporting the Local Economy

The Group supports local economic participation by encouraging community-based consumption and strengthening engagement with neighbourhood businesses. Through targeted reward initiatives, additional incentives are provided for spending at designated local eateries and selected merchants.

These programmes facilitate convenient spending within local merchant networks and contribute to the vitality of the local economy by promoting sustainable consumer engagement.

## Commitment to Customers and Business Partners

### Financial Education

The Group actively promotes financial literacy to support informed financial decision-making and responsible borrowing within the community.

Since FY2022/23, the Group has partnered with the Hong Kong Family Welfare Society to launch the “Financial Education ON!” (“FE-ON!”) Programme, which promotes healthy spending habits and financial awareness among children, youth and parents.

To date, the FE-ON! programme has facilitated over 200 educational sessions, benefiting approximately 1,800 students and parents.



To broaden outreach, the Group collaborated with a local youth content creator to develop and publish financial education materials on online social media platforms, expanding access to financial literacy resources among younger audiences.



In FY2025/26, the Group also supported Hong Kong Money Month and Global Money Week initiatives, participating in territory-wide financial education activities. These programmes promoted budgeting awareness, responsible borrowing and prudent financial management across diverse community segments. By aligning with recognised financial education initiatives, the Group reinforced consistent messaging on informed financial decision-making at both family and community levels.



## Commitment to Customers and Business Partners

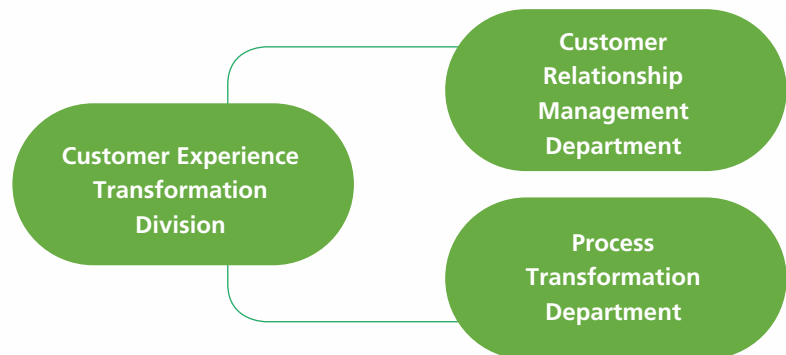
### 4.4 CUSTOMER SATISFACTION

“Customer First” remains the Group’s guiding service philosophy. To keep in line with this business philosophy, the Group takes all possible steps to achieve customer satisfaction through the following steps:



### Governance and Oversight

During the Reporting Year, the Group established a Customer Experience Transformation Division to strengthen cross-functional coordination in customer-related matters. The Division oversees Customer Relationship Management (“CRM”) Department and Process Transformation Department, including cross-departmental case tracking to enhance the handling of customer feedback and improve customer end-to-end experience.



Customer service performance is overseen by the Customer Service Sub-Committee, which meets monthly to review customer experience initiatives, monitor service standards and evaluate complaint trends. Key customer issues are assigned to responsible parties with defined follow-up timelines, and progress is reported to Management to reinforce accountability and continuous improvement.

### Customer Service Standards

To formalise service practices, the Group has established a Customer Service Operation Manual and defined approval procedures to guide daily customer interactions and ensure consistency in service delivery.

Regular training sessions are conducted for marketing personnel and branch employees to enhance product knowledge, promotional clarity and responsible selling practices. The training explicitly emphasises the importance of putting the customer first, which aligns with the Group’s core values. It covers fundamental service standards such as professional appearance, appropriate greetings, and positive facial expressions. The training also includes more advanced communication skills, such as active listening and effective questioning techniques, to enhance interactions with customers and better understand their needs.

## Commitment to Customers and Business Partners

### Customer Feedback and Complaint Handling

The Group treats customer complaints as a valuable source of feedback and an opportunity for service improvement. A structured complaint handling procedure is in place to ensure that cases are recorded, investigated and resolved in a timely and professional manner.

Multiple channels are available for customers to submit enquiries and complaints, including branch offices, customer service hotlines, the Mobile App and the Company's website. Accessible complaint mechanisms are also tailored to support underserved clients.

Complaint performance is monitored through defined reporting mechanisms:

Responsible Party	Monitoring Process	Frequency
CRM Department	Preparation of complaint reports for management review	Weekly
Customer Service Sub-Committee	Review of service standards and complaint trends	Monthly

To ensure transparency and timely communication, clearly defined response timelines are established:

Verbal Complaint	Written Complaint
Complaints received in person or via telephone will be replied within 2 working days. If the investigation takes longer, a courtesy call will be made to advise the progress every 5 working days.	For complaints submitted by letter or email, an acknowledgement of receipt will be issued upon receipt, and a written response will be provided within 10 working days.

All complaints are handled in accordance with internal review and resolution procedures to ensure consistency, fairness and professionalism.

### Digital Enhancement of Customer Experience

To enhance customer convenience, responsiveness and digital accessibility, the Group continued to strengthen its customer-facing platforms and service infrastructure during the Reporting Year.

#### Mobile Application and Digital Onboarding

The "AEON HK" Mobile App remains a key digital channel for customer engagement and service delivery. During the Reporting Year, the Group expanded digital application capabilities through the implementation of eKYC processes, shortening onboarding time and improving service efficiency.



The development of virtual card functionalities further enhanced the customer experience. Customers may apply for and activate virtual credit cards directly through the Mobile App, enabling immediate use upon approval and facilitating seamless linkage to mobile wallets before the physical card is issued.

## Commitment to Customers and Business Partners

Functional and security enhancements were also introduced within the Mobile App, including the introduction of a new “change PIN” button within the Mobile App, as well as the introduction of in-app authentication for e-commerce transactions, strengthening security while streamlining the authentication process.

The upgraded credit application processing platform also enabled the launch of a virtual credit card function within the Mobile App, allowing customers to activate and use their card immediately upon approval.

The Group is also progressing with the integration of loan application channels into the Mobile App to further consolidate digital access and enhance customer convenience.

### **Internet Protocol (“IP”) Contact Centre Upgrade**

The Group completed the upgrade of its IP Contact Centre, migrating the legacy call centre system to the cloud-based platform. The upgraded platform strengthens cross-department coordination and improves the tracking and resolution of customer enquiries and complaints, while providing a foundation for future AI-enabled capabilities.

### **Integrated Bonus Point Platform**

Within the AEON ecosystem, the Group has commenced the “One AEON Point” project to establish an integrated bonus point platform. The new platform enables seamless management of rewards earned from AEON Cards and prospective partner merchants, notably AEON Stores, via the “AEON HK” Mobile App and partner merchants’ mobile apps, enhancing customers’ convenience and flexibility, and fostering greater engagement and loyalty across both credit and retail services.

### **Customer Satisfaction Measurement**

The Group conducts regular customer satisfaction surveys to evaluate service quality. Customers receive invitations to participate in online surveys following transactions, and results are consolidated by the CRM Department and reviewed by senior management.



## Commitment to Customers and Business Partners

During the Reporting Year, the Group conducted a customer satisfaction survey to assess overall customer experience and service quality. The Group received 18 customer complaints<sup>9</sup> and recorded 162 customer compliments. Survey findings and customer feedback are communicated to relevant business units to support continuous service improvement.



### FY2025/26 Target

Overall customer satisfaction score maintained at average or above.

### FY2025/26 Progress

Average customer satisfaction score: 7/10



### FY2025/26 Target

Customer complaint cases at 6 or below per 100,000 incoming calls.

### FY2025/26 Progress

2.66 customer complaint cases per 100,000 incoming calls.

## 4.5 CYBER AND DATA SECURITY

As a consumer finance provider handling sensitive customer information and financial data, the Group places strong emphasis on safeguarding the confidentiality, integrity and availability of information assets. Cybersecurity and data protection are embedded within the Group's ERM framework and supported by structured governance, internationally recognised standards and continuous monitoring mechanisms.

<sup>9</sup> Complaint figures include complaints relating to the Group's Hong Kong operations only and do not cover subsidiary operations.

# Commitment to Customers and Business Partners

## Governance and Oversight

The Group has established a formal information security governance structure under its IT Security Standard, which applies to all employees and divisions across the organisation.



Information security matters are subject to structured reporting and escalation mechanisms. Key security issues, including significant incidents, major control enhancements and assessment outcomes, are reported to the Risk Management Committee. In addition, an IT Sub-Committee operates under the Executive Committee to oversee technology and cybersecurity matters. Senior management regularly reviews cybersecurity and technology risks through the monthly meetings of the Risk Management Committee and the IT Sub-Committee.

## Commitment to Customers and Business Partners

### Information Security Policy and Commitments

Information security practices are governed by a formal Information Security Policy, which sets out the principles for protecting the confidentiality, integrity and availability of information. The Policy applies to all employees and is intended for reference by vendors, contractors and consultants providing IT-related services to the Group.

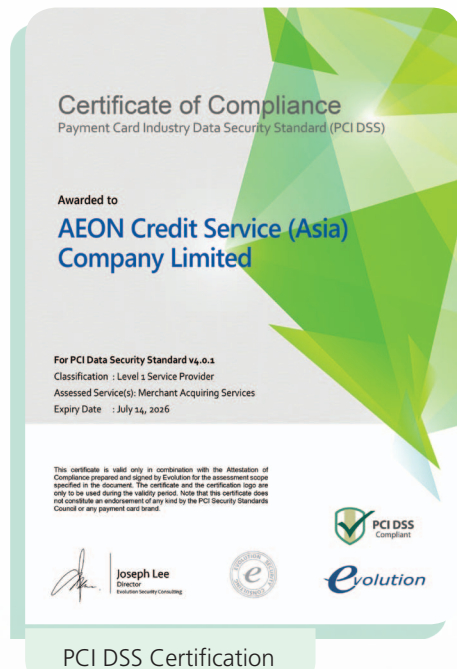
The Group is committed to the continuous improvement of its Information Security Management System, which is subject to periodic management review to ensure its ongoing suitability, adequacy and effectiveness. Individual responsibilities for information security are clearly defined, and supplier arrangements incorporate relevant security requirements.

Operationally, networks, systems and applications are monitored for anomalous activity. Defined procedures are in place to detect, assess and respond to potential security incidents in a timely and controlled manner.

### Independent Certification and Vulnerability Management

As an organisation that processes, stores and transmits payment card data, the Group maintains a structured data protection framework aligned with internationally recognised standards.

The Group complies with the Payment Card Industry Data Security Standard ("PCI DSS") and the ISO 27001:2022 Information Security Management Standard. During the Reporting Year, the Group successfully obtained the latest PCI DSS Version 4.0 and ISO 27001 certifications.



## Commitment to Customers and Business Partners

PCI DSS compliance is independently assessed annually by external qualified security assessor. This assessment is supported by quarterly vulnerability scans of our computer networks. Following each assessment, a Report on Compliance and an Attestation of Compliance are issued.

Additional internal audits and security assessments of the IT infrastructure and information security management systems were conducted during the Reporting Year included ISO 27001 surveillance audits, J-SOX reviews, cloud security assessments and mobile authentication assessments. No critical or high-risk findings were identified during the Reporting Year.

Regular penetration testing and vulnerability assessments are conducted to validate the effectiveness of security controls.

### Operational Security, Monitoring and Business Continuity

The Group applies a layered security approach combining infrastructure resilience, strengthened authentication controls and continuous monitoring.

To ensure effective protection of payment card data and maintain PCI DSS compliance, we enforce rigorous logical and physical controls. All security controls and procedures are thoroughly documented and logged to ensure accountability and facilitate recovery in the event of a data breach or network outage.

Control Category	Measures Implemented
Logical Security Controls	<ul style="list-style-type: none"> <li>• Encryption of stored payment card data;</li> <li>• Secure configuration of firewalls, antivirus software, and intrusion prevention systems; and</li> <li>• Two-factor authentication for computer login.</li> </ul>
Physical Security Controls	<ul style="list-style-type: none"> <li>• Strict physical access controls to sensitive systems and environments.</li> </ul>

An external 24/7 Security Operations Centre (“SOC”) monitors internet-facing systems and tracks emerging threats, including phishing activities. Security findings are analysed and escalated for timely remediation, forming a closed-loop monitoring and response process. SOC capabilities were enhanced during the Reporting Year, including adoption of a zero-trust approach and strengthened third-party risk governance.

The Group maintains information security-related business continuity plans to ensure continuity of critical services in the event of disruption.

## Commitment to Customers and Business Partners

During the Reporting Year, key cybersecurity enhancements included:

- Migration of the Web Application Firewall to a cloud-based solution to enhance resilience and strengthen protection against evolving cyber threats;
- Replacement of legacy servers and relocation of core systems to a new data centre, adopting a more compact layout and improving energy efficiency through modern, fibre-based infrastructure;
- Implementation of Data Loss Prevention controls to reduce the risk of unauthorised data exposure;
- Upgrading staff workstations to Windows 11 and strengthening authentication mechanisms; and
- Conducting daily third-party vulnerability scans on internet-facing systems to facilitate prompt identification, evaluation, and resolution of potential security vulnerabilities.

These measures support proactive risk identification and enhance operational resilience.

### Incident Management and Escalation

The Group maintains a defined Cyber Security Incident Management Procedure. All employees and other individuals handling the Group's information resources bear the responsibility of promptly reporting any suspected or actual threats or security breaches to the IT Security Department for further investigation. In the event of a data breach or security incident, the IT Security Department follows the Cyber Security Incident Management Procedure, assembling a Computer Security Incident Response Team ("CSIRT") to respond swiftly and mitigate the risk of data breaches.

Regular CSIRT simulation exercises are conducted to validate preparedness and refine escalation workflows. During the Reporting Year, the Group conducted a cybersecurity drill simulating a data leakage scenario to test cross-functional coordination and end-to-end response effectiveness.

### Responsible Use of Emerging Technologies

In response to the rapid advancement of AI technologies, the Group has established an Artificial Intelligence Usage Procedure to guide their safe, ethical and responsible application. During the Reporting Year, governance oversight and risk controls relating to AI were further strengthened to ensure secure adoption and alignment with the Group's information security and compliance requirements.

## Commitment to Customers and Business Partners

### Information Security Awareness Enhancement

To ensure that employees and third-party vendors understand the importance of data protection and comply with applicable regulations, the Group maintains a structured and role-based training programme. The programme aims to strengthen data privacy awareness, reinforce secure handling practices and reduce the risk of data breaches.

 <b>Orientation Training for All New Hires</b>	<ul style="list-style-type: none"><li>• IT Basic Training on Information Security</li><li>• PCI DSS Awareness Training</li><li>• Introduction to ISO</li></ul>
 <b>Annual Training for All Staff</b>	<ul style="list-style-type: none"><li>• IT Basic Information Security Refresher</li><li>• PCI DSS Awareness Refresher Training</li><li>• AFS IT Security Training</li></ul>
 <b>Mandatory Training for Third Parties</b>	<ul style="list-style-type: none"><li>• Information Security Training</li><li>• PCI DSS Awareness Training</li></ul>

During the Reporting Year, the Group enhanced its curriculum to address evolving regulatory and technology risks. In particular, AI-focused workshops were introduced to guide the responsible use of AI platforms, reinforcing data protection awareness and secure handling of information.

### 4.6 CUSTOMER PRIVACY PROTECTION

Protecting customer data privacy is fundamental to maintaining customer trust and upholding the integrity of the Group's financial services.

#### Privacy Governance Framework

Customer data protection is embedded within the Group's Operational Risk Management and ERM frameworks. The Company's Data Protection Officer and Data Protection Manager oversee the development, implementation, and ongoing maintenance of personal data protection measures.

The Group has established a structured Personal Data Protection Policy and its supporting Personal Data Protection Regulations, forming a comprehensive privacy governance framework applicable across all operations. Additionally, a compliance audit is conducted annually to assess whether the Group's data management practices and policies meet the data protection requirements.

## Commitment to Customers and Business Partners

The Personal Data Protection Policy outlines the 6 data protection principles required under the Personal Data (Privacy) Ordinance to ensure processes for the collection, retention, use, security, access and correction of personal data, as well as openness and transparency of our practices, are safeguarded. The Group collects user data through lawful and transparent methods and obtains explicit consent from data subjects when necessary. Customers have the right to opt out of certain data processing activities and request the deletion of their data, providing them with control over their personal information. The Group does not disclose customer data to third parties for secondary purposes without explicit consent.

### Third-party Data Protection Compliance

The Group requires all third parties with whom data is shared, including business partners and vendors, to comply with its data privacy policies and security requirements. Vendors granted system or network access must enter into a non-disclosure agreement with the Group to ensure confidentiality and prevent unauthorised disclosure of sensitive information. Where full adherence to specific requirements is not feasible for valid reasons, additional approval is required in accordance with contractual and internal governance procedures.

### Fraud Prevention and Customer Awareness

AI-powered fraud detection tools monitor transaction patterns in real time to detect anomalies and strengthen protection against fraudulent activities. By analysing customers' credit status and purchasing patterns, the system identifies anomalies and verifies suspicious activities in real time. Based on predefined risk thresholds, transactions may be approved or rejected instantly, reducing fraud exposure and enhancing customer protection. During the Reporting Year, we introduced out-of-band (OOB) mobile app authentication to add an additional verification layer for online transactions. The Group has also completed the card-on/off security feature upgrade that allows customers to instantly toggle their card availability status within the Mobile App. This reduces the risk of fraud and unauthorised transactions, particularly for online card-not-present transactions.

Beyond technological safeguards, the Group places strong emphasis on customer awareness as an additional layer of protection. We actively communicate fraud prevention and cybersecurity information to help customers identify and avoid suspicious activities, providing guidance on avoiding phishing attempts.

<b>SMS and email anti-fraud reminders</b>
Direct Alerts
<b>Cyber Safety and Security Information on company website</b>
Digital Awareness
<b>Monthly anti-fraud reminder on Facebook</b>
Social Media Engagement

### Communication Channels

## Commitment to Customers and Business Partners

### 4.7 INTELLECTUAL PROPERTY PROTECTION

To protect intellectual property, our Guidelines on Compliance with the Copyright Ordinance require employees to adhere to copyright laws. The Group has implemented the IT Security Standard, which strictly prohibits installation of any unlicensed or unauthorised software on company computers. All marketing materials are sourced after confirming that any copyrighted content is licensed, to ensure compliance with intellectual property rights. We also engage with our suppliers to ensure they are fully aware of and respect the intellectual property rights of all concerned in their operations.

### 4.8 SUPPLY CHAIN MANAGEMENT

The Group recognises that responsible supply chain management is fundamental to its long-term sustainability, regulatory compliance and stakeholder trust. As a financial services provider, the Group integrates ESG considerations into its procurement and vendor management processes, and seeks to collaborate with suppliers whose values and practices align with its corporate responsibility commitments.

#### Governance and Oversight

Vendor management is overseen by the Corporate Affairs and Sustainability Development Department and IT Division collectively. Proper vendor registration and annual evaluation procedures are in place to ensure effective governance, regulatory compliance and risk management across the supplier lifecycle.

To support responsible sourcing, the Group has established a structured governance framework comprising the Guideline for Vendor Management, IT Vendor Management Procedure, the Guideline for Procurement Procedures and the ESG Assessment for vendors. These documents set out clear requirements to ensure that procurement activities are conducted in a fair, transparent and accountable manner, while embedding ESG considerations into supplier onboarding, assessment and ongoing engagement.

