

# Environmental, Social and Governance Report

## Reporting Objectives

This fifth Environmental, Social and Governance (“ESG”) report aims to give its stakeholders a better understanding of its visions, strategies and implementation of sustainability initiatives that should continue to be of interest to its various stakeholders.

## Reporting Scope and Boundary

The content of this ESG report is defined after taking into account the materiality of the sustainability issues arising from the Group’s operations. As more than 90% of the Group’s income is derived from the Company’s operations in Hong Kong, this ESG report mainly highlights the ESG performance of the Hong Kong head office and branches for the period from 1st March 2020 to 28th February 2021.

## Reporting Standard

The ESG report is prepared in accordance with the ESG Reporting Guide (the “ESG Guide”) in Appendix 27 of the Listing Rules. Consistent methodologies have been adopted to allow for a fair comparison over time and to provide a balanced picture of our ESG performance.

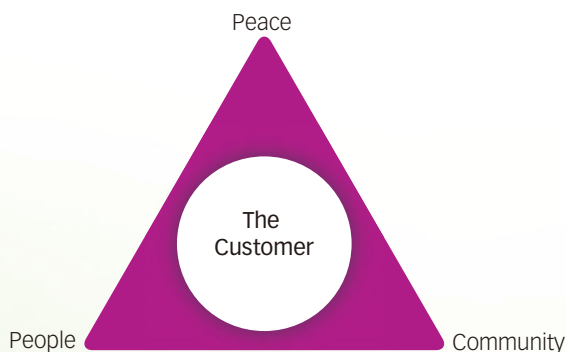
## Communication

We value comments and suggestions of stakeholders as an important driver for our continuous improvement. If you would like to share your opinions on this report or any matters in connection to our sustainability approach, please feel free to contact us.

## OUR SUSTAINABILITY APPROACHES

### AEON Basic Principles

The Company adheres to the AEON Group’s corporate philosophy of “Peace, People and Community” in managing its business. The principles illustrate the eternal mission to benefit our customers and our operations are thus customer-centric to the highest degree. For further information on the AEON Basic Principles, please visit [www.aeon.info/en/company/concept/](http://www.aeon.info/en/company/concept/)



**Peace** — AEON is a corporate group whose operations are dedicated to the pursuit of peace through prosperity.

**People** — AEON is a corporate group that respects human dignity and values personal relationships.

**Community** — AEON is a corporate group rooted in local community life and dedicated to making a continuing contribution to the community.

Sustainability initiatives of the Company, is referenced with established international frameworks such as the United Nation’s Sustainable Development Goals (SDGs), aspire to promote financial well-being of its customers and the wider community, to reduce negative impact to the environment from its operations, and to offer quality education opportunities, among others.

### AEON Code of Conduct

AEON Code of Conduct guide and direct the future course of the Group for the benefits of our stakeholders. It charts the course for our future, helps us interpret AEON Basic Principles to know what actions have to be taken and how they should be done.

Determined to be a socially responsible entity, we endeavor to promote and apply AEON Code of Conduct into practice in daily operations. We hope all our stakeholders will join us in sharing this sense of purpose, thus strengthen the bonds of trust amongst us.

## STAKEHOLDER ENGAGEMENT

Stakeholders' opinion are of utmost importance to the continuous improvement of the Company's sustainable development. We have maintained ongoing and close communications with stakeholders over the years through extensive channels including but not limited to regular meetings, activities, reports and website, so as to better understand their opinions on the Company's performances. We actively engage with stakeholders to collect their comments and feedback to identify areas for improvement.

Sustainability matters identified to be of relevance and significance are regularly reviewed to be in line with stakeholders' expectations, market trend, the latest laws and regulations, the ESG Guide and issues related to the financial industry.

### Stakeholders Concerns and Communication Channels

	Major Concerns	Communication Channels
Government & Regulators	<ul style="list-style-type: none"> <li>• Legal and Regulatory Compliance</li> <li>• Employment Protection</li> <li>• Business Ethics</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>
Investors	<ul style="list-style-type: none"> <li>• Economic Performance</li> <li>• Information Transparency</li> <li>• Corporate Operations</li> </ul>	<ul style="list-style-type: none"> <li>• Annual general meetings and investors' briefings</li> <li>• Regular reporting</li> <li>• Announcements, circulars and other corporate communications</li> </ul>
Customers	<ul style="list-style-type: none"> <li>• Business Procedure</li> <li>• Information Security</li> <li>• Procedure/Service</li> </ul>	<ul style="list-style-type: none"> <li>• Customer surveys</li> <li>• Customer events</li> <li>• Service interaction at branch level</li> <li>• Customer service hotline</li> <li>• Social media: Facebook fan page</li> <li>• Newsletters and leaflets</li> <li>• Monthly statement inserts</li> <li>• Company website</li> <li>• Year-round publicity and donation campaigns</li> <li>• Short message service and multi-media messaging service</li> <li>• AEON HK Mobile App</li> </ul>
Employees	<ul style="list-style-type: none"> <li>• Remuneration and Welfare</li> <li>• Training and Development</li> <li>• Health and Safety</li> </ul>	<ul style="list-style-type: none"> <li>• Employee surveys</li> <li>• Newsletters and intranet communications</li> <li>• Meeting with employees</li> <li>• Orientation and exit interviews</li> <li>• Performance appraisal</li> </ul>
Business Partners and Suppliers	<ul style="list-style-type: none"> <li>• Brand Development</li> <li>• Integrity and Business Sustainability</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing audits and reviews</li> <li>• Best practice adoption</li> <li>• Mass communications</li> </ul>
Community Partners	<ul style="list-style-type: none"> <li>• Resolving Social Issues</li> <li>• Philanthropy</li> </ul>	<ul style="list-style-type: none"> <li>• Cultural exchange, internship and sponsorship programmes</li> <li>• Year-round green partnership programmes</li> </ul>
Industry Associations	<ul style="list-style-type: none"> <li>• Industry Development</li> </ul>	<ul style="list-style-type: none"> <li>• Regular meetings and correspondence</li> </ul>