During the Reporting Year, the Guideline for Vendor Management, IT Vendor Management Procedure and Guideline for Procurement Procedures were updated to strengthen internal controls and enhance oversight of supplier management practices, reflecting the Group's continuous improvement approach.

The Group has also published its Statement on Vendor Management on its corporate website, outlining supply chain expectations and key management processes. Vendors exceeding specified engagement thresholds are required to complete an ESG survey, as well as acknowledge and sign the ESG Guidance Note for Vendors, confirming their commitment to the Group's standards relating to environmental protection, occupational safety and health, anti-corruption, data privacy, labour practices and corporate governance.

## Commitment to Customers and Business Partners

### Supplier Selection and Monitoring

To ensure supply chain stability, prevent conflict of interest and maintain quality standards, the Group adopts a structured process covering vendor registration, due diligence, ESG assessment, ongoing evaluation and, where necessary, deregistration.

Supply Chain Management Procedures	<b>1. Supplier Registration</b> Prospective suppliers are required to complete the Vendor Registration Form and submit the necessary supporting documentation before any business relationship is established.
	<b>2. Due Diligence</b> The Group conducts comprehensive due diligence, including financial assessment, AML/CTF checks, reputation review and conflict of interest declaration, to ensure suppliers meet the Group's compliance and governance standards.
	<b>3. ESG Assessment</b> Suppliers exceeding specified engagement thresholds are evaluated on their environmental and social performance, including environmental management practices, data and information security, occupational safety and health, quality management systems and labour standards. During the Reporting Year, 70% of suppliers subject to ESG assessment met the Group's ESG standards.
	<b>4. Annual Evaluation</b> Every year, suppliers selected based on specified criteria are subject to annual performance evaluations to assess service quality, contractual compliance and continued adherence to ESG requirements.
	<b>5. De-registration</b> Suppliers may be deregistered due to prolonged inactivity, unsatisfactory performance, or failure to meet key compliance requirements, including financial, AML/CTF, reputation or ESG standards.

Additionally, designated business consultants and advisors engaged by the Group are required to complete mandatory training on Information Security, PCI DSS Awareness and compliance requirements, reinforcing the integrity and resilience of the supply chain ecosystem.

### Green Procurement

The Group promotes sustainable practices across its supply chain and prioritises vendors offering environmentally responsible products and services. We actively engage suppliers to explore environmentally friendly alternatives, for instance, the use of recycled materials in credit card and branch uniform production. When procuring consumable items, purchasing decisions aim to balance environmental performance, user practicality and cost efficiency wherever feasible.

# 05 COMMITMENT TO OUR ENVIRONMENT

- 5.1 Addressing Climate Change
- 5.2 Environmental Management
- 5.3 Air Emissions
- 5.4 Paper Usage
- 5.5 Waste Management
- 5.6 Water Efficiency



## Commitment to Our Environment

### 5.1 ADDRESSING CLIMATE CHANGE

Climate change presents both risks and opportunities for businesses, including financial institutions. The Group recognises the importance of proactively responding to climate-related risks and is committed to integrating sustainable practices across its operations. Through our climate-related initiatives, we seek to strengthen business resilience, advance sustainable finance and contribute to the transition towards a low-carbon economy.

In response to evolving regulatory expectations and market developments, the Group continues to enhance the transparency and quality of its climate-related disclosures. Our reporting has been progressively aligned with IFRS S2 Climate-related Disclosures, which builds upon and incorporates the recommendations of the Task Force on Climate-related Financial Disclosures (“TCFD”), as well as the ESG Code Part D — Climate-related Disclosures. These frameworks provide a structured approach for identifying, assessing and disclosing climate-related risks and opportunities across four core pillars: governance, strategy, risk management, and metrics and targets.

#### Governance

The Group has established a robust governance framework to oversee and manage climate-related risks and opportunities. This framework is fully integrated into our corporate governance structure, ensuring that climate considerations are embedded in our strategic decision-making and risk management processes.

#### **Board Oversight**

The Board has ultimate responsibility for overseeing climate-related matters, including the review of climate strategy, risk exposure and performance against climate-related targets.

The Board’s primary responsibilities include:

- Reviewing and approving the Group’s climate-related strategy and objectives, ensuring alignment with business strategy and long-term sustainability priorities.
- Overseeing the management of climate-related risks to ensure they are effectively identified, assessed, and mitigated across the organisation.
- Monitoring progress against climate-related metrics and targets.

The Board receives regular updates from the Sustainability Committee and the Risk Management Committee on climate-related performance, risk assessments and strategic developments. Climate-related matters are discussed at least annually at Board level, and more frequently where material developments arise.

To strengthen its climate oversight capability, the Group has engaged external consultants with expertise in climate change and sustainable development. These advisors support the Board and senior management in understanding evolving regulatory requirements, climate risk assessment methodologies, scenario analysis approaches and disclosure expectations. The Board will continue to enhance its oversight competence through ongoing training and external professional support.

## Commitment to Our Environment

### **Committee Support**

The Board is supported by two key committees in addressing climate change:

#### **The Sustainability Committee**

Chaired by the Executive Director, the committee comprises heads of different divisions and representatives from various business functions. It is responsible for overseeing the Group's climate-related initiatives, including:

- Identifying, measuring, monitoring, and managing climate-related risks, opportunities, and performance metrics.
- Setting and tracking progress against climate-related targets and performance indicators.
- Advising on appropriate sustainability strategies to ensure the integration of sustainability principles across business operations.

#### **The Risk Management Committee**

Climate-related risks are assessed alongside other enterprise-level risks through established risk identification, assessment, monitoring, and reporting processes. The Risk Management Committee's role is to ensure that climate-related risks — once identified through the annual delegated assessment — are appropriately incorporated into the broader risk governance framework.

In line with the Group's overall risk management approach, climate-related risks and opportunities are escalated to the Board when they merit its attention.

Both committees report regularly to the Board, providing updates on sustainability performance, climate-related targets, and climate-related risk and opportunity assessments in regular meetings.

### **Management Responsibility**

Each division and department within the Group also has the responsibility to stay aware of any potential climate-related risk that may affect their areas of responsibility.

## Commitment to Our Environment

### Strategy

Given the Group's principal operations in Hong Kong and the Greater Bay Area, climate-related risks in relation to both physical and transition factors may affect operational continuity, financial performance and long-term strategic positioning.

At the same time, the Group sees opportunities to strengthen sustainability by integrating ESG into its products and services, and promoting sustainable finance initiatives.

The potential climate-related risks and opportunities identified by the Group are summarised in the table below.

Climate-related Risks		Description
<b>Physical Risks</b>		
Acute Risk	Extreme Weather Events	Increased frequency and severity of extreme weather events, such as typhoons and heavy rainfall, are relevant to the Group given its operations in Hong Kong and the Greater Bay Area, where seasonal storms are common. These events may affect physical premises and supporting infrastructure.
Chronic Risk	Rising Sea Levels	Over the longer term, rising sea levels may increase exposure to coastal flood risks in certain operating locations within the region.
	Rising Temperatures	Higher average temperatures may influence energy consumption patterns across branch offices and operational facilities.
<b>Transition Risks</b>		
Policy and Legal Risk	Tightening Carbon Emissions Regulations	Current and emerging climate and green finance regulations may require the Group to enhance its climate governance and compliance processes.
	Mandatory Climate Disclosure Requirements	Enhanced climate-related disclosure requirements introduced by the Hong Kong Stock Exchange and international reporting standards increase expectations for transparent, consistent and decision-useful reporting.
Technology Risk	Low-Carbon Technology Transition	The transition to a lower-carbon economy is accompanied by technological advancements and energy efficiency expectations, which are relevant to the Group's ongoing digital transformation.
Market Risk	Customer Preference Shifts	Growing demand for sustainable financial products may influence product development and market positioning.
Reputational Risk	Increased Stakeholders' Concern	Increasing investor and stakeholder focus on climate performance heightens the importance of transparent climate governance and action.

## Commitment to Our Environment

Climate-related Opportunities		Description
Products and Services	Sustainable Financial Products	The transition to a low-carbon economy creates opportunities to develop and expand sustainable financial offerings aligned with emerging customer demand.
Energy Source	Energy Efficient Operations	Improved energy efficiency practices across operations present opportunities to enhance resource management.
Market	Access to Green Capital & Sustainable Financing	Growing ESG integration in financial markets creates opportunities to access sustainability-linked financing and diversify funding sources.

### Climate-related Risks and Opportunities Assessment

To support a comprehensive climate strategy, during the Reporting Year, the Group conducted an annual climate-related risks and opportunities assessment to identify relevant risks and opportunities across our business model and value chain and assess their potential impacts. We also developed corresponding mitigation and adaptation measures to enhance our resilience to climate change.

### Climate Scenario Analysis and Assessment Approach

#### Analysis Scope

Aligned with the CS reporting boundary for the Reporting Year, covering the Group's operations across all operating locations, including Hong Kong and the Chinese Mainland.




#### Scenario Selection

Risk Type	Source	Low-emissions Scenario (Limited to 1.5°C)	High-emissions Scenario (Above 2°C)
<b>Physical Risk</b>	Intergovernmental Panel on Climate Change (IPCC), Sixth Assessment Report (AR6)	<b>SSP1-2.6:</b> Rapid global mitigation; emissions peak early and decline, leading to lower warming and slower sea-level rise.	<b>SSP5-8.5:</b> Continued reliance on fossil fuels; emissions keep rising, resulting in higher warming and faster sea-level rise.
<b>Transition Risk</b>	Network for Greening the Financial System (NGFS)	<b>Net Zero 2050:</b> More coordinated policies and faster technological progress support a more orderly transition.	<b>Fragmented World:</b> Delayed and divergent policies lead to a more disorderly transition and greater regional divergence.
<b>Rationale</b>	<ul style="list-style-type: none"> <li>Two contrasting pathways were selected to compare potential impacts on the Group's operations and financial performance.</li> <li>Net Zero 2050 is broadly aligned with the direction of the Paris Agreement goals.</li> </ul>		

## Commitment to Our Environment

Time Horizons	
<b>Short term</b>	Before 2030
<b>Medium term</b>	2030–2050
<b>Long term</b>	Beyond 2050
<b>Rationale</b>	These horizons were set with reference to China’s carbon peaking and carbon neutrality (“dual carbon”) goals, the Paris Agreement temperature goals, and local climate policy roadmaps (e.g. Hong Kong’s Climate Action Plan 2050), to ensure alignment with the external policy environment.

Assessment Approach	
<b>Risk</b>	During the Reporting Year, the Group conducted a qualitative climate assessment. Risks were assessed based on the expected time of occurrence and potential impact level.
<b>Opportunity</b>	During the Reporting Year, the Group conducted a qualitative climate assessment. Opportunities were assessed primarily based on expected time of occurrence.

 Low Impact Level	Risks that are unlikely to occur, with minor effects on the business. The Group can quickly adapt, and recovery requires minimal resources and time (weeks to months).
 Medium Impact Level	Risks with a moderate chance of occurring. They can cause moderate disruptions to operations, but the Group can manage with some adjustments. Recovery may take several months to a year, requiring moderate resources.
 High Impact Level	Risks with a high likelihood of occurrence, leading to significant disruptions that could affect the Group’s long-term viability. Adapting may require major changes, and recovery could take a year or more, needing substantial resources.

## Commitment to Our Environment

### Relevance and Assumptions

Physical Risks	
Extreme Weather Events	We assessed how physical risks might impact the locations of our assets and the potential risks to asset value.
Rising Sea Levels	
Rising Temperatures	
Transition Risks	
Tightening Carbon Emissions Regulations	We assumed regulations and disclosure requirements will tighten over time, potentially leading to additional carbon taxes and increased compliance costs.
Mandatory Climate Disclosure Requirements	
Low-Carbon Technology Transition	We estimated that the transition to a low-carbon economy will require upfront investment in new technologies and research and development, carrying associated implementation risks.
Customer Preference Shifts	We assumed that evolving market trends and customer expectations will drive a shift in demand towards sustainable finance products.
Increased Stakeholders' Concern	We estimated that failure to meet intensifying stakeholder expectations regarding climate performance could damage our reputation, resulting in reduced business volume and revenue.
Climate-related Opportunities	
Sustainable Financial Products	We evaluated the timeline for realising climate-related opportunities during the Group's transition to net zero.
Energy Efficient Operations	
Access to Green Capital & Sustainable Financing	

## Commitment to Our Environment

### Assessment Results




The climate scenario assessment indicates that under a lower-emission pathway (SSP1-2.6), physical risks are expected to remain relatively stable across short-, medium- and long-term horizons. In contrast, under a higher-emission scenario (SSP5-8.5), the severity of physical risks — particularly extreme weather events and rising temperatures — is projected to increase over the medium to long term, reflecting greater climate-related exposure in the absence of effective global mitigation efforts.

Physical Risks	IPCC AR6 SSP1-2.6				IPCC AR6 SSP5-8.5			
	Before 2030	2030–2050	Beyond 2050	Expected Time of Occurrence	Before 2030	2030–2050	Beyond 2050	Expected Time of Occurrence
Extreme Weather Events	●	●	●	🕒	●	●	●	🕒
Rising Sea Levels	●	●	●	🕒	●	●	●	🕒
Rising Temperatures	●	●	●	🕒	●	●	●	🕒

For transition risks, under the Net Zero 2050 scenario, impacts are assessed to be more gradual and manageable, consistent with an orderly and early policy transition. Under the Fragmented World scenario, transition risks are expected to become more pronounced over time, particularly in relation to stakeholder expectations, as delayed or uneven policy actions may result in more abrupt adjustments.

Transition Risks	NGFS Net Zero 2050				NGFS Fragmented World			
	Before 2030	2030–2050	Beyond 2050	Expected Time of Occurrence	Before 2030	2030–2050	Beyond 2050	Expected Time of Occurrence
Tightening Carbon Emissions Regulations	●	●	●	🕒	●	●	●	🕒
Mandatory Climate Disclosure Requirements	●	●	●	🕒	●	●	●	🕒
Low-Carbon Technology Transition	●	●	●	🕒	●	●	●	🕒
Customer Preference Shifts	●	●	●	🕒	●	●	●	🕒
Increased Stakeholders' Concern	●	●	●	🕒	●	●	●	🕒

## Commitment to Our Environment

Climate-related Opportunities	Expected Time of Occurrence
Sustainable Financial Products	
Energy Efficient Operations	
Access to Green Capital & Sustainable Financing	



### Potential Impacts

Physical Risks	Effects on Business Model	Effects on Value Chain	Potential Financial Impact
Extreme Weather Events	<ul style="list-style-type: none"> <li>• Temporary disruptions to operations and service delivery</li> <li>• Potential impact on infrastructure of the Group or its service providers</li> <li>• Short-term effects on workforce availability</li> <li>• Possible need to review location planning for certain branches</li> </ul>	<ul style="list-style-type: none"> <li>• Potential disruptions to logistics and external service providers</li> <li>• Increased reliance on repair and maintenance support for premises and facilities</li> <li>• Assets in coastal areas may require enhanced risk monitoring</li> </ul>	<ul style="list-style-type: none"> <li>• Possible revenue fluctuations due to the temporary closure of the head office, branches, and service centres. The estimated business loss during extreme weather events, including sales losses incurred during the incident period and the following days before resumption of normal operation</li> <li>• Potential increase in operating expenses related to contingency arrangements</li> <li>• Potential increase in insurance premiums</li> </ul>
Rising Sea Levels			
Rising Temperatures			

## Commitment to Our Environment

Transition Risks	Effects on Business Model	Effects on Value Chain	Potential Financial Impact
<b>Policy and Legal Risk</b>			
Tightening Carbon Emissions Regulations	<ul style="list-style-type: none"> <li>Potential increase in compliance and monitoring requirements</li> <li>Increased focus on transparency and data collection to meet disclosure standards</li> </ul>	<ul style="list-style-type: none"> <li>Suppliers and partners may face evolving regulatory pressures, requiring collaboration to ensure compliance</li> <li>Supply chain partners may need to provide additional data to support the Group's disclosure</li> </ul>	<ul style="list-style-type: none"> <li>Possible incremental costs related to carbon assessments, reporting, and related processes</li> <li>Gradual increase in compliance and assurance-related costs</li> </ul>
Mandatory Climate Disclosure Requirements			
<b>Technology Risk</b>			
Low-Carbon Technology Transition	<ul style="list-style-type: none"> <li>Continued investment in digitalisation and system enhancements</li> <li>Upgrading infrastructure to support automation and sustainable finance development</li> <li>Progressive replacement of less energy-efficient equipment</li> </ul>	<ul style="list-style-type: none"> <li>Suppliers may adjust to evolving technology and sustainability standards</li> <li>Gradual shift in financing demand patterns</li> </ul>	<ul style="list-style-type: none"> <li>Incremental capital expenditure associated with system upgrades and infrastructure improvements</li> </ul>
<b>Market Risk</b>			
Customer Preference Shifts	<ul style="list-style-type: none"> <li>Increased focus on sustainable finance products offering</li> <li>Need to adapt product features to evolving customer expectations</li> </ul>	<ul style="list-style-type: none"> <li>Greater engagement with suppliers providing environmentally responsible solutions</li> </ul>	<ul style="list-style-type: none"> <li>Potential revenue variability depending on market response to sustainable product offerings</li> </ul>
<b>Reputational Risk</b>			
Increased Stakeholders' Concern	<ul style="list-style-type: none"> <li>Higher expectations for ESG performance and disclosure</li> <li>Greater emphasis on maintaining brand credibility</li> </ul>	<ul style="list-style-type: none"> <li>Stronger sustainability expectations across partners and suppliers</li> </ul>	<ul style="list-style-type: none"> <li>Failure to attract and retain climate-conscious customers may result in a decline in revenue and loss of market share</li> </ul>

## Commitment to Our Environment

Climate-related Opportunities	Effects on Business Model	Effects on Value Chain	Potential Financial Impact
Sustainable Financial Products	<ul style="list-style-type: none"> <li>Integration of sustainability considerations into product offerings, such as sustainability-linked features and environmentally aligned incentives</li> </ul>	<ul style="list-style-type: none"> <li>Growing demand for sustainable financial products across markets</li> </ul>	<ul style="list-style-type: none"> <li>Potential revenue growth and enhanced market positioning driven by increasing demand for sustainable finance solutions</li> </ul>
Energy Efficient Operations	<ul style="list-style-type: none"> <li>Reduced exposure to future fossil fuel price volatility</li> <li>Lower operational carbon intensity</li> </ul>	<ul style="list-style-type: none"> <li>Encouragement of energy-efficient practices across facilities and service providers</li> </ul>	<ul style="list-style-type: none"> <li>Potential cost savings from improved energy efficiency and lower utility consumption</li> </ul>
Access to Green Capital & Sustainable Financing	<ul style="list-style-type: none"> <li>Diversification of funding sources and linkage of financing terms to ESG performance</li> </ul>	<ul style="list-style-type: none"> <li>Closer engagement with funding partners and enhanced monitoring of sustainability performance targets</li> </ul>	<ul style="list-style-type: none"> <li>Potential reduction in funding costs through sustainability-linked financing mechanisms, subject to achievement of predefined ESG targets</li> <li>The Group has successfully secured sustainability-linked loans, including HK\$320 million in 2022 (matured in November 2025) and HK\$300 million in 2025</li> </ul>

## Commitment to Our Environment

### Climate-related Financial Impacts

To illustrate the potential financial implications of extreme weather events, the Group has assessed selected quantitative indicators based on recent observations.

During the Reporting Year, the following financial impacts were identified:

Category	Current Financial Effects	Potential Future Financial Exposure
Repair and removal costs (outdoor billboards and office assets)	<ul style="list-style-type: none"><li>• HK\$121,000 incurred</li></ul>	<ul style="list-style-type: none"><li>• Exposure linked to outdoor assets with estimated replacement cost of up to HK\$200,000 (insured)</li></ul>
Insurance claim received (property damage)	<ul style="list-style-type: none"><li>• HK\$2,500 received</li></ul>	<ul style="list-style-type: none"><li>• Subject to future claim experience</li></ul>
Sales loss due to branch closures per extreme weather event	<ul style="list-style-type: none"><li>• Approximately HK\$5,000,000 (Estimation)</li></ul>	<ul style="list-style-type: none"><li>• Dependent on frequency and duration of severe weather events</li></ul>
Monthly interest income foregone per extreme weather event	<ul style="list-style-type: none"><li>• Approximately HK\$60,000 (Estimation)</li></ul>	<ul style="list-style-type: none"><li>• May recur in the event of prolonged branch disruption</li></ul>

### Risk Management

The Group adopts a structured approach to managing climate-related risks and opportunities, integrating them into its ERM framework. Climate risks are systematically evaluated through an annual assessment of climate risks and opportunities, supported by external consultants who provide technical expertise on climate risk identification methodologies and scenario analysis. Climate-related risk assessments consider the potential impact of risks and the relevant time horizon, to determine their materiality and prioritisation.

The Group has established the Enterprise Risk Management Policy and the Climate Risk Management Regulation to effectively address climate-related risks. The Group's primary goal is to ensure systematic identification, assessment and monitoring of both existing and emerging risks, including climate-related risks faced by the Group, and the development of appropriate mitigation and adaptation measures.

Climate-related risks, including physical and transition risks, are integrated into the Group's overall risk governance framework. During the Reporting Year, no climate-related risks were assessed to be of a level requiring formal escalation to the Risk Management Committee. Details of the assessment of climate-related risks and opportunities, including the associated strategies, were reported to the Sustainability Committee. Designated risk owners within each division or department are responsible for taking the lead in managing the relevant risks.

The Group's climate risk management process remains unchanged compared with the Previous Year.

## Commitment to Our Environment

### **Risk Mitigation and Adaptation**

To manage identified climate-related risks, the Group implements mitigation and adaptation measures aligned with its scenario assessment results.

Climate-related Physical Risks	Initiatives
Extreme Weather Events	<ul style="list-style-type: none"> <li>Promote digitalisation of our financial services through “AEON Netmember” service and the “AEON HK” Mobile App to enhance service continuity.</li> <li>Implement remote access to minimise potential service disruptions.</li> <li>Establish back-up data centres and service centres in areas with lower risks.</li> <li>Ongoing enhancement of the Group’s business continuity plans and the regular conduct of drills and rehearsals to enhance preparedness for climate change-related impacts.</li> <li>Enhance service continuity during potential branch closures arising from extreme weather events.</li> <li>Explore the use of AI-enabled automation to support customer service.</li> </ul>
Rising Sea Levels	
Rising Temperatures	

Climate-related Transition Risks	Initiatives
Tightening Carbon Emissions Regulations	<ul style="list-style-type: none"> <li>Strengthen internal reporting and compliance frameworks to align with evolving regulatory expectations.</li> <li>Continue investing in sustainability initiatives and carbon management practices.</li> <li>Engage with acquiring merchants and business partners to adapt to the new environmental rules.</li> <li>Expand the scope of Scope 3 emissions disclosure to additional relevant categories.</li> </ul>
Mandatory Climate Disclosure Requirements	
Low-Carbon Technology Transition	<ul style="list-style-type: none"> <li>Continue to explore investments in digital infrastructure and system upgrades to support long-term operational resilience.</li> </ul>
Customer Preference Shifts	<ul style="list-style-type: none"> <li>Develop sustainable financial products, including green personal loans and eco-friendly credit cards.</li> <li>Secure sustainability-linked loan to align funding strategy with ESG performance.</li> </ul>
Increased Stakeholders’ Concern	<ul style="list-style-type: none"> <li>Enhance stakeholder engagement and transparency in climate-related disclosures.</li> <li>Promote sustainability awareness across marketing and communication channels.</li> <li>Delegate staff members to be responsible for promoting sustainability to enhance the responsible corporate image and ensure proper disclosure to the public.</li> </ul>

## Commitment to Our Environment

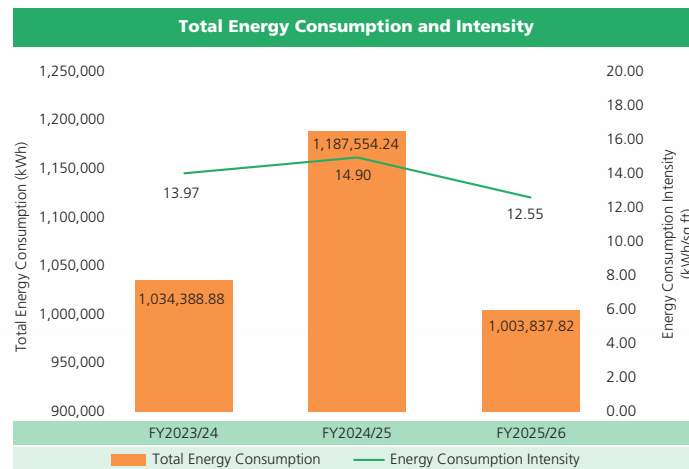
### Metrics and Targets

To effectively address climate-related risks and opportunities, the Group has established clear metrics and targets to monitor progress, ensure accountability, and evaluate the success of our climate risk management strategies.

#### Energy Consumption

The Group is committed to reducing its environmental footprint by optimising energy use across all operations. Energy consumption primarily arises from electricity usage at office premises and petrol consumption for company vehicles.

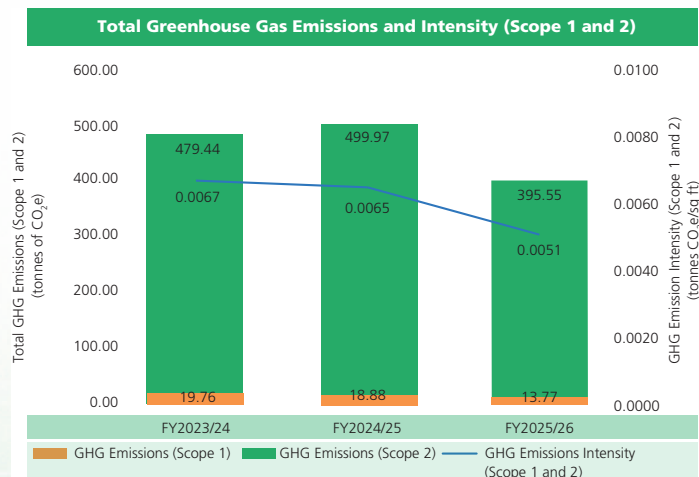
During the Reporting Year, the Group's total energy consumption amounted to 1,003,837.82 kWh, with an energy intensity of 12.55 kWh/sq ft. Electricity remained the dominant source, accounting for approximately 95% of overall consumption.



#### Greenhouse Gas ("GHG") Emissions

The Group regularly measures and discloses its GHG emissions as part of its ongoing commitment to climate action and transparency.

In FY2025/26, direct GHG emissions (Scope 1) were 13.77 tCO<sub>2</sub>e. Electricity use on our premises (Scope 2) is the largest contributor to our carbon footprint, which amounted to 395.55 tCO<sub>2</sub>e, accounting for approximately 97% of total Scope 1 and 2 emissions. Other indirect emissions (Scope 3) were 97.31 tCO<sub>2</sub>e.



## Commitment to Our Environment

During the Reporting Year, the Group expanded the scope of its Scope 3 disclosure to include employee commuting emissions in Hong Kong. To collect relevant data, an employee commuting survey was conducted.

### Environmental Targets

The Group has established environmental targets in relation to GHG emissions, energy efficiency, and resources use as part of its broader climate-related strategy. These targets are designed to support the Group's transition towards a lower-carbon operating model, strengthen resilience to climate-related risks and capture opportunities arising from regulatory, technological and market developments.

Performance against these targets is monitored on an ongoing basis and reviewed by the Sustainability Committee to assess alignment with the Group's climate objectives and evolving regulatory expectations. Where necessary, actions and implementation plans are refined to support continuous improvement and long-term climate resilience.

As a member of the AEON Group, the Group has adopted the "AEON Decarbonisation Vision", which is aligned with the Paris Agreement. This commitment includes achieving net-zero CO<sub>2</sub> and other greenhouse gas emissions from operations by 2040, reflecting the Group's transition ambition and long-term strategic alignment with global climate goals.

Aspects	FY2025/26 Target <sup>10</sup>	Base Year	FY2025/26 Progress
<b>GHG Emissions</b>	Reduce Scope 1 and Scope 2 GHG emissions intensity by 5%	FY2023/24	Decreased by 22.2%
<b>Energy Use Efficiency</b>	Reduce electricity usage intensity at the head office by 5%	FY2023/24	Decreased by 11.4%
<b>Resources Usage</b>	Reduce printing paper usage by 5%	FY2023/24	Increased by 10.2%

<sup>10</sup> The targets for GHG Emissions, Energy Use Efficiency and Resources Usage are applicable to the Group's operations in Hong Kong only.

## Commitment to Our Environment

### Improve Climate Resilience

The Group is committed to building resilience to climate change risks by adopting proactive measures to safeguard our operations and the interests of our stakeholders.

To enhance energy efficiency across its premises, the Group has implemented a range of energy-saving initiatives, including:



Installation of lighting and air-conditioning timers and motion-sensor controls where appropriate.



Continued to replace legacy lighting with LED lighting in older branches as part of ongoing renovation works, where feasible.



Shared monthly electricity consumption data with staff via email, including month-on-month comparisons, to enhance awareness and encourage behavioural change.



Issued periodic reminders on energy-saving targets and practical tips to support day-to-day energy conservation.



In compliance with applicable legal requirements, the Group uses unleaded petrol for company vehicles to minimise environmental impact and promote cleaner fuel use.

## 5.2 ENVIRONMENTAL MANAGEMENT

The Group recognises the urgency of global environmental challenges and is committed to minimising the environmental impact of its operations while promoting sustainable development.

Environmental Guidelines of the Group provide the overarching framework for environmental management. The Sustainability Committee oversees environmental targets for the headquarters and branch offices and formulates corresponding action plans to ensure effective implementation. Environmental considerations are also integrated into supplier management processes, encouraging business partners to adopt responsible environmental practices.

To strengthen governance capacity, ESG training is provided at Board level, alongside regular ESG awareness training for employees to enhance environmental knowledge such as mitigating the negative effects of the climate transition, and support target achievement.

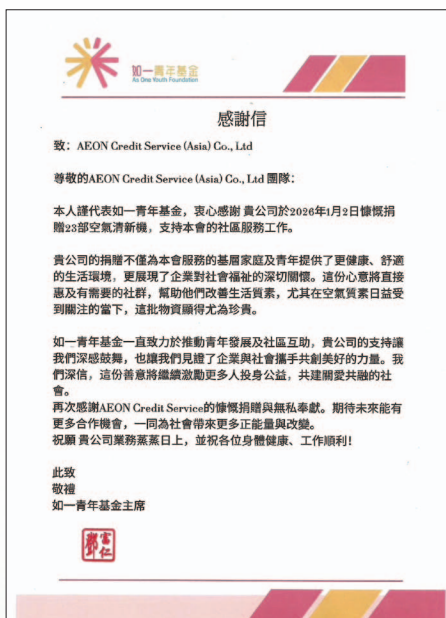
Since 2009, the Group’s headquarters and branches have maintained ISO 14001 Environmental Management System certification, demonstrating alignment with internationally recognised environmental standards.



## 5.3 AIR EMISSIONS

During the Reporting Year, the Group recorded sulphur oxides (SO<sub>x</sub>), nitrogen oxides (NO<sub>x</sub>) and particulate matter (PM) emissions of 0.08 kg, 3.70 kg and 0.27 kg respectively.

Air emissions are primarily attributable to company vehicles used in daily operations. While overall emissions remain limited given the Group’s office-based business model, mitigation measures include regular inspection and maintenance of company vehicles to enhance fuel combustion efficiency and reduce exhaust emissions arising from vehicle operations.



In January 2026, the Group donated 23 air purifiers to “As One Youth Foundation” to support community air quality initiatives.

## Commitment to Our Environment

### 5.4 PAPER USAGE

We recognise the importance of reducing paper usage to minimise waste and conserve valuable resources. As a financial services provider, we have implemented various initiatives aimed at reducing unnecessary paper consumption across our operations, with a strong focus on digital transformation and paperless workflows.

During the Reporting Year, total printing paper consumption amounted to 6.04 tonnes, of which 0.77 tonnes were recycled.

#### Digital Transformation

The Group actively adopts advanced technologies and digital platforms to reduce paper usage while enhancing customer convenience and operational efficiency. Key measures include:

- **Digital Credit Card Applications**

The credit card application process has been streamlined through a secure online platform, enabling customers to complete applications efficiently without paper documentation.

- **Online Customer Services**

Through the “AEON Netmember” service and the “AEON HK” Mobile App, customers can access self-service functions, including online applications, e-coupons and account management, without printed materials.

- **E-Statements**

Since June 2021, a monthly fee of HK\$10 per paper statement has been introduced to encourage customers to switch to electronic statements. During the Reporting Year, over 89% of customer statements were delivered electronically, representing a year-on-year increase of 1.5 percentage points.

- **Corporate Communication**

The Group has transitioned to electronic dissemination of Corporate Communications (including financial reports, notices of meetings, circulars and proxy forms) to shareholders. Printed versions are provided only upon request, significantly reducing paper consumption.

## Commitment to Our Environment

### **Paperless Operations**

To further reduce paper-based administrative processes, the Group promotes digital communication and documentation across its internal operations.

- **Online Workflow System**

An online workflow system has been implemented to streamline internal payment and approval processes. During the Reporting Year, the final module of the system was launched in March 2025, further reducing paper consumption for administrative tasks.

- **Employee Self-Service Platforms**

The Employee Self-Service and iLeave portals allow employees to manage leave applications, access payslips and review tax documentation electronically.

- **Learning Management and Operational Systems**

The introduction of a Learning Management System and upgraded card and loan systems has reduced reliance on paper-based training and transaction documentation.

- **Electronic Signatures**

Electronic signatures are used for internal approvals, reducing paper consumption and enhancing efficiency.

- **Paperless Loan Drawdown Process**

A paperless loan drawdown process was introduced to branches starting in December 2025 through the use of e-agreements. This can help modernise customer experience, streamline operations and further reduce paper usage.

- **Awareness Campaigns**

Monthly paper consumption data is shared internally to promote awareness and encourage mindful resource use.

## Commitment to Our Environment

### 5.5 WASTE MANAGEMENT

The Group is committed to minimising waste generation and enhancing recycling practices across its operations. Waste management measures have been implemented at the head office and branch network to promote reuse, recycling and responsible disposal, thereby reducing the Group's environmental footprint.

#### Hazardous Waste

Hazardous waste generated by the Group primarily comprises ink cartridges, fluorescent tubes and obsolete equipment. Such waste is collected and managed by qualified service providers or building management offices in accordance with applicable environmental laws and regulations.

For electronic waste, including computers and servers, the Group prioritises internal reuse where feasible. Where disposal is required, equipment is either donated to certified recycling organisations or processed by licensed recyclers. Prior to disposal, the IT Division follows established internal procedures to ensure that all stored data is securely erased, safeguarding data security and privacy.

During the Reporting Year, the Group generated 2,004 pieces of hazardous waste, representing a hazardous waste intensity of 3.30 pieces per employee.

#### Non-hazardous Waste

Non-hazardous waste generated from daily office operations is managed through structured waste reduction and recycling practices.

The Group collaborates with certified recyclers to collect paper waste and works with local green enterprises to recycle plastic bottles into reusable materials. Separate recycling bins for paper, plastic and metal are provided in communal areas to encourage proper waste segregation. To further foster a waste-conscious culture, individual waste bins are not provided at workstations; general waste is disposed of at designated communal collection points.

Continuing its sustainability initiatives, the Group manufactures newly issued vertical credit cards using recycled polyvinyl chloride ("rPVC"), certified under the Global Recycled Standard. During the Reporting Year, rPVC cards represented 99% of newly issued vertical credit cards. The adoption of rPVC reduces reliance on virgin plastic materials and supports circular economy principles.

During the Reporting Year, the Group generated 277.19 tonnes of non-hazardous waste, with an intensity of 0.46 tonnes per employee. In addition, 0.11 tonnes of plastic and 0.10 tonnes of metal were recycled.

### 5.6 WATER EFFICIENCY

During the Reporting Year, total water consumption amounted to 3,731.57 m<sup>3</sup>, with a water intensity of 0.06 m<sup>3</sup>/sq ft. Approximately 89% of total water consumption was attributable to the Group's subsidiaries in the Chinese Mainland.

The Group relies on municipal water supplies in Hong Kong and the Chinese Mainland. Neither region is classified as a high water-stress area, and no issues have been encountered in sourcing water for operational needs.

Notwithstanding the relatively low water risk exposure, the Group promotes responsible water usage. Water-saving reminders are displayed near taps to encourage employees to switch off water after use and prevent unnecessary wastage.