## REWARDS AND RECOGNITIONS

We opt to provide with our customers quality products and services, and reduce emission in operations. We continuously improve our service and operation through implementing the management system standard. The following is achieved in the reporting year.



ISO 9001 - QMS / FS 513193

### ISO 9001 Standard for Quality Management System

This is awarded for implementing the best practices according to the ISO 9001 Standard for continuous improvement in customer service quality.

Scope of certification: Head office and branches since 2007



ISO 14001 - EMS 538444

### ISO 14001 Certification for Implementation of Environmental Management System

This is awarded for implementation of energy-efficient methods in operational processes such as reduction in paper and electricity.

Scope of certification: Head office and branches since 2009



ISO 27001 - ISMS / IS 500955

### ISO 27001 Certification for Information Security Management System

This is awarded to the IT Division of the Company for implementation of the most stringent computer security policies and procedures for

- protection of customers' personal data;
- maintenance of confidentiality and integrity of customer data;
- availability of service to the satisfaction of customers.

Scope of certification: IT Division since 2006



Named Caring Company for 14 consecutive years – Hong Kong Council of Social Service



Manpower Developers of Employees Retraining Board – Manpower Developer Award Scheme

## INDUSTRY-SPECIFIC MANAGEMENT

As a provider of consumer finance and related services, the Company is devoted to fulfilling its social responsibility and maintaining a high standard of corporate governance.

We are committed to operate our business with accountability and integrity. Every effort has been made to ensure that our operations are conducted in compliance with all applicable legal and regulatory requirements, including but not limited to anti-money laundering and counter-terrorist financing, anti-bribery and corruption and supply chain management. The whistleblowing channels are put in place for employees to report inappropriate conducts and irregularities concerning aspects such as financial reporting, internal control, anti-corruption and anti-discrimination, among others. Such reports will be brought to the senior management attention, who will look into them and decide on any further actions to be pursued for their proper investigation and handling.

### Anti-Money Laundering (“AML”) and Counter-Terrorist Financing (“CTF”)

We strictly abide the relevant laws and regulations<sup>1</sup> and have developed and reviewed regularly AML and CTF policy, namely, the Guide on Prevention of Money Laundering and Terrorist Financing, in order to comply with the requirements stipulated by the Registrar of Money Lenders. A risk-based approach is adopted for the establishment of an effective AML and CTF system. To this end, we have developed and implemented policies, procedures and controls in our daily operations on:

- Risk assessment
- Customer due diligence
- Ongoing monitoring of customers
- Suspicious transactions reporting
- Record keeping
- Staff training
- Independent audit function

A clear and comprehensive mechanism has been put in place to detect and report on the matters relating to money laundering and terrorist financing. All staff are required to report when coming across any suspicious transactions. Independent checks and evaluations are carried out by the Internal Audit Department of the Company at least on a yearly basis to ensure that the Company’s approaches and procedures continue to be appropriate and adequate. For the year ended 28th February 2021, the Company is not aware of any breach of laws or regulations concerning anti-money laundering and counter-terrorist financing.

### Anti-bribery and corruption

In addition to strictly complying with the Prevention of Bribery Ordinance, we have also formulated clear rules and procedures to handle matters concerning protection of confidentiality, prevention of conflict of interest, bribery and fraud. It is the Company’s policy to prohibit employees from unlawfully soliciting any advantage from customers, suppliers or any other persons. For the year ended 28th February 2021, we are not aware of any non-compliance of laws and regulations concerning anti-bribery and corruption by the Company.

<sup>1</sup> Including but not limited to Anti-Money Laundering and Counter-Terrorist Financing (Financial Institutions) Ordinance, the Drug Trafficking (Recovery of Proceeds) Ordinance, the Organized and Serious Crimes Ordinance, the United Nations (Anti-Terrorism Measures) Ordinance (“UNATMO”) and the United Nations Sanctions Ordinance.

### Supply Chain Management

To protect the Company's vital interests, we have formulated and implemented the supply chain measures to support the Company's daily operations. Suppliers are selected based on various objectives, predetermined quantitative and qualitative criteria such as costs, specific features, the relative advantages and disadvantages. For the year ended 28th February 2021, we worked with 381 suppliers. Most of these suppliers are located in Hong Kong.

The Company also attaches great value to communicate with suppliers to enhance understanding and recognition of the Company's value and to develop a cooperative relationship of mutual trust and assistance. In our suppliers' selection procedure, new suppliers