# 06 COMMITMENT TO OUR PEOPLE

- 6.1 Diversity and Inclusive Workplace
- 6.2 Talent Management
- 6.3 Employee Engagement
- 6.4 Employee Well-being and Benefits
- 6.5 Labour Practices and Human Rights
- 6.6 Training and Development
- 6.7 Performance Evaluation
- 6.8 Safe and Healthy Workplace



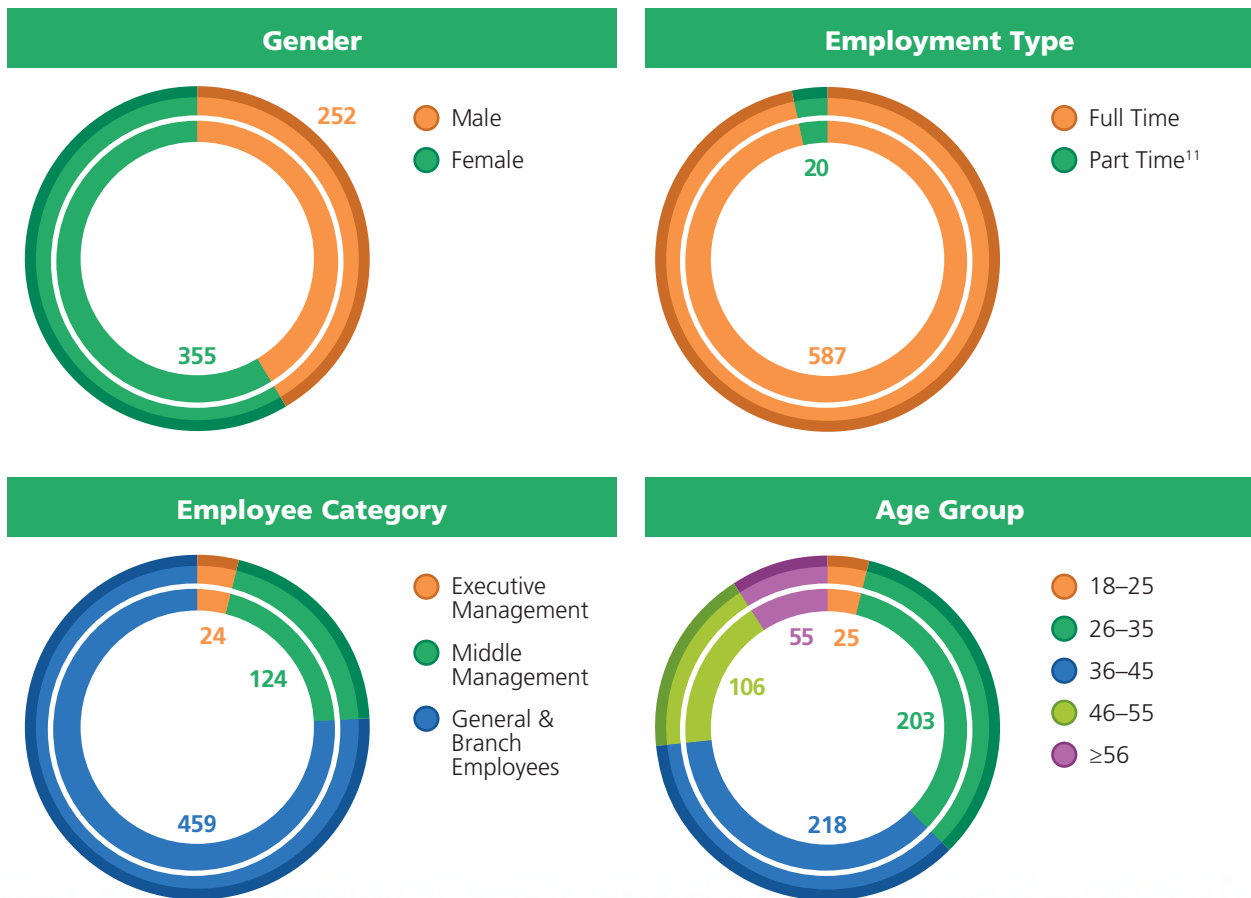
## Commitment to Our People

### 6.1 DIVERSITY AND INCLUSIVE WORKPLACE

We recognise that fostering a diverse and inclusive workforce enhances our organisational strength and enables us to serve customers more effectively.

During the Reporting Year, the Group had a total of 607 employees. Our workforce reflects regional diversity, comprising employees from different countries and regions. The overall employee turnover rate was 15.2%, while the voluntary turnover rate was 13.3%.

The Group recorded an improvement in employee retention during the Reporting Year. This trend reflects a more stable labour market environment and the Group's continued efforts to strengthen employee engagement and enhance its employer value proposition.



<sup>11</sup> Only employees employed under a continuous contract in Hong Kong are included.

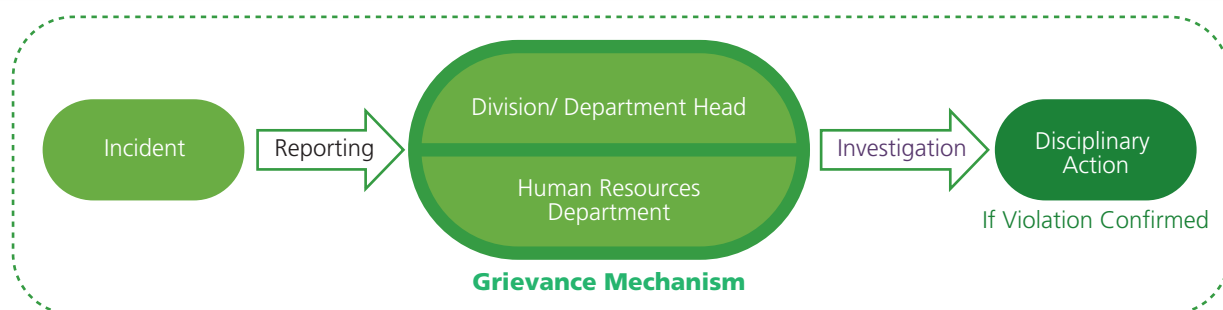
**Promoting Diversity and Inclusivity**

The Group is dedicated to fostering a diverse, equitable, and inclusive workplace where every individual is treated with respect. Guided by our Diversity, Inclusion and Equal Opportunities Policy in the Employee Handbook, we champion equal opportunities and value the unique perspectives a diverse workforce brings.

We uphold a strict prohibition against all forms of discrimination, harassment (including sexual harassment), victimisation, and vilification. This protection encompasses age, sex, sexual orientation, marital or family status, pregnancy, disability, race, colour, descent, nationality, religion, and ethnic origin. Accordingly, all employment decisions are driven solely by merit — based on qualifications, skills, and relevant experience — and our commitment to fairness extends equally to customer service delivery.

**Grievance Mechanism**

To enforce these standards, the Group maintains a zero-tolerance approach towards any form of discrimination, harassment, victimisation or vilification in the workplace. Employees are encouraged to report any grievances to their Division or Department Head or Human Resources (“HR”) Department. All reports undergo a formal investigation. Any employee found to have breached our policies or relevant ordinances — as well as those making malicious or false allegations — will face disciplinary action, up to and including dismissal.



**Risk Control**

The Group prioritises prevention of workplace harassment and has incorporated it into key risk indicators. We continuously monitor relevant regulations to ensure compliance and take appropriate measures to prevent harassment. Additionally, we regularly report the Group’s performance on this matter to AFS.

## Commitment to Our People

### **Diversity, Equity & Inclusion Training**

The Group provides regular training to enhance employees' awareness and understanding of diversity and inclusivity. During the Reporting Year, two training and sharing sessions on diversity, equity and inclusion were conducted to strengthen employees' practical application of inclusive principles in daily operations.



"Embracing Diversity, Equality and Inclusion in the Workplace" Training Programme

## 6.2 TALENT MANAGEMENT

The Group recognises that our people are fundamental to sustaining long-term growth and competitiveness. The Group is dedicated to strengthening its talent management framework to attract, nurture and retain a diverse, capable and engaged workforce that supports our strategic development.

To attract, motivate and retain talent, the Group implements the following initiatives:

	<p><b>Competitive Remuneration</b></p> <p>We provide market-competitive remuneration packages, which are reviewed regularly to ensure alignment with market benchmarks and external competitiveness.</p>
	<p><b>Career Development Opportunities</b></p> <p>We offer a comprehensive platform for career progression and professional development, enabling employees to enhance their capabilities and realise their potential.</p>
	<p><b>Employee Engagement Initiatives</b></p> <p>We organise various engagement programmes, including the Mini Carnival, Connection Challenge, Town Hall Meeting, and team-building activities, to strengthen team cohesion and foster a positive and collaborative working environment.</p>
	<p><b>Recognition and Rewards</b></p> <p>We recognise employees' dedication and outstanding performance through initiatives such as the Long Service Awards, Staff Recognition Awards for teamwork, office employees and branch employees.</p>

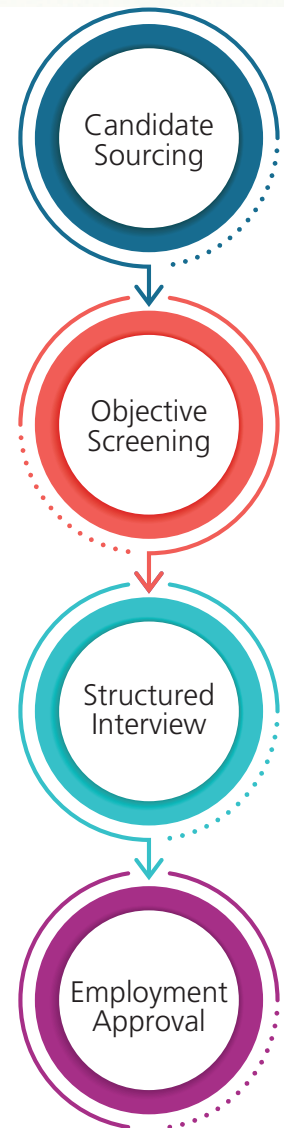
## Commitment to Our People

The Group's Staff Recruitment and Selection Procedure establishes a structured and transparent talent acquisition process. All recruitment requests are subject to formal approval to ensure proper governance and workforce planning.

Vacancies are advertised through multiple channels to promote equal access to opportunities and broaden the talent pool. To further strengthen cross-regional talent sourcing, the Group has enhanced recruitment efforts in the Chinese Mainland by leveraging the recruitment channels of its Mainland subsidiary and assigning additional recruitment responsibilities to the subsidiary.

A standardised recruitment process is adopted across the Group. Candidates are assessed solely on job-related qualifications, experience and competencies. Discrimination, favouritism and conflict of interest are strictly prohibited to ensure fairness and integrity throughout the selection process.

In FY2025/26, the Group participated in career fairs organised by local universities to attract young talent. A total of 100 new employees joined the Group during the Reporting Year.



### Recruitment Process



## Commitment to Our People

### 6.3 EMPLOYEE ENGAGEMENT

We are dedicated to cultivating an engaged and inclusive workplace by promoting open dialogue, collaboration and mutual respect. Through employee engagement surveys, structured feedback mechanisms and team-building initiatives, we empower our employees to contribute to workplace improvements and strengthen their sense of belonging.

#### Employee Communication

We maintain open and transparent communication with employees at all levels through multiple channels to ensure alignment with the Group’s strategy, values and business developments.

Strategy Alignment	
<p><b>Annual Group Policy Announcement and Division Policy Announcement</b></p> <p>Managerial staff participate in the annual session hosted by the Corporate Planning and Affiliates Management Department to align with the Group’s long-term strategy and key business priorities.</p>	<p><b>Quarterly AEON Vision Meeting</b></p> <p>Conducted every quarter to strengthen employees’ understanding of AEON Group’s Ideals, Value Framework and Our Purpose.</p>
Regular Information Sharing	
<p><b>Internal Newsletter (Quarterly)</b></p> <p>Provides regular updates on Company and Group developments to keep employees informed.</p>	<p><b>AFS Group Internal Magazine — As One</b></p> <p>Shares corporate news, business achievements and employee stories to enhance engagement and morale.</p>
Employee Engagement and Feedback	
<p><b>AEON Group Employee Engagement Survey</b></p> <p>Measures engagement and satisfaction levels, generating insights to support organisational improvement initiatives.</p>	<p><b>Online Suggestion Box (Intranet)</b></p> <p>Enables employees to share feedback and suggestions conveniently, fostering two-way communication.</p>
Corporate Identity and External Communication	
<p><b>Corporate Video</b></p> <p>Reinforces the Company’s vision, mission and development milestones.</p>	<p><b>Digital and Public Communication Channels</b></p> <p>Company updates and employee stories are shared via social media platforms, the Company website and mobile applications to strengthen transparency and connection.</p>

## Commitment to Our People

### Employee Satisfaction Survey

To gather employee feedback on engagement, workplace experience and organisational health, the Group conducted an Employee Satisfaction Survey<sup>12</sup> during the Reporting Year and achieved a high response rate of 99%. The results were generally satisfactory, achieving 77 out of 100, reflecting a strong level of engagement and a positive organisational climate.

To gain insights into employees’ job satisfaction, sense of purpose, workplace happiness and levels of work-related stress, the survey assessed multiple dimensions, including Company, Job, Supervisor and Team. It gathered feedback on employees’ satisfaction with their roles, recognition of their contributions, workplace atmosphere, and overall perceptions of the Company’s culture and management style, as well as any concerns relating to the working environment.



### 6.4 EMPLOYEE WELL-BEING AND BENEFITS

The Group is committed to fostering a supportive and inclusive workplace that safeguards and enhances the physical, mental and emotional well-being of our employees.

During the Reporting Year, we were honoured to receive the “H-Care Health-Friendly Organisation 2024–25” logo from the Chinese YMCA of Hong Kong, recognising our continued efforts to promote a caring workplace culture and holistic employee well-being.



We were also a signatory to the Good Employer Charter 2024 organised by the Hong Kong Labour Department. Through this commitment, we continue to implement employee-centric human resources practices that prioritise the well-being and development of our workforce.




<sup>12</sup> The Employee Satisfaction Survey is applicable to the Group’s operations in Hong Kong only.  
<sup>13</sup> The survey recorded an overall Employee Engagement Score of 77 out of 100, representing a 77% overall engagement level, which is expressed as a percentage.

## Commitment to Our People

### Employee Benefits

#### Insurance Protection

The Group has designed a wide range of insurance programmes for all employees, including medical insurance, life insurance, personal accident insurance and travel insurance, to protect their safety and health in all aspects.

To further strengthen our employee benefits framework, the Group will enhance its employee insurance protection and related benefits, with the enhanced coverage taking effect from 1st March 2026. This enhancement reinforces financial security and provides additional support to employees and their families.

### Family-Friendly Practices and Leave Arrangements

#### Special Leave

The Group supports employees at different life stages through family-friendly employment practices. Paid maternity and paternity leave are provided in accordance with applicable regulations, enabling parents to care for and bond with their new-borns while continuing their professional development.

In addition to statutory holidays, employees are entitled to various types of paid leave, including annual leave, sick leave, marriage leave, compassionate leave and jury leave, ensuring adequate time for rest and personal commitments.

During the Reporting Year, the Employee Handbook was updated to reflect improvements to employee benefits and related policies, including enhancements to leave arrangements (such as Maternity Leave and Paternity Leave).

#### Breastfeeding Support

The Group is committed to fostering a breastfeeding-friendly workplace. A dedicated and well-equipped wellness room is provided to support nursing mothers in balancing work and family responsibilities.

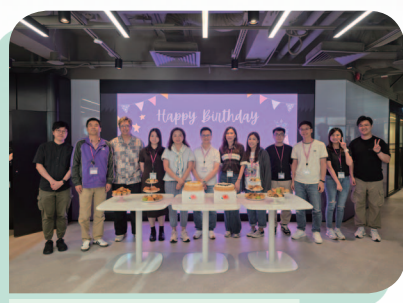
#### Flexible Work Arrangements

The Group recognises the importance of maintaining a healthy work-life balance and does not advocate a culture of excessive overtime. Where employees at specific levels are required to work overtime, additional compensation is provided in accordance with internal policies.

Flexible working arrangements, including a five-day working week and special work-from-home options under appropriate circumstances, are available to help employees balance professional responsibilities with personal commitments.

### Employee Activities

The Group organises a variety of staff engagement activities to promote work-life balance and strengthen team cohesion. These initiatives include wellness programmes, team-building activities and monthly birthday celebrations, all designed to foster a positive workplace culture and encourage a healthy and connected workforce.



Monthly Birthday Party



Staff Barbecue

## 6.5 LABOUR PRACTICES AND HUMAN RIGHTS

The Group is committed to upholding the highest standards of labour practices and respecting human rights across its operations and value chain. We comply with all applicable labour laws and regulations in the jurisdictions in which we operate.

During the Reporting Year, the Group strengthened its governance framework through the formal adoption of a Human Rights Policy, which affirms our commitment to internationally recognised standards, including the Universal Declaration of Human Rights and the International Labour Organization Core Conventions.

The Human Rights Policy sets out clear principles to:



These commitments apply to our own operations, employees, contract workers, suppliers and other business partners across the value chain.

## Commitment to Our People

### Labour Practices Management

To give effect to these commitments, the Group has established structured labour management programmes. Employment terms, remuneration, working hours and leave entitlements are administered in accordance with employment contracts, internal policies and statutory requirements.

As set out in the Employee Handbook, mechanisms are in place to:

- Monitor working hours and attendance.
- Manage overtime and ensure appropriate compensation.
- Administer paid annual leave and statutory rest periods.
- Ensure adequate wages and promote fair and non-discriminatory remuneration practices for men and women.

All prospective employees are required to provide valid identity documents prior to employment. According to the Staff Recruitment and Selection Procedure, the Human Resources Department conducts formal identity verification and age checks to ensure that candidates meet the statutory minimum working age requirements. In the event of any instance of use of child labour or forced labour, we take immediate action to resolve the issue quickly and take measures to prevent such incidents from recurring.

For vendors, ESG assessment will be conducted during the selection process and annual evaluation. Vendors exceeding specified engagement thresholds will be assessed on their environmental and social performance, including labour practices and adherence to the Group's human rights requirements.

### Human Rights Due Diligence

The Group has established a company-wide human rights due diligence process as set out in our Human Rights Policy. Human rights risks are integrated into the ERM framework, which includes identifying and assessing actual or potential human rights impacts across our own operations, taking appropriate mitigation actions, and monitoring performance and effectiveness.



## Commitment to Our People

Potential human rights risks	Vulnerable groups exposed to the risks
<ul style="list-style-type: none"> <li>Human Trafficking</li> <li>Discrimination and gender equality</li> <li>Diversity and inclusivity</li> <li>Forced and child labour</li> <li>Occupational safety and health</li> <li>Equal remuneration and overtime</li> <li>Privacy</li> </ul>	<ul style="list-style-type: none"> <li>Employee</li> <li>Women</li> <li>People with disabilities</li> <li>Dispatched or migrant workers</li> </ul>

Relevant policies and practices are reviewed periodically to ensure ongoing compliance and alignment with evolving regulatory requirements and international labour standards.

### Grievance Mechanisms and Oversight

The Group maintains accessible and confidential reporting channels for employees and external stakeholders. Periodic employee surveys and online staff suggestion box are in place to collect feedback and suggestions from employees. Concerns related to misconduct, malpractice, or irregularities within the Company may be raised through the reporting channels stated in the Whistleblowing Policy without fear of retaliation, and all cases are investigated promptly and independently.

Oversight of labour and human rights matters is provided by senior management. The Sustainability Committee monitors implementation of the Human Rights Policy and reviews performance on a regular basis.

The Group remains committed to continuous improvement in labour standards and human rights performance.

## 6.6 TRAINING AND DEVELOPMENT

The Group is committed to fostering continuous professional development and strengthening workforce capabilities to support sustainable business growth. Guided by our Employee Training and Development Policy, we implement a structured and systematic approach to training, leadership development and talent cultivation.

### Employee Training

To enhance the effectiveness of our training programmes, an annual Training Needs Analysis is conducted to identify key development priorities across different functions and levels.

In FY2025/26, particular emphasis was placed on strengthening compliance awareness, enhancing fraud prevention and loan-judgement capabilities to reinforce sound risk management, and developing leadership competencies to support succession planning.

## Commitment to Our People

The Group also continued to utilise its Learning Management System, tailoring learning pathways to different employee groups.

### Learning Management System

LMS is an online platform with a mobile app, offering a wide range of both mandatory and optional training courses. It allows employees to learn at their own pace, providing flexibility and accessibility to support their ongoing development.

Training effectiveness is assessed through anonymous and voluntary feedback mechanisms, enabling the Human Resources Department to review programme quality and identify opportunities for continuous improvement.



Percentage of  
Employees Trained  
**100%**



Average Training  
Hours of Employees<sup>14</sup>  
**24.4 Hours**

During the Reporting Year, 100% of employees participated in at least one development activity, and a total of 14,788 learning hours were completed across the organisation. Training outcomes are reviewed alongside employee engagement results and talent indicators to evaluate overall impact and identify areas for enhancement.

### Training Framework

Within our comprehensive and multi-faceted training framework, employees are provided with diverse development opportunities through a combination of internal and external training initiatives. These programmes are thoughtfully structured to address the different learning needs of our workforce, strengthening their capabilities and expertise while supporting both their personal career aspirations and the Group's strategic goals.

Internal training refers to all training programmes organised by ACSA, AFS, AEON Group and its subsidiary companies.

- **Mandatory Training:** All new employees are required to complete Orientation Training. Additionally, all employees and directors must attend annual refresher training programmes.
- **Targeted Training:** Management training and other internal training programmes are provided on an as-needed or periodic basis according to job roles and business requirements.

Annual Refresher Training Programmes include, but are not limited to:

Compliance  
Refresher  
Training

Basic Information  
Security Refresher  
Training

PCI DSS  
Awareness  
Training

Occupational  
Safety and  
Health Refresher  
Training

ESG  
Training

<sup>14</sup> Included both physical and virtual training programmes.

## Commitment to Our People

Business consultants, advisors, interns, and other relevant personnel of the Group are also required to complete mandatory training. During the Reporting Year, this specific group recorded an aggregate attendance of 120 participants, totalling 315 training hours.

External training comprises programmes provided by external organisations. Such programmes include workshops, seminars, and professional training courses delivered by external consultants, vendors, industry associations, or business partners.

To enhance cross-functional understanding and collaboration, the Group introduced departmental knowledge-sharing sessions during the Reporting Year. These sessions allowed different departments to present their roles and operational insights, strengthening organisational integration. Participation was open to all staff and compulsory for Management Trainees.

### Key Training Highlights

During the Reporting Year, the Group delivered a range of targeted training initiatives to strengthen employees' professional competencies and support business performance in an evolving operating environment.



#### Presentation Skills Training

Conducted for selected employees and future leaders to help them communicate ideas clearly, engage audiences effectively, and build credibility — skills essential for securing approvals and winning pitches.



#### Negotiation Skills Training

Designed to equip employees with essential negotiation techniques, preparation strategies, and effective models to navigate complex business discussions.



#### Advanced Effective Communication Training

Focused on high-level communication strategies for improved stakeholder management.



#### AI Usage Training

To align with the Group's digital transformation, training was provided to enhance employees' understanding and application of AI tools.

## Commitment to Our People

Building on these capability-focused programmes, the Group also implemented a series of business-related and ESG training initiatives to reinforce operational excellence, regulatory compliance and responsible business conduct.



Customer Service Training



Loan Application Assessment Training



Complaint Handling Training



Basic Telephone Manner Training



Credit Judgement Training



Private Sales Training



Branch Human Capital Training



ESG Training



Green Office and Green Living Workshop

### **Cultural Education**

The Group reinforces corporate culture through structured cultural education initiatives. Annual Cultural Promotion Leader Training equips leaders with the tools to communicate company values consistently across teams. Quarterly Vision Meetings encourage employees to discuss and apply corporate values in daily work, strengthening value-driven decision-making. Corporate culture activities are organised each year in interactive formats to enhance engagement and alignment.

### **Leadership Development**

Talent development remained central to our strategy in enhancing workforce capabilities and supporting sustainable business growth. To further support talent development, we enhanced internal mobility among the Group's three companies, promoting cross-company exposure and broader career development opportunities.

We also continued to invest in leadership development to reinforce organisational resilience and succession readiness. In January 2026, an experiential team-building programme was conducted by an external consultant for senior management of ACSA and our Chinese Mainland entities. The programme focused on strengthening trust, cohesion and leadership alignment, while fostering stronger cross-functional cooperation and open communication across the organisation.



Management Team Building Programme

### **Cultivating Leadership for Tomorrow**

Building on our established collaboration with AEON Malaysia and AFS, we continued to implement specialised management and leadership development programmes to cultivate future leaders within the Group. These programmes identify individuals who demonstrate strong potential for higher management responsibilities and aim to enhance their leadership capabilities, strategic thinking and adaptability in navigating business transformation and evolving market conditions.

## Commitment to Our People

### Talent Development and Succession Planning

The Group maintains structured employee development programmes to cultivate internal talent and strengthen succession readiness. These include the Management Trainee Programme, the Branch Employee Development Programme and the Talent Development Plan.

#### ***Cultivating Young Talent***

The Management Trainee (“MT”) Programme, first initiated in 2017, is a one-year structured development programme designed to cultivate future management talent. To support long-term growth and succession planning, the Group continued to implement the MT Programme to nurture young talent with leadership potential.

During the Reporting Year, five trainees were recruited. The programme includes structured departmental rotations across office departments and branch operations, including company visits, team-building activities, communication skills training, presentation skills training, fraud trend and prevention training, ICAC talks, and ESG activities.

The Summer Internship Programme provides students with practical exposure to the financial services industry and hands-on workplace experience.

During the Reporting Year, four interns participated in a two-month internship programme, gaining experience in branch operations and office departments. The programme included on-the-job training, fraud awareness sessions, team-building activities and a final presentation to enhance practical skills and professional confidence.

#### **Future Development Focus**

Looking ahead, the Learning and Development function will continue to strengthen leadership development, management training and corporate-wide training initiatives to nurture both existing employees and new talent. Further enhancements to the Learning Management System will be implemented to support structured talent development programmes and build a future-ready workforce capable of sustaining long-term growth.



Management Trainee Programme



Summer Internship Programme

## 6.7 PERFORMANCE EVALUATION

The Group recognises the importance of a structured and transparent performance management system in driving organisational effectiveness and supporting employee development. A company-wide performance appraisal framework is implemented to ensure alignment between individual objectives, team performance and the Group’s strategic priorities. The Group adopts a management-by-objectives approach, supported by continuous feedback and ongoing performance dialogue throughout the year.

### Performance Management Approach

The performance evaluation process is structured into three key stages to ensure alignment between individual contributions and organisational goals.

#### Planning

- Employees and their managers collaboratively define goals that are aligned with the Group’s strategic priorities and ESG direction.
- Specific, measurable targets and action plans are developed to guide individual performance.



#### Reviewing

- A formal year-end performance review is conducted in accordance with the designated timeline to evaluate overall results and outcomes.
- Employees and managers jointly identify development areas and set priorities for the next performance period.

#### Tracking

- Performance is monitored on an ongoing basis through regular mini-reviews and performance conversations.
- Continuous feedback is provided to assess progress against agreed targets, and managers offer guidance and resources to support goal achievement.

## Commitment to Our People

### Performance Evaluation Framework

The appraisal framework consists of two core components: target achievement and competency assessment, incorporating both individual and team-based performance evaluation.

#### Target Management:

Employees establish defined performance objectives at the start of the cycle, including both individual responsibilities and team-based targets where applicable. Achievement of these objectives is assessed through ongoing discussions and formal year-end evaluation, reinforcing shared accountability and cross-functional collaboration.

#### Competency Assessment:

Employees are assessed under a structured competency framework comprising core values and role-based competencies.

All employees are evaluated on alignment with the Company's purpose and values, including integrity, collaboration and commitment to diversity, equity and inclusion.

Role-based competencies are tiered according to job level and focus on four key areas:

- Operational Effectiveness — professional capability, accountability and role mastery.
- Problem Solving and Adaptability — analytical skills, responsiveness to change and continuous learning.
- Communication and Team Collaboration — effective communication and contribution to team performance.
- Leadership and Talent Development (for managerial and senior roles) — strategic thinking, people management and cultivation of a high-performing culture.

### Outcomes

Performance appraisal results form the basis for key HR decisions and are directly linked to:

Salary adjustments

Discretionary performance bonuses

Promotion opportunities and internal mobility

Consistently strong performers may receive enhanced annual increments, bonus allocations and expanded responsibilities, and are prioritised for leadership development opportunities.

For employees requiring additional support, tailored development plans, targeted training and coaching are provided to strengthen capabilities and facilitate performance improvement.

## 6.8 SAFE AND HEALTHY WORKPLACE

Protecting the health, safety and well-being of employees is a fundamental responsibility of the Group. A safe and healthy workplace safeguards employees from harm while supporting operational resilience and sustainable business development.

Given the nature of the Group’s consumer finance operations, occupational safety and health (“OSH”) risks are primarily associated with office-based activities. These risks mainly relate to ergonomic conditions, fire safety, indoor environmental quality and general workplace well-being. Although the physical risk profile is relatively lower compared to industrial sectors, the Group remains committed to maintaining high standards of occupational safety and health across all its operations.

### OSH Policy and Governance

During the Reporting Year, the Group formally established its Occupational Safety and Health Policy, which applies to all employees, contractors and individuals working under the Company’s control. The Policy is approved by the Executive Committee and overseen by senior management, with implementation led by the Corporate Affairs and Sustainability Development Department.

The Policy sets out the Group’s commitment to complying with applicable occupational safety and health legislation in Hong Kong, as well as relevant internationally recognised standards. It further affirms the integration of safety and health considerations into corporate culture, strategic decision-making and daily operations. Continuous improvement of OSH performance is supported through regular monitoring, internal and external inspections, periodic reviews and employee engagement on safety matters.

### OSH Targets and Performance Monitoring

The Group monitors key occupational safety and health performance indicators on an ongoing basis to assess the effectiveness of its preventive measures and risk management practices. During the Reporting Year, no work-related fatalities or injuries were recorded.

The safety performance for the past three financial years is presented below:

Occupational Safety and Health	FY2025/26	FY2024/25	FY2023/24
No. of work-related fatalities	0	0	0
Rate of work-related fatalities	0	0	0
Work-related injury (case)	0	0	0
Lost days due to work-related injury	0	0	0

## Commitment to Our People

To further reinforce its commitment to workplace safety, the Group has established a formal OSH target for FY2026/27. Progress against the OSH target will be monitored through regular safety performance reviews and internal reporting mechanisms. Identified risks will be prioritised within the Group's risk management framework, and corresponding preventive measures and action plans will be implemented to support the achievement of the target. Performance outcomes will be reviewed by senior management to ensure accountability and continuous improvement.

### FY2026/27 OSH Targets

Achieve zero work-related injuries and fatalities

### OSH Risk Management and Preventive Measures

Occupational safety considerations are integrated into the Group's ERM framework. The Group conducts regular risk identification and hazard assessments, including workstation risk and safety assessment surveys and comprehensive site inspections carried out by a registered safety officer. These inspections cover areas such as air quality, fire safety and first aid facilities.

Where risks are identified, prioritisation mechanisms and corresponding action plans are established to ensure timely mitigation. During the Reporting Year, annual site inspections were conducted at the head office and 16 branches, and no imminent safety risks or major deficiencies were identified.

### Emergency Preparedness and Incident Management

To enhance emergency preparedness, the Group conducts annual fire drills and provides regular OSH refresher training to employees. A workplace injury reporting and investigation procedure is established in the Employee Handbook to ensure proper handling of work-related incidents.

Employees who suffer work-related injuries are required to report the incident immediately to their Division or Department Head and seek medical treatment. A formal "Employee Work Accident Report" should be completed and submitted to the Human Resources Department after receiving treatment, together with relevant supporting documentation.

### Health Promotion and Employee Well-being

The Group recognises that employee well-being is an integral component of occupational safety and health. Beyond maintaining a safe physical work environment, we are committed to promoting employees' physical and mental well-being through structured wellness programmes and support initiatives.

#### Well-being Programmes and Initiatives in FY2025/26

##### Outreach Chinese Medicine Consultation

On-site consultation sessions were organised to provide employees with access to traditional Chinese medicine advice and health assessment.



##### Wellness Workshop: "Posture, Pain and Prevention"

The workshop was organised to give employees an opportunity to pause, recharge, and learn simple office stretching exercises that help prevent common workplace-related pain and improve overall well-being.



##### Wellness Workshop: "Understanding and Relieving Personal Stress"

The workshop was conducted for staff to help them pause, reflect, and develop healthier ways to cope with daily stress.



#### Employee Assistance Programme

During the Reporting Year, the Group launched its Employee Assistance Programme to further strengthen mental health support and overall well-being. The programme provides a broad range of resources and skill-building materials, covering topics such as managing anxiety and stress, improving communication skills, and developing effective coping strategies for workplace challenges.

Employees may also access confidential professional support through a dedicated mobile application and a 24/7 helpline. The platform enables employees to connect with certified coaches, counsellors or psychologists and schedule online consultations to discuss personal or work-related concerns, ensuring timely and private assistance.

# 07 COMMITMENT TO OUR COMMUNITY

- 7.1 Environmental Protection
- 7.2 Youth Education
- 7.3 Community Partnership
- 7.4 Community Care and Support



## Commitment to Our Community

The Group is committed to making a positive and lasting contribution to the communities in which we operate. As a responsible corporate citizen, we actively support community development initiatives and seek to create sustainable social value for our stakeholders.

During the Reporting Year, the Group donated approximately HK\$2,767,000 and contributed 427 volunteer hours to organisations serving the community.

Guided by AEON's foundational ideals of "Pursuing peace, respecting humans, and contributing to local communities, always with customers as our starting point", together with our Sustainability Development Policy and Guideline On CSR Activities, we continue to engage meaningfully with the community. Our efforts primarily focus on environmental protection, youth education and community partnership, with the aim of uplifting individuals and strengthening community resilience.

### 7.1 ENVIRONMENTAL PROTECTION

#### Annual Tree Planting

During the Reporting Year, the Group partnered for the third consecutive year with AEON Stores and Friends of the Earth (HK) to co-organise the "Tree Planting Challenge 2025" in support of community greening and sustainable development.

Under the guidance of registered arborists, more than 40 employees and volunteers planted approximately 200 saplings at Tai Lam Country Park. These saplings are expected to offset approximately 4.6 tonnes of carbon dioxide equivalent over time.



## Commitment to Our Community

### Earth Hour 2025

During the Reporting Year, the Group participated in the global environmental initiative “Earth Hour 2025” organised by World Wide Fund for Nature Hong Kong (“WWF-Hong Kong”). As part of the campaign, the Group switched off the LED rooftop signage display at Centre Point in Wan Chai for one hour, demonstrating its commitment to energy conservation and raising environmental awareness among employees and stakeholders.



### Beach Clean-Up

During the Reporting Year, the Group, in collaboration with The Green Earth, organised its first beach clean-up event at Lung Kwu Tan, Tuen Mun. More than 20 employees and volunteers participated in the activity, collecting waste along the shoreline to support the protection of the marine environment. A total of 12 bags of waste, weighing over 19 kilograms, were collected, including plastic bottles, packaging materials and other non-biodegradable waste.



## 7.2 YOUTH EDUCATION

### University Scholarships

The Group currently provides scholarships to students from 7 government-funded universities in Hong Kong and 2 universities in the Chinese Mainland. Each year, undergraduate students with outstanding academic performance are selected as scholarship recipients.

The scholarships are established to support the younger generation in pursuing academic excellence while encouraging them to contribute meaningfully to society.

#### Universities in Hong Kong

- The University of Hong Kong
- The Hong Kong University of Science and Technology
- New Asia College, The Chinese University of Hong Kong
- City University of Hong Kong
- The Hong Kong Polytechnic University
- Hong Kong Baptist University
- Lingnan University

#### Universities in the Chinese Mainland

- Shenzhen University
- Sun Yat-Sen University



## Commitment to Our Community

### UNICEF Young Envoys and SDG Actioner Challenge for Ethnic Minority Youth Programmes

The Group has served as the sole sponsor of the “UNICEF Young Envoys Programme”, organised by the Hong Kong Committee for UNICEF, for 18 consecutive years to cultivate child rights advocates. In addition, we have supported the “SDG Actioner Challenge for Ethnic Minority Youth Programme” since the 2022/23 academic year to empower young individuals to address climate change and promote sustainable development.

Following a year of structured activities, the 2 programmes were concluded successfully. During the Reporting Year, 38 Young Envoys and 22 Ethnic Minority Youth participants were appointed and recognised for translating their learning into practical community initiatives.



## 7.3 COMMUNITY PARTNERSHIP

### Bonus Point Donation

The Group encourages customers to contribute to community development through the “Bonus Point Donation Scheme”. Under the scheme, AEON cardholders may redeem their bonus points as donations to support environmental conservation and social initiatives undertaken by WWF-Hong Kong and Sowers Action.



### Charity Credit Card

Leveraging our role as a financial services provider, the Group promotes a philanthropic culture through partnerships with charitable organisations. In collaboration with the Society for the Prevention of Cruelty to Animals (“SPCA”), the Group issues co-branded credit cards.

Cardholders enjoy consumption rewards, while the Group donates 0.1% of the total credit purchase amount transacted using the cards to the SPCA.



## 7.4 COMMUNITY CARE AND SUPPORT

### Caring Gift Bags to the Elderly

The Group partnered with Helping Hand, a local charitable organisation serving elderly communities in Hong Kong to sponsor the “Caring Gift Bags for the Elderly” programme. During the Reporting Year, the programme had been implemented in three elderly housing estates managed by Helping Hand and the neighbouring communities, benefiting over 1,600 elderly attendances.

Apart from the sponsorship, volunteers from the Group also visited self-care homes and assisted with the distribution of gift bags that were tailored to support the daily needs of elderly beneficiaries, including food, drinks and hygiene products.



### Healthy Children • Happy Family

Since late 2023, the Group has sponsored the “Healthy Children • Happy Family” programme organised by Sowers Action. The programme aims to support underprivileged children and their families in Sham Shui Po by fostering personal development, strengthening family relationships and promoting environmental awareness.



As at June 2025, over 60 activities had been organised, benefiting more than 970 participants. Activities included visits to low-carbon education centres and organic farms, adventure-based activities and family hiking sessions, covering “Nature & Environment”, “Children’s Physical Exercise” and “Parent-Child Bonding” correspondingly.

## Commitment to Our Community

### Support for "Tai Po Fire Emergency Appeal"

Following the fire incident at Wang Fuk Court in Tai Po, the Group promptly established a dedicated hotline to provide assistance to affected customers. The Group also collaborated with World Vision Hong Kong to support the "Tai Po Fire Emergency Appeal" by setting up donation boxes at its head office and branches, encouraging employees and customers to contribute.

In addition to the funds raised through donation boxes, the Group made a corporate donation. Together, these efforts raised a total of HK\$100,000 to provide education and livelihood assistance, as well as mental health and psychosocial support to affected individuals, supporting their recovery and rebuilding process.



## Sustainability-Related Policies

### Corporate Governance

- Board Diversity Policy
- Enterprise Risk Management Policy
- Compliance Policy
- Sustainability Development Policy

### Environmental

- Environmental Guideline
- Environmental Instruction
- Climate Risk Management Regulation

### Social

- Employee Handbook
- Diversity, Inclusion and Equal Opportunities Policy
- Equal Employment Opportunity at Workplace Guidelines
- Occupational Safety and Health Policy<sup>15</sup>
- Occupational Safety & Health Guidelines
- Employee Training and Development Policy
- Human Rights Policy<sup>15</sup>
- Guideline for Procurement Procedures
- Guideline for Vendor Management
- IT Vendor Management Procedure
- Information Security Policy
- Data Security Guidelines
- IT Security Standard
- Personal Data Protection Regulation
- Personal Data Protection Policy
- PCI DSS Charter
- Artificial Intelligence Usage Procedure<sup>15</sup>
- Guidelines on Compliance with Copyright Ordinance
- AML CTF Guidelines
- Guide on Prevention of Money Laundering and Terrorist Financing
- Anti-Bribery and Anti-Corruption Policy<sup>15</sup>
- Whistleblowing Policy
- Guideline On CSR Activities

<sup>15</sup> Policy newly established during FY2025/26.

## Appendix

### Laws and Regulations

Aspect	Applicable Laws and Regulations	Compliance Statement
<b>Environment</b>	<ul style="list-style-type: none"> <li>• Air Pollution Control Ordinance</li> <li>• Ozone Layer Protection Ordinance</li> <li>• Road Traffic Ordinance</li> <li>• Noise Control Ordinance</li> <li>• Waste Disposal Ordinance</li> <li>• Water Pollution Control Ordinance</li> <li>• Sewage Services Ordinance</li> <li>• Environmental Protection Law of the People's Republic of China</li> </ul>	<p>We strictly comply with relevant laws and regulations regarding environmental protection. During the Reporting Year, the Group was not aware of any significant impact of its activities relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.</p>
<b>Employment</b>	<ul style="list-style-type: none"> <li>• Employment Ordinance</li> <li>• Employees' Compensation Ordinance</li> <li>• Minimum Wage Ordinance</li> <li>• Mandatory Provident Fund Schemes Ordinance</li> <li>• Sex Discrimination Ordinance</li> <li>• Disability Discrimination Ordinance</li> <li>• Family Status Discrimination Ordinance</li> <li>• Race Discrimination Ordinance</li> <li>• Labour Law of the People's Republic of China</li> <li>• Provisions of the Prohibition of Using Child Labour of the People's Republic of China Law</li> </ul>	<p>We strictly comply with relevant laws and regulations regarding employment and labour practices. During the Reporting Year, the Group was not aware of any legal or regulatory matters relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare, prevention of child labour and forced labour.</p>
<b>Safety and Health</b>	<ul style="list-style-type: none"> <li>• Occupational Safety and Health Ordinance</li> <li>• Fire Safety (Commercial Premises) Ordinance of Hong Kong</li> </ul>	<p>We strictly comply with relevant laws and regulations regarding occupational safety and health. During the Reporting Year, the Group was not aware of any instances of breach of laws or regulations relating to occupational safety and health standards.</p>

Aspect	Applicable Laws and Regulations	Compliance Statement
<b>Product Responsibility</b>	<ul style="list-style-type: none"> <li>• Insurance Ordinance</li> <li>• Money Lenders Ordinance</li> <li>• Trade Descriptions Ordinance</li> <li>• Personal Data (Privacy) Ordinance</li> <li>• Copyright Ordinance</li> <li>• Unsolicited Electronic Messages Ordinance</li> <li>• Competition Ordinance</li> </ul>	<p>We strictly comply with relevant laws and regulations regarding product responsibility. During the Reporting Year, the Group was not aware of any breaches of laws or regulations relating to its products, services, operations, sales and promotions, or other business practices, that could have resulted in sanctions, material liabilities, or an adverse effect on the Group. The Group was also not aware of any breach of data security as it strictly complied with the relevant laws and regulations in all jurisdictions in which it operates.</p>
<b>Anti-corruption</b>	<ul style="list-style-type: none"> <li>• Anti-Money Laundering and Counter-Terrorist Financing Ordinance</li> <li>• The Drug Trafficking (Recovery of Proceeds) Ordinance</li> <li>• The Organised and Serious Crimes Ordinance</li> <li>• Prevention of Bribery Ordinance</li> <li>• The United Nations (Anti-Terrorism Measures) Ordinance (“UNATMO”)</li> <li>• The United Nations Sanctions Ordinance</li> <li>• Weapons of Mass Destruction (Control of Provision of Services) Ordinance</li> <li>• Guideline on Anti-Money Laundering and Counter-Financing of Terrorism (For Licensed Money Lenders)</li> </ul>	<p>We strictly comply with all laws and regulations regarding anti-corruption. During the Reporting Year, the Group was not aware of any activities relating to bribery, extortion, fraud and money laundering laws that could have had a significant impact on the Group.</p>

## Appendix

### Performance Data Summary

#### Environmental

Environmental KPIs	Unit	Hong Kong		Chinese Mainland		Group Total	
		FY2025/26	FY2024/25	FY2025/26	FY2024/25	FY2025/26	FY2024/25
<b>Air Emissions</b>							
Nitrogen oxides (NO <sub>x</sub> )	kg	<b>1.60</b>	1.29	<b>2.10</b>	2.89	<b>3.70</b>	4.18
Sulphur oxides (SO <sub>x</sub> )	kg	<b>0.03</b>	0.02	<b>0.05</b>	0.08	<b>0.08</b>	0.10
Particulate matter (PM)	kg	<b>0.12</b>	0.09	<b>0.15</b>	0.21	<b>0.27</b>	0.30
<b>Energy Consumption</b>							
<b>Direct Energy</b>							
Petrol	kWh	<b>18,602.09</b>	15,181.04	<b>31,415.82</b>	53,583.95	<b>50,017.91</b>	68,764.99
Petrol	litres	<b>1,919.45</b>	1,566.45	<b>3,241.63</b>	5,529.04	<b>5,161.08</b>	7,095.49
<b>Indirect Energy</b>							
Electricity	kWh	<b>767,816.91</b>	926,174.75	<b>186,003.00</b>	192,614.50	<b>953,819.91</b>	1,118,789.25
Total energy consumption	kWh	<b>786,419.00</b>	941,355.79	<b>217,418.82</b>	246,198.45	<b>1,003,837.82</b>	1,187,554.24
Energy consumption intensity	kWh/sq ft	<b>14.62</b>	17.32	<b>8.31</b>	9.72	<b>12.55</b>	14.90
<b>GHG Emissions<sup>16</sup></b>							
Scope 1 (Direct GHG emissions) <sup>17</sup>	tonnes CO <sub>2</sub> e	<b>5.12</b>	4.17	<b>8.65</b>	14.71	<b>13.77</b>	18.88
Scope 2 (Energy indirect GHG emissions) <sup>18</sup>	tonnes CO <sub>2</sub> e	<b>296.86</b>	396.61	<b>98.69</b>	103.36	<b>395.55</b>	499.97
Total GHG emissions (Scope 1 and Scope 2)	tonnes CO <sub>2</sub> e	<b>301.98</b>	400.78	<b>107.34</b>	118.07	<b>409.32</b>	518.85
Total GHG emissions intensity (Scope 1 and Scope 2)	tonnes CO <sub>2</sub> e/sq ft	<b>0.0056</b>	0.0074	<b>0.0041</b>	0.0047	<b>0.0051</b>	0.0065

<sup>16</sup> Our GHG emissions include CO<sub>2</sub>, CH<sub>4</sub> and N<sub>2</sub>O and are converted to reflect the CO<sub>2</sub> equivalent. The GHG emissions are calculated in accordance with "How to Prepare an ESG Report Appendix 2: Reporting Guidance on Environmental KPIs" issued by the Hong Kong Stock Exchange ("HKEX"), which is aligned with Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard (2004) and "GHG Protocol Value Chain (Scope 3) Accounting and Reporting Standard (2011)". The consolidation approach is based on operational control, as it provides access to relevant operational data. The emissions are calculated as activity data × emission factor × GWP, based on internal records and utility bills. During the Reporting Year, there were no material changes to the methodology, other than updating emission factors and/or GWP values to the latest available figures.

<sup>17</sup> Scope 1 refers to direct GHG emissions. Its disclosures mainly include emissions from the consumption of liquid and gaseous fuels in motor vehicles. The source of emission factors is from GHG Protocol Emission Factors from Cross-Sector Tools.

<sup>18</sup> Scope 2 refers to indirect GHG emissions from the consumption of purchased electricity of our head office, all branches in Hong Kong, data centres in Hong Kong and two companies in the Chinese Mainland, covering 100% of the Group's operations (all energy consumption under operational control). Emission factors are obtained from local utility companies and updated yearly according to the annual report of CLP Power Hong Kong Limited ("CLP"), Hongkong Electric Company ("HKE"), and "Announcement of the Release of the 2023 CO<sub>2</sub> Emission Factors for Electricity" published by the Ministry of Ecology and Environment of the People's Republic of China (《關於發佈2023年電力二氧化碳排放因子的公告》). Scope 2 GHG emissions are calculated using both the location-based and market-based methods. As no renewable electricity or market-based instruments (e.g. renewable energy certificates or green power contracts) were procured during the Reporting Year, the emissions reported under both methods are the same.

Environmental KPIs	Unit	Hong Kong		Chinese Mainland		Group Total	
		FY2025/26	FY2024/25	FY2025/26	FY2024/25	FY2025/26	FY2024/25
Scope 3 (Category 6 — business travel) <sup>19</sup>	tonnes CO <sub>2</sub> e	21.14	11.60	8.45	6.97	29.59	18.57
Scope 3 (Category 7 — employee commuting) <sup>20</sup>	tonnes CO <sub>2</sub> e	67.72	–	–	–	67.72	–
Total GHG emissions (Scope 3)	tonnes CO <sub>2</sub> e	88.86	11.60	8.45	6.97	97.31	18.57
<b>Waste</b>							
<b>Hazardous Waste</b>							
Miscellaneous electronic equipment (including computers and monitors)	pcs	1,869	78	135	52	2,004	130
Fluorescent tubes/light bulb	pcs	0	0	0	0	0	0
Total hazardous waste	pcs	1,869	78	135	52	2,004	130
Hazardous waste intensity	pcs/employee	4.85	0.21	0.61	0.24	3.30	0.22
<b>Non-hazardous Waste</b>							
General waste	tonnes	256.85	185.28	20.34	19.32	277.19	204.60
Non-hazardous waste intensity	tonnes/employee	0.67	0.49	0.09	0.09	0.46	0.35
<b>Waste Recycling</b>							
Miscellaneous electronic equipment recycling	pcs	1,403	78	0	0	1,403	78
Plastic recycling	tonnes	0.11	0.10	N/A	N/A	0.11	0.10
Paper recycling	tonnes	0.77	1.20	N/A	N/A	0.77	1.20
Metal recycling	tonnes	0.10	0.09	N/A	N/A	0.10	0.09
<b>Water Consumption</b>							
Water consumption	m <sup>3</sup>	410.00	432.00	3,321.57	3,273.43	3,731.57	3,705.43
Water consumption intensity	m <sup>3</sup> /sq ft	0.01	0.01	0.13	0.13	0.06	0.06

<sup>19</sup> In FY2024/25, Scope 3 emissions included employee business air travel (Category 6) only.

<sup>20</sup> Starting from FY2025/26, Scope 3 emissions include emissions arising from employee business air travel and employee commuting.

## Appendix

### Social

Social KPIs	Unit	Hong Kong		Chinese Mainland		Group Total	
		FY2025/26	FY2024/25	FY2025/26	FY2024/25	FY2025/26	FY2024/25
<b>Workforce</b>							
<b>Total Workforce<sup>21</sup></b>	People	<b>385</b>	380	<b>222</b>	216	<b>607</b>	596
<b>By Gender</b>							
Male	People	<b>190</b>	185	<b>62</b>	59	<b>252</b>	244
Female	People	<b>195</b>	195	<b>160</b>	157	<b>355</b>	352
<b>By Employment Type</b>							
Full-time	People	<b>365</b>	364	<b>222</b>	216	<b>587</b>	580
Part-time <sup>22</sup>	People	<b>20</b>	16	<b>0</b>	0	<b>20</b>	16
<b>By Age Group</b>							
18–25	People	<b>21</b>	19	<b>4</b>	9	<b>25</b>	28
26–35	People	<b>110</b>	118	<b>93</b>	86	<b>203</b>	204
36–45	People	<b>116</b>	116	<b>102</b>	100	<b>218</b>	216
46–55	People	<b>84</b>	79	<b>22</b>	20	<b>106</b>	99
Over 56	People	<b>54</b>	48	<b>1</b>	1	<b>55</b>	49
<b>By Employee Category</b>							
Executive management <sup>23</sup>	People	<b>19</b>	17	<b>5</b>	5	<b>24</b>	22
Middle management <sup>24</sup>	People	<b>95</b>	90	<b>29</b>	25	<b>124</b>	115
General & branch employees <sup>25</sup>	People	<b>271</b>	273	<b>188</b>	186	<b>459</b>	459
<b>By Geographical Region</b>							
Hong Kong	People					<b>385</b>	380
Chinese Mainland	People					<b>222</b>	216

<sup>21</sup> Independent Non-executive Directors are not included in total number of employees.

<sup>22</sup> Only employees employed under a continuous contract in Hong Kong are included.

<sup>23</sup> "Executive Management" includes Assistant General Manager to Director level.

<sup>24</sup> "Middle Management" includes Manager to Senior Manager and Specialist to Senior Specialist levels.

<sup>25</sup> "General & Branch Employees" includes Assistant Manager/ Associate Specialist level and below.

Social KPIs	Hong Kong		Chinese Mainland FY2025/26		Group Total	
	People	%	People	%	People	%
<b>Share of Workforce in Specific Positions</b>						
<b>All Management Positions<sup>26</sup></b>						
Male	98	61.6	21	42.0	119	56.9
Female	61	38.4	29	58.0	90	43.1
<b>Executive Management Positions</b>						
Male	13	68.4	2	40.0	15	62.5
Female	6	31.6	3	60.0	9	37.5
<b>Middle Management Positions</b>						
Male	59	62.1	13	44.8	72	58.1
Female	36	37.9	16	55.2	52	41.9
<b>Junior Management Positions</b>						
Male	26	57.8	6	37.5	32	52.5
Female	19	42.2	10	62.5	29	47.5
<b>Management Position in Revenue-generating Functions<sup>27</sup></b>						
Male	23	44.2	12	41.4	35	43.2
Female	29	55.8	17	58.6	46	56.8
<b>STEM-related Positions<sup>28</sup></b>						
Male	23	79.3	12	100.0	35	85.4
Female	6	20.7	0	0.0	6	14.6

<sup>26</sup> All management positions include executive management, middle management, and junior management.

<sup>27</sup> Revenue-generating functions include Acquiring Business, Marketing & Promotion and Branch Sales Department.

<sup>28</sup> STEM-related positions include roles in IT Infrastructure and Operation, IT Security, System Development and Support, as well as Data Analytical Departments.

## Appendix

Social KPIs	Unit	Hong Kong		Chinese Mainland		Group Total	
		FY2025/26	FY2024/25	FY2025/26	FY2024/25	FY2025/26	FY2024/25
<b>Turnover Rate (Full-time Staff Only)</b>							
<b>Total Employee Turnover Rate</b>	%	<b>12.9</b>	15.9	<b>19.0</b>	18.0	<b>15.2</b>	16.6
<b>By Gender</b>							
Male	%	<b>5.8</b>	7.7	<b>10.9</b>	7.0	<b>7.7</b>	7.4
Female	%	<b>7.2</b>	8.2	<b>8.1</b>	11.0	<b>7.5</b>	9.2
<b>By Age Group</b>							
18–25	%	<b>1.1</b>	1.1	<b>0.9</b>	0.5	<b>1.0</b>	0.8
26–35	%	<b>5.8</b>	6.0	<b>9.0</b>	8.5	<b>7.0</b>	6.9
36–45	%	<b>2.5</b>	3.6	<b>8.6</b>	8.5	<b>4.8</b>	5.3
46–55	%	<b>1.7</b>	2.5	<b>0.5</b>	0.5	<b>1.2</b>	1.8
Over 56	%	<b>1.9</b>	2.7	<b>0.0</b>	0.0	<b>1.2</b>	1.8
<b>By Employee Category</b>							
Executive management	%	<b>0.3</b>	0.3	<b>0.0</b>	0.0	<b>0.2</b>	0.2
Middle management	%	<b>3.0</b>	3.3	<b>5.4</b>	2.5	<b>3.9</b>	3.0
General & branch employees	%	<b>9.6</b>	12.3	<b>13.6</b>	15.5	<b>11.1</b>	13.4
<b>Voluntary Employee Turnover Rate</b>	%	<b>11.6</b>	13.7	<b>16.3</b>	17.0	<b>13.3</b>	14.8
<b>New Hires</b>							
<b>Total New Hires</b>	People	<b>52</b>	74	<b>48</b>	68	<b>100</b>	142
<b>By Gender</b>							
Male	People	<b>25</b>	33	<b>26</b>	32	<b>51</b>	65
Female	People	<b>27</b>	41	<b>22</b>	36	<b>49</b>	77
<b>By Age Group</b>							
18–25	People	<b>7</b>	16	<b>1</b>	7	<b>8</b>	23
26–35	People	<b>19</b>	22	<b>29</b>	39	<b>48</b>	61
36–45	People	<b>8</b>	18	<b>18</b>	20	<b>26</b>	38
46–55	People	<b>11</b>	9	<b>0</b>	2	<b>11</b>	11
Over 56	People	<b>7</b>	9	<b>0</b>	0	<b>7</b>	9
<b>By Employee Category</b>							
Executive management	People	<b>3</b>	1	<b>0</b>	1	<b>3</b>	2
Middle management	People	<b>10</b>	5	<b>15</b>	12	<b>25</b>	17
General & branch employees	People	<b>39</b>	68	<b>33</b>	55	<b>72</b>	123

## Appendix

Social KPIs	Unit	Hong Kong		Chinese Mainland		Group Total	
		FY2025/26	FY2024/25	FY2025/26	FY2024/25	FY2025/26	FY2024/25
<b>Employee Training and Development</b>							
<b>The Total Percentage of Employees Trained<sup>29</sup></b>	%	<b>100</b>	100	<b>100</b>	100	<b>100</b>	100
<b>By Gender</b>							
Male	%	<b>100</b>	100	<b>100</b>	100	<b>100</b>	100
Female	%	<b>100</b>	100	<b>100</b>	100	<b>100</b>	100
<b>By Employee Category</b>							
Executive management	%	<b>100</b>	100	<b>100</b>	100	<b>100</b>	100
Middle management	%	<b>100</b>	100	<b>100</b>	100	<b>100</b>	100
General & branch employees	%	<b>100</b>	100	<b>100</b>	100	<b>100</b>	100
<b>The Average Training Hours Completed Per Employee<sup>30</sup></b>	Hour	<b>27.3</b>	23.3	<b>19.2</b>	15.9	<b>24.4</b>	20.6
<b>By Gender</b>							
Male	Hour	<b>28.8</b>	24.4	<b>14.8</b>	15.3	<b>25.4</b>	22.2
Female	Hour	<b>25.9</b>	22.3	<b>20.9</b>	16.1	<b>23.6</b>	19.5
<b>By Employee Category</b>							
Executive management	Hour	<b>42.5</b>	19.7	<b>17.8</b>	15.1	<b>37.4</b>	18.7
Middle management	Hour	<b>31.6</b>	26.6	<b>17.5</b>	14.9	<b>28.3</b>	24.1
General & branch employees	Hour	<b>24.8</b>	22.4	<b>19.5</b>	16.1	<b>22.6</b>	19.9

<sup>29</sup> The percentage of employees trained is calculated as “total number of employees trained during the financial year divided by total number of employees at the end of the financial year and then multiplied by 100%”.

<sup>30</sup> Average training hours completed per employee is calculated as “total hours of employees trained during the financial year divided by total number of employees at the end of the financial year”.

## Appendix

Social KPIs	Unit	Hong Kong		Chinese Mainland		Group Total	
		FY2025/26	FY2024/25	FY2025/26	FY2024/25	FY2025/26	FY2024/25
<b>Supply Chain</b>							
<b>Total Suppliers</b>	Number	<b>520</b>	526	<b>273</b>	396	<b>793</b>	922
<b>By Geographical Region</b>							
Hong Kong	Number	<b>486</b>	491	<b>2</b>	2	<b>488</b>	493
Chinese Mainland	Number	<b>7</b>	8	<b>267</b>	390	<b>274</b>	398
Japan	Number	<b>6</b>	7	<b>4</b>	4	<b>10</b>	11
Other regions	Number	<b>21</b>	20	<b>0</b>	0	<b>21</b>	20

Social KPIs		Group Total FY2025/26
<b>Significant Confirmed Non-Compliance Cases</b>		
Corruption or bribery	Number of Cases	<b>0</b>
Discrimination or harassment	Number of Cases	<b>0</b>
Customer privacy data	Number of Cases	<b>0</b>
Conflict of interest	Number of Cases	<b>0</b>
Money laundering or insider trading	Number of Cases	<b>0</b>
Information Security	Number of Cases	<b>0</b>

## HKEX Content Index

Material Aspects	Content	Reference/Remarks
<b>Mandatory Disclosure Requirements</b>		
Governance Structure		
Board Statement	A disclosure of the board's oversight of ESG issues	OUR SUSTAINABILITY APPROACH 2.1 Board Statement
	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)	OUR SUSTAINABILITY APPROACH 2.1 Board Statement
	How the board reviews progress made against ESG-related goals and targets with an explanation of how they relate to the issuer's businesses	OUR SUSTAINABILITY APPROACH 2.1 Board Statement
Reporting Principles		
Description of the application of the Reporting Principles	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.	Materiality assessment is conducted to identify and prioritise material sustainability topics. The topics are reviewed and validated by the Board.
	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 disclosed.	Performance Data Summary is prepared for our stakeholders to keep track of and evaluate the Group's ESG performance.
	Balance: The ESG report should provide an unbiased picture of the issuer's performance. The report should avoid selections, omissions, or presentation formats that may inappropriately influence a decision or judgment by the report reader.	This report provides an unbiased disclosure of the Group's sustainability performance, facilitating an informed evaluation of the overall performance.
	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.	Consistent methodologies have been adopted to allow for a fair comparison over time.

## Appendix

Material Aspects	Content	Reference/Remarks
Reporting Boundary		
Description	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.	ABOUT THE REPORT Reporting Scope and Boundary
<b>Comply or Explain Provisions</b>		
<b>A. Environmental</b>		
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.	COMMITMENT TO OUR ENVIRONMENT 5.2 Environmental Management APPENDIX — Sustainability-related Policies APPENDIX — Laws and Regulations
A1.1	The types of emissions and respective emissions data.	COMMITMENT TO OUR ENVIRONMENT 5.3 Air Emissions APPENDIX — Performance Data Summary
A1.2	[Repealed 1 January 2025]	/
A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility)	Since the Group does not produce hazardous waste in substantial quantities, we have not established a reduction target for hazardous waste.
A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity. (e.g. per unit of production volume, per facility)	COMMITMENT TO OUR ENVIRONMENT 5.5 Waste Management — Non-hazardous Waste APPENDIX — Performance Data Summary

Material Aspects	Content	Reference/Remarks
A1.5	Description of emissions target(s) set and steps taken to achieve them.	COMMITMENT TO OUR ENVIRONMENT 5.1 Addressing Climate Change — Metrics and Targets
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.	COMMITMENT TO OUR ENVIRONMENT 5.5 Waste Management
Aspect A2: Use of Resources		
General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials.	COMMITMENT TO OUR ENVIRONMENT 5.2 Environmental Management APPENDIX — Sustainability-related Policies
A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility)	COMMITMENT TO OUR ENVIRONMENT 5.1 Addressing Climate Change — Metrics and Targets
A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility)	APPENDIX — Performance Data Summary
A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	COMMITMENT TO OUR ENVIRONMENT 5.1 Addressing Climate Change — Metrics and Targets
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.	Given that water resources do not constitute a significant material aspect of our operations, we have not set a reduction target for water consumption.
A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	Packaging material is not material to the operations of the Group as a financial service provider.

## Appendix

Material Aspects	Content	Reference/Remarks
Aspect A3: The Environment and Natural Resources		
General Disclosure	Policies on minimising the issuer's significant impacts on the environment and natural resources.	COMMITMENT TO OUR ENVIRONMENT 5.4 Paper Usage
A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	COMMITMENT TO OUR ENVIRONMENT 5.4 Paper Usage
Aspect A4: Climate Change		
General Disclosure	[Repealed 1 January 2025]	/
A4.1	[Repealed 1 January 2025]	/
<b>B. Social</b>		
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.	COMMITMENT TO OUR PEOPLE 6.2 Talent Management APPENDIX — Sustainability-related Policies APPENDIX — Laws and Regulations
B1.1	Total workforce by gender, employment type (for example, full- or part- time), age group and geographical region.	COMMITMENT TO OUR PEOPLE 6.1 Diversity and Inclusive Workplace
B1.2	Employee turnover rate by gender, age group and geographical region.	APPENDIX — Performance Data Summary

Material Aspects	Content	Reference/Remarks
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.	COMMITMENT TO OUR PEOPLE 6.8 Safe and Healthy Workplace APPENDIX — Sustainability-related Policies APPENDIX — Laws and Regulations
B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	COMMITMENT TO OUR PEOPLE 6.8 Safe and Healthy Workplace — OSH Targets and Performance Monitoring
B2.2	Lost days due to work injury.	COMMITMENT TO OUR PEOPLE 6.8 Safe and Healthy Workplace — OSH Targets and Performance Monitoring
B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored.	COMMITMENT TO OUR PEOPLE 6.8 Safe and Healthy Workplace — OSH Risk Management and Preventive Measures
Aspect B3: Development and Training		
General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. Note: Training refers to vocational training. It may include internal and external courses paid by the employer.	COMMITMENT TO OUR PEOPLE 6.6 Training and Development APPENDIX — Sustainability-related Policies
B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	APPENDIX — Performance Data Summary
B3.2	The average training hours completed per employee by gender and employee category.	APPENDIX — Performance Data Summary

## Appendix

Material Aspects	Content	Reference/Remarks
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.	COMMITMENT TO OUR PEOPLE 6.5 Labour Practices and Human Rights APPENDIX — Sustainability-related Policies
B4.1	Description of measures to review employment practices to avoid child and forced labour.	COMMITMENT TO OUR PEOPLE 6.5 Labour Practices and Human Rights
B4.2	Description of steps taken to eliminate such practices when discovered.	COMMITMENT TO OUR PEOPLE 6.5 Labour Practices and Human Rights
Aspect B5: Supply Chain Management		
General Disclosure	Policies on managing environmental and social risks of the supply chain.	COMMITMENT TO OUR CUSTOMERS AND BUSINESS PARTNERS 4.8 Supply Chain Management APPENDIX — Sustainability-related Policies APPENDIX — Laws and Regulations
B5.1	Number of suppliers by geographical region.	APPENDIX — Performance Data Summary
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.	COMMITMENT TO OUR CUSTOMERS AND BUSINESS PARTNERS 4.8 Supply Chain Management — Supplier Selection and Monitoring
B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	COMMITMENT TO OUR CUSTOMERS AND BUSINESS PARTNERS 4.8 Supply Chain Management — Supplier Selection and Monitoring

Material Aspects	Content	Reference/Remarks
B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	COMMITMENT TO OUR CUSTOMERS AND BUSINESS PARTNERS 4.8 Supply Chain Management — Green procurement
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.	COMMITMENT TO OUR CUSTOMERS AND BUSINESS PARTNERS 4.5 Cyber and Data Security — Information Security Policy and Commitments APPENDIX — Sustainability-related Policies APPENDIX — Laws and Regulations
B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Product recalls for safety and health reasons are not material to the operations of the Group as a financial service provider.
B6.2	Number of products and service-related complaints received and how they are dealt with.	COMMITMENT TO OUR CUSTOMERS AND BUSINESS PARTNERS 4.4 Customer Satisfaction
B6.3	Description of practices relating to observing and protecting intellectual property rights.	COMMITMENT TO OUR CUSTOMERS AND BUSINESS PARTNERS 4.7 Intellectual Property Protection
B6.4	Description of quality assurance process and recall procedures.	Refer to B6.1
B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored.	COMMITMENT TO OUR CUSTOMERS AND BUSINESS PARTNERS 4.6 Customer Privacy and Protection

## Appendix

Material Aspects	Content	Reference/Remarks
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.	COMMITMENT TO OUR BUSINESS 3.4 Business Ethics APPENDIX — Sustainability-related Policies APPENDIX — Laws and Regulations
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.	COMMITMENT TO OUR BUSINESS 3.4 Business Ethics — Anti-corruption
B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	COMMITMENT TO OUR BUSINESS 3.4 Business Ethics — Whistleblowing Mechanism
B7.3	Description of anti-corruption training provided to directors and staff.	COMMITMENT TO OUR BUSINESS 3.4 Business Ethics — Compliance Training and Awareness
Aspect B8: Community		
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.	COMMITMENT TO OUR COMMUNITY APPENDIX — Laws and Regulations
B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	COMMITMENT TO OUR COMMUNITY
B8.2	Resources contributed (e.g. money or time) to the focus area.	COMMITMENT TO OUR COMMUNITY

## IFRS S2 Climate-related Disclosure Content Index

Disclosure Description	References and Remarks
<b>Governance</b>	
(5) The objective of climate-related financial disclosures on governance is to enable users of general purpose financial reporting to understand the governance processes, controls and procedures used to monitor and manage climate-related risks and opportunities.	
6(a) To achieve this objective, an entity shall disclose information about the governance body(s) (which can include a board, committee or equivalent body charged with governance) or individual(s) responsible for oversight of climate-related risks and opportunities. Specifically, the entity shall identify that body(s) or individual(s) and disclose information about:	
(i) how responsibilities for climate-related risks and opportunities are reflected in the terms of reference, mandates, role descriptions and other related policies applicable to that body(s) or individual(s);	<b>5.1 Addressing Climate Change</b> — Governance
(ii) how the body(s) or individual(s) determines whether appropriate skills and competencies are available or will be developed to oversee strategies designed to respond to climate-related risks and opportunities;	<b>5.1 Addressing Climate Change</b> — Governance
(iii) how and how often the body(s) or individual(s) is informed about climate-related risks and opportunities;	<b>5.1 Addressing Climate Change</b> — Governance
(iv) how the body(s) or individual(s) takes into account climate-related risks and opportunities when overseeing the entity's strategy, its decisions on major transactions and its risk management processes and related policies, including whether the body(s) or individual(s) has considered trade-offs associated with those risks and opportunities; and	<b>5.1 Addressing Climate Change</b> — Governance
(v) how the body(s) or individual(s) oversees the setting of targets related to climate-related risks and opportunities, and monitor progress towards targets, including whether and how related performance metrics are included in remuneration policies.	ESG factors, including climate considerations, are incorporated into Directors' annual Management by Objectives ("MBO") planning process. However, the Group has not yet implemented a mechanism linking climate performance indicators to Directors' or senior management remuneration and will further evaluate its feasibility going forward.

## Appendix

Disclosure Description	References and Remarks
<p>6(b) management's role in the governance processes, controls and procedures used to monitor, manage and oversee climate-related risks and opportunities, including information about:</p> <p>(i) whether the role is delegated to a specific management-level position or management-level committee and how oversight is exercised over that position or committee; and</p> <p>(ii) whether management uses controls and procedures to support the oversight of climate-related risks and opportunities and, if so, how these controls and procedures are integrated with other internal functions.</p>	<p><b>5.1 Addressing Climate Change</b></p> <ul style="list-style-type: none"> <li>— Governance</li> <li>— Risk Management</li> </ul>
<p><b>Strategy</b></p>	
<p>(8) The objective of climate-related financial disclosures on strategy is to enable users of general purpose financial reporting to understand an entity's strategy for managing climate-related risks and opportunities.</p>	
<p>9(a) the climate-related risks and opportunities that could reasonably be expected to affect the entity's prospects;</p>	<p><b>5.1 Addressing Climate Change</b></p> <ul style="list-style-type: none"> <li>— Strategy</li> </ul>
<p>9(b) the current and anticipated effects of those climate-related risks and opportunities on the entity's business model and value chain;</p>	<p><b>5.1 Addressing Climate Change</b></p> <ul style="list-style-type: none"> <li>— Strategy</li> </ul>
<p>9(c) the effects of those climate-related risks and opportunities on the entity's strategy and decision-making, including information about its climate-related transition plan;</p>	<p><b>5.1 Addressing Climate Change</b></p> <p>The Group has set climate targets and implemented measures based on its climate risk and opportunity assessments. We will progressively refine our climate transition plan and roadmap and disclose updates in future reports.</p>
<p>9(d) the effects of those climate-related risks and opportunities on the entity's financial position, financial performance and cash flows for the reporting period, and their anticipated effects on the entity's financial position, financial performance and cash flows over the short, medium and long term, taking into consideration how those climate-related risks and opportunities have been factored into the entity's financial planning; and</p>	<p><b>5.1 Addressing Climate Change</b></p> <ul style="list-style-type: none"> <li>— Strategy</li> </ul>
<p>9(e) the climate resilience of the entity's strategy and its business model to climate-related changes, developments and uncertainties, taking into consideration the entity's identified climate-related risks and opportunities.</p>	<p><b>5.1 Addressing Climate Change</b></p> <ul style="list-style-type: none"> <li>— Improving Climate Resilience</li> </ul>

Disclosure Description	References and Remarks
<b>Climate-related risks and opportunities</b>	
(10) An entity shall disclose information that enables users of general purpose financial reporting to understand the climate-related risks and opportunities that could reasonably be expected to affect the entity's prospects. Specifically, the entity shall:	
10(a) describe climate-related risks and opportunities that could reasonably be expected to affect the entity's prospects;	<b>5.1 Addressing Climate Change</b> — Strategy
10(b) explain, for each climate-related risk the entity has identified, whether the entity considers the risk to be a climate-related physical risk or climate-related transition risk;	As the application of scenario analysis deepens, the Group will continue to refine the alignment between its time horizons and internal planning cycles to better support strategic decision-making.
10(c) specify, for each climate-related risk and opportunity the entity has identified, over which time horizons — short, medium or long term — the effects of each climate-related risk and opportunity could reasonably be expected to occur; and	
10(d) explain how the entity defines 'short term', 'medium term' and 'long term' and how these definitions are linked to the planning horizons used by the entity for strategic decision-making.	
<b>Business model and value chain</b>	
(13) An entity shall disclose information that enables users of general purpose financial reports to understand the current and anticipated effects of climate-related risks and opportunities on the entity's business model and value chain. Specifically, the entity shall disclose:	
13(a) a description of the current and anticipated effects of climate-related risks and opportunities on the entity's business model and value chain; and	<b>5.1 Addressing Climate Change</b> — Strategy
13(b) a description of where in the entity's business model and value chain climate-related risks and opportunities are concentrated.	

## Appendix

Disclosure Description	References and Remarks
<b>Strategy and decision-making</b>	
(14) An entity shall disclose information that enables users of general purpose financial reporting to understand the effects of climate-related risks and opportunities on its strategy and decision-making. Specifically, the entity shall disclose:	
14(a) information about how the entity has responded to, and plans to respond to, climate-related risks and opportunities in its strategy and decision-making, including how the entity plans to achieve any climate-related targets it has set and any targets it is required to meet by law or regulation. Specifically, the entity shall disclose information about:	<b>5.1 Addressing Climate Change</b> — Risk Management — Improving Climate Resilience
(i) current and anticipated changes to the entity's business model, including its resource allocation, to address climate-related risks and opportunities;	<b>5.1 Addressing Climate Change</b> — Risk Management — Improving Climate Resilience
(ii) current and anticipated direct mitigation and adaptation efforts;	<b>5.1 Addressing Climate Change</b> — Risk Management — Improving Climate Resilience
(iii) current and anticipated indirect mitigation and adaptation efforts;	<b>5.1 Addressing Climate Change</b> — Risk Management — Improving Climate Resilience
(iv) any climate-related transition plan the entity has, including information about key assumptions used in developing its transition plan, and dependencies on which the entity's transition plan relies; and	<b>5.1 Addressing Climate Change</b> The Group has set climate targets and implemented measures based on its climate risk and opportunity assessments. We will progressively refine our climate transition plan and roadmap and disclose updates in future reports.
(v) how the entity plans to achieve any climate-related targets, including any greenhouse gas emissions targets, described in accordance with paragraphs 33–36.	<b>5.1 Addressing Climate Change</b> — Risk Management — Improving Climate Resilience
14(b) information about how the entity is resourcing, and plans to resource, the activities disclosed in accordance with paragraph 14(a).	<b>5.1 Addressing Climate Change</b> — Risk Management — Improving Climate Resilience
14(c) quantitative and qualitative information about the progress of plans disclosed in previous reporting periods in accordance with paragraph 14(a).	<b>5.1 Addressing Climate Change</b> — Metrics and Targets

Disclosure Description		References and Remarks
<b>Financial position, financial performance and cash flows</b>		
(15)	An entity shall disclose information that enables users of general purpose financial reporting to understand:	
15(a)	the effects of climate-related risks and opportunities on the entity's financial position, financial performance and cash flows for the reporting period (current financial effects);	<b>5.1 Addressing Climate Change</b>  The Group has conducted qualitative and preliminary quantitative assessments of the potential impacts of climate-related risks and opportunities on financial position, performance and cash flows, but has not yet established a comprehensive climate financial quantification model. Based on currently available data and assessments, no climate-related factors are expected to result in material adjustments to the carrying amounts of assets or liabilities in next year's financial statements. The Group is enhancing related processes and data management and will strengthen and update quantitative disclosures as capabilities mature.
15(b)	the anticipated effects of climate-related risks and opportunities on the entity's financial position, financial performance and cash flows over the short, medium and long term, taking into consideration how climate-related risks and opportunities are included in the entity's financial planning (anticipated financial effects).	
(16)	Specifically, an entity shall disclose quantitative and qualitative information about:	
16(a)	how climate-related risks and opportunities have affected its financial position, financial performance and cash flows for the reporting period;	
16(b)	the climate-related risks and opportunities identified in paragraph 16(a) for which there is a significant risk of a material adjustment within the next annual reporting period to the carrying amounts of assets and liabilities reported in the related financial statements;	
16(c)	how the entity expects its financial position to change over the short, medium and long term, given its strategy to manage climate-related risks and opportunities, taking into consideration:	
	(i) its investment and disposal plans (for example, plans for capital expenditure, major acquisitions and divestments, joint ventures, business transformation, innovation, new business areas, and asset retirements), including plans the entity is not contractually committed to; and	
	(ii) its planned sources of funding to implement its strategy; and	
16(d)	how the entity expects its financial performance and cash flows to change over the short, medium and long term, given its strategy to manage climate-related risks and opportunities.	

## Appendix

Disclosure Description	References and Remarks
<p><b>Climate resilience</b></p>	
<p>(22) An entity shall disclose information that enables users of general purpose financial reporting to understand the resilience of the entity's strategy and business model to climate-related changes, developments and uncertainties, taking into consideration the entity's identified climate-related risks and opportunities. The entity shall use climate-related scenario analysis to assess its climate resilience using an approach that is commensurate with the entity's circumstances. In providing quantitative information, the entity may disclose a single amount or a range. Specifically, the entity shall disclose:</p>	
<p>22(a) the entity's assessment of its climate resilience as at the reporting date, which shall enable users of general purpose financial reports to understand:</p>	<p><b>5.1 Addressing Climate Change</b></p> <p>Key uncertainties in the Group's climate scenario analysis and resilience assessment include the future stringency of climate and environmental policies, the frequency and severity of extreme weather events and demand trends for low-carbon products and services. These factors are primarily assessed qualitatively, supported by a temperature-rise sensitivity test.</p> <p>The Group has allocated budget for climate resilience measures and is strengthening its capability to manage climate risks. However, a comprehensive framework to assess financial resilience, asset allocation adjustments and climate-related investment impacts across the short, medium and long term has not yet been established; disclosures therefore remain mainly qualitative. The Group will progressively enhance its resilience assessment approach and related disclosures as practices evolve.</p>
<p>(i) the implications, if any, of the entity's assessment for its strategy and business model, including how the entity would need to respond to the effects identified in the climate-related scenario analysis;</p>	
<p>(ii) the significant areas of uncertainty considered in the analysis of climate resilience;</p>	
<p>(iii) the entity's capacity to adjust or adapt its strategy and business model to climate change over the short, medium and long term, including:</p> <ol style="list-style-type: none"> <li>(1) the availability of, and flexibility in, the entity's existing financial resources to respond to the effects identified in the climate-related scenario analysis, including to address climate-related risks and to take advantage of climate-related opportunities;</li> <li>(2) the entity's ability to redeploy, repurpose, upgrade or decommission existing assets; and</li> <li>(3) the effect of the entity's current or planned investments in climate-related mitigation, adaptation or opportunities for climate resilience; and</li> </ol>	

Disclosure Description	References and Remarks
<p>22(b) how and when the climate-related scenario analysis was carried out, including:</p> <p>(i) information about the inputs the entity used, including:</p> <ol style="list-style-type: none"> <li>(1) which climate-related scenarios the entity used for the analysis and the sources of those scenarios;</li> <li>(2) whether the analysis included a diverse range of climate-related scenarios;</li> <li>(3) whether the climate-related scenarios used for the analysis are associated with climate-related transition risks or climate-related physical risks;</li> <li>(4) whether the entity has used, among its scenarios, a climate-related scenario aligned with the latest international agreement on climate change;</li> <li>(5) why the entity decided that its chosen climate-related scenarios are relevant to assessing its resilience to climate-related changes, developments or uncertainties;</li> <li>(6) the time horizons the entity used in the analysis; and</li> <li>(7) what scope of operations the entity used in the analysis;</li> </ol> <p>(ii) the key assumptions the entity made in the analysis, including assumptions about:</p> <ol style="list-style-type: none"> <li>(1) climate-related policies in the jurisdictions in which the entity operates;</li> <li>(2) macroeconomic trends;</li> <li>(3) national- or regional-level variables;</li> <li>(4) energy usage and mix; and</li> <li>(5) developments in technology; and</li> </ol> <p>(iii) the reporting period in which the climate-related scenario analysis was carried out.</p>	<p><b>5.1 Addressing Climate Change</b></p> <p>Key uncertainties in the Group’s climate scenario analysis and resilience assessment include the future stringency of climate and environmental policies, the frequency and severity of extreme weather events and demand trends for low-carbon products and services. These factors are primarily assessed qualitatively, supported by a temperature-rise sensitivity test.</p> <p>The Group has allocated budget for climate resilience measures and is strengthening its capability to manage climate risks. However, a comprehensive framework to assess financial resilience, asset allocation adjustments and climate-related investment impacts across the short, medium and long term has not yet been established; disclosures therefore remain mainly qualitative. The Group will progressively enhance its resilience assessment approach and related disclosures as practices evolve.</p>

## Appendix

Disclosure Description	References and Remarks
<b>Risk management</b>	
(24) The objective of climate-related financial disclosures on risk management is to enable users of general purpose financial reports to understand an entity's processes to identify, assess, prioritize and monitor climate-related risks and opportunities, including whether and how those processes are integrated into and inform the entity's overall risk management process.	
(25) To achieve this objective, an entity shall disclose information about:	<b>5.1 Addressing Climate Change</b> — Strategy — Risk Management
25(a) the processes and related policies the entity uses to identify, assess, prioritize and monitor climate-related risks, including information about:	
(i) the inputs and parameters the entity uses;	
(ii) whether and how the entity uses climate-related scenario analysis to inform its identification of climate-related risks;	
(iii) how the entity assesses the nature, likelihood and magnitude of the effects of those risks;	
(iv) whether and how the entity prioritizes climate-related risks relative to other types of risk;	
25(b) the processes the entity uses to identify, assess, prioritize and monitor climate-related opportunities, including information about whether and how the entity uses climate-related scenario analysis to inform its identification of climate-related opportunities; and	<b>5.1 Addressing Climate Change</b> — Strategy — Risk Management
25(c) the extent to which, and how, the processes for identifying, assessing, prioritizing and monitoring climate-related risks and opportunities are integrated into and inform the entity's overall risk management process.	<b>5.1 Addressing Climate Change</b> — Risk Management
<b>Metrics and targets</b>	
(27) The objective of climate-related financial disclosures on metrics and targets is to enable users of general purpose financial reports to understand an entity's performance in relation to its climate-related risks and opportunities, including progress towards any climate-related targets it has set, and any targets it is required to meet by law or regulation.	
(28) To achieve this objective, an entity shall disclose:	<b>5.1 Addressing Climate Change</b> — Metrics and targets
28(a) information relevant to the cross-industry metric categories;	
28(b) industry-based metrics that are associated with particular business models, activities or other common features that characterise participation in an industry; and	
28(c) targets set by the entity, and any targets it is required to meet by law or regulation, to mitigate or adapt to climate-related risks or take advantage of climate-related opportunities, including metrics used by the governance body or management to measure progress towards these targets.	

Disclosure Description	References and Remarks
Climate-related metrics	
(29) An entity shall disclose information relevant to the cross-industry metric categories of:	
29(a) greenhouse gas emissions — the entity shall disclose: <ul style="list-style-type: none"> <li>(i) disclose its absolute gross greenhouse gas emissions generated during the reporting period, expressed as metric tonnes of CO<sub>2</sub> equivalent, classified as:               <ul style="list-style-type: none"> <li>(1) Scope 1 greenhouse gas emissions;</li> <li>(2) Scope 2 greenhouse gas emissions; and</li> <li>(3) Scope 3 greenhouse gas emissions;</li> </ul> </li> </ul>	<b>5.1 Addressing Climate Change</b> — Metrics and targets
<ul style="list-style-type: none"> <li>(iii) disclose the approach it uses to measure its greenhouse gas emissions including:               <ul style="list-style-type: none"> <li>(1) the measurement approach, inputs and assumptions the entity uses to measure its greenhouse gas emissions;</li> <li>(2) the reason why the entity has chosen the measurement approach, inputs and assumptions it uses to measure its greenhouse gas emissions; and</li> <li>(3) any changes the entity made to the measurement approach, inputs and assumptions during the reporting period and the reasons for those changes;</li> </ul> </li> </ul>	<b>5.1 Addressing Climate Change</b> — Metrics and targets
<ul style="list-style-type: none"> <li>(iv) for Scope 1 and Scope 2 greenhouse gas emissions disclosed in accordance with paragraph 29(a)(i)(1)-(2), disaggregate emissions between:               <ul style="list-style-type: none"> <li>(1) the consolidated accounting group; and</li> <li>(2) other investees excluded from paragraph 29(a)(iv)(1);</li> </ul> </li> </ul>	<b>5.1 Addressing Climate Change</b> — Metrics and targets  The data coverage is consistent with the reporting boundary.
<ul style="list-style-type: none"> <li>(v) for Scope 2 greenhouse gas emissions disclosed in accordance with paragraph 29(a)(i)(2), disclose its location-based Scope 2 greenhouse gas emissions, and provide information about any contractual instruments that is necessary to inform users' understanding of the entity's Scope 2 greenhouse gas emissions; and</li> </ul>	<b>5.1 Addressing Climate Change</b> — Metrics and targets  During the reporting period, the Group did not use renewable energy certificates (RECs), green power purchase agreements (PPAs), or other contractual instruments to adjust Scope 2 emissions. Going forward, the Group aims to purchase CLP/HKE renewable energy certificates to offset emissions where appropriate.

## Appendix

Disclosure Description	References and Remarks
<p>(vi) for Scope 3 greenhouse gas emissions disclosed in accordance with paragraph 29(a)(i)(3), disclose:</p> <p>(1) the categories included within the entity's measure of Scope 3 greenhouse gas emissions, in accordance with the Scope 3 categories described in the Greenhouse Gas Protocol Corporate Value Chain (Scope 3) Accounting and Reporting Standard (2011); and</p> <p>(2) additional information about the entity's Category 15 greenhouse gas emissions or those associated with its investments (financed emissions);</p>	<p><b>5.1 Addressing Climate Change</b> — Metrics and targets</p>
<p>29(b) climate-related transition risks — the amount and percentage of assets or business activities vulnerable to climate-related transition risks;</p>	<p>This report does not quantify the amounts or proportions of assets or business activities exposed to climate-related physical or transition risks, nor does it separately disclose climate-related capital expenditure. To enhance comparability and consistency, the Group will progressively refine the presentation of climate-related capital allocation disclosures, aligned with project management practices and financial classification criteria.</p>
<p>29(c) climate-related physical risks — the amount and percentage of assets or business activities vulnerable to climate-related physical risks;</p>	
<p>29(d) climate-related opportunities — the amount and percentage of assets or business activities aligned with climate-related opportunities;</p>	
<p>29(e) capital deployment — the amount of capital expenditure, financing or investment deployed towards climate-related risks and opportunities;</p>	
<p>29(f) internal carbon prices — the entity shall disclose:</p> <p>(i) an explanation of whether and how the entity is applying a carbon price in decision-making; and</p> <p>(ii) the price for each metric tonne of greenhouse gas emissions that the entity uses to assess the costs of its greenhouse gas emissions;</p>	<p>The Group has not formally adopted internal carbon pricing in its decision-making processes, and accordingly no related data were available for disclosure during the reporting period. Looking ahead, the Group will progressively develop the necessary data foundation and enhance disclosure completeness as resources and systems improve.</p>
<p>29(g) remuneration — the entity shall disclose:</p> <p>(i) a description of whether and how climate-related considerations are factored into executive remuneration; and</p> <p>(ii) the percentage of executive management remuneration recognized in the current period that is linked to climate-related considerations.</p>	<p>ESG factors, including climate considerations, are incorporated into Directors' annual MBO planning process. However, the Group has not yet implemented mechanism linking climate performance indicators to Directors' or senior management remuneration and will further evaluate its feasibility going forward.</p>

Disclosure Description	References and Remarks
<b>Climate-related targets</b>	
(33) An entity shall disclose the quantitative and qualitative climate-related targets it has set to monitor progress towards achieving its strategic goals, and any targets it is required to meet by law or regulation, including any greenhouse gas emissions targets. For each target, the entity shall disclose:	
33(a) the metric used to set the target;	<b>5.1 Addressing Climate Change</b> — Metrics and targets  The Group has disclosed its GHG emissions intensity target using FY2023/2024 as the base year, including the metric definition, coverage (Scope 1 and Scope 2), target timeframe and baseline period, and annual monitoring of progress. At this stage, the Group has not fully disclosed interim milestones, linkage to remuneration, or more comprehensive financial impact analysis; these will be progressively enhanced as data and management mechanisms mature.
33(b) the objective of the target;	
33(c) the part of the entity to which the target applies;	
33(d) the period over which the target applies;	
33(e) the base period from which progress is measured;	
33(f) any milestones and interim targets;	
33(g) if the target is quantitative, whether it is an absolute target or an intensity target; and	
33(h) how the latest international agreement on climate change, including jurisdictional commitments that arise from that agreement, has informed the target	
(34) An entity shall disclose information about its approach to setting and reviewing each target, and how it monitors progress against each target, including:	
34(a) whether the target and the methodology for setting the target has been validated by a third party;	
34(b) the entity's processes for reviewing the target;	
34(c) the metrics used to monitor progress towards reaching the target; and	
34(d) any revisions to the target and an explanation for those revisions.	
(35) An entity shall disclose information about its performance against each climate-related target and an analysis of trends or changes in the entity's performance.	
(36) For each greenhouse gas emissions target disclosed in accordance with paragraphs 33–35, an entity shall disclose:	
36(a) which greenhouse gases are covered by the target.	
36(b) whether Scope 1, Scope 2 or Scope 3 greenhouse gas emissions are covered by the target.	
36(c) whether the target is a gross greenhouse gas emissions target or net greenhouse gas emissions target. If the entity discloses a net greenhouse gas emissions target, the entity is also required to separately disclose its associated gross greenhouse gas emissions target.	
36(d) whether the target was derived using a sectoral decarbonization approach.	

## Appendix

Disclosure Description	References and Remarks
<p>36(e) the entity's planned use of carbon credits to offset greenhouse gas emissions to achieve any net greenhouse gas emissions target. In explaining its planned use of carbon credits the entity shall disclose information including:</p> <ul style="list-style-type: none"> <li>(i) the extent to which, and how, achieving any net greenhouse gas emissions target relies on the use of carbon credits;</li> <li>(ii) which third-party scheme(s) will verify or certify the carbon credits;</li> <li>(iii) the type of carbon credit, including whether the underlying offset will be nature-based or based on technological carbon removals, and whether the underlying offset is achieved through carbon reduction or removal; and</li> <li>(iv) any other factors necessary for users of general purpose financial reports to understand the credibility and integrity of the carbon credits the entity plans to use.</li> </ul>	<p>During the reporting period, the Group did not use carbon credits to offset its carbon emissions. We are committed to taking actions to achieve our environmental objectives and reduce carbon emissions.</p>

### Independent Assurance Statement

Alaya Consulting Limited (hereinafter referred to as “Alaya Consulting”) was engaged by AEON Credit Service (Asia) Company Limited (hereinafter referred to as “ACSA”) to conduct an independent assurance engagement on the Environmental, Social and Governance (“ESG”) information, data and related disclosures contained in its “2025/26 Corporate Sustainability Report” (hereinafter referred to as the “CS Report” or the “Report”).

This Independent Assurance Statement has been prepared based on the procedures performed and evidence obtained by Alaya Consulting during the assurance process. It is intended to provide an independent assurance conclusion on the disclosures within the assurance scope of the Report. This Statement is intended solely for the reference of the Board of Directors, management and stakeholders of ACSA, and should not be used for any other purpose.

The assurance engagement was based on the documents, data, explanations and other relevant information provided by ACSA and its representatives during the assurance process. In performing the assurance procedures, Alaya Consulting reviewed the relevant information in accordance with the defined assurance scope and assumed that the information provided by ACSA was complete, true and accurate.

#### **Assurance Scope and Objectives**

As agreed between Alaya Consulting and ACSA, the scope of this assurance engagement included the following:

1. This assurance engagement covered the entire CS Report and focused on the relevant management systems, operating activities and sustainability performance of ACSA during the period from 1st March 2025 to 28th February 2026. The reporting scope included the Hong Kong head office, data centres in Hong Kong, 16 branches in Hong Kong, and two subsidiaries in the Chinese Mainland.
2. The Report was prepared in accordance with the requirements of the Environmental, Social and Governance Reporting Code (the “ESG Code”) set out in Appendix C2 of the Main Board Listing Rules issued by The Stock Exchange of Hong Kong Limited, and with reference to International Financial Reporting Standards S2 Climate-related Disclosures. Alaya Consulting reviewed the relevant ESG disclosures contained in the Report.
3. The assurance engagement was conducted in accordance with the “AA1000 Assurance Standard v3” (“AA1000AS v3”). Alaya Consulting assessed ACSA’s adherence to the four principles set out in the “AA1000 AccountAbility Principles Standard (2018)”, namely inclusivity, materiality, responsiveness and impact, in the preparation of the Report and the management of relevant sustainability issues.

## Appendix

The key objectives of this assurance engagement were to:

- Evaluate whether the Report has made relevant disclosures in accordance with the ESG Code in all material respects;
- Evaluate ACSA's application of the AA1000 AccountAbility Principles in its reporting and sustainability management processes;
- Review the accuracy, consistency and traceability of the relevant data and information contained in the Report; and
- Understand whether ACSA's internal processes for collecting, consolidating and reviewing the Report information had a reasonable basis.

### **Assurance Level and Verification Methods**

To form our assurance opinion, Alaya Consulting performed procedures in accordance with the agreed assurance scope, including but not limited to the following:

- Reviewed ACSA's policies, procedures and management documents relating to corporate sustainability management, report preparation and ESG disclosure;
- Understood ACSA's principal business operations, organisational changes and sustainability-related initiatives during the reporting period;
- Reviewed the key disclosures and relevant supporting documents contained in the Report;
- Checked, on a sample basis, the source documents for the relevant quantitative data and qualitative information contained in the Report;
- Communicated with personnel responsible for report preparation, data provision and relevant functional management to understand the information collection, review and reporting processes;
- Evaluated whether the information disclosed in the Report was consistent with the supporting evidence provided; and
- Conducted an overall review of ACSA's disclosures and relevant practices in relation to stakeholder engagement, identification of material issues, response to stakeholder concerns and impact management, in order to assess its application of the AA1000 AccountAbility Principles.

This assurance engagement focused on assessing ACSA's application of the AA1000 AccountAbility Principles and whether the relevant disclosures contained in the Report had a reasonable basis. This engagement was not a financial audit and did not constitute assurance on ACSA's financial information, internal control systems or any information not included in the Report.

### **Independence**

ACSA is responsible for the collection and presentation of the contents of the CS Report. Alaya Consulting's responsibility is to perform independent assurance procedures in accordance with the assurance scope and methodology agreed with ACSA, and to express a limited assurance opinion on the disclosures within the assurance scope of the Report.

**Verification Conclusions**

Based on the assurance procedures performed and the evidence obtained by Alaya Consulting, we are of the opinion that, within the assurance scope described in this Statement, the Report has been prepared in accordance with the relevant requirements of the ESG Code in all material respects, and reasonably presented ACSA’s ESG management approaches, measures and performance for the period from 1st March 2025 to 28th February 2026. Meanwhile, nothing has come to our attention that causes us to believe that ACSA has not, in all material respects, considered and applied the AA1000 AccountAbility Principles.



**Mr. Wong Yau Kit**  
Representative of Alaya Consulting



**Mr. Li Ang**  
Assurance Lead

31st March 2026

Alaya Consulting Limited



**Alaya Consulting**  
本識顧問



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**AEON CREDIT SERVICE (ASIA) COMPANY LIMITED**

**AEON 信貸財務(亞洲)有限公司**

*(Incorporated in Hong Kong with limited liability)* Stock Code: 900

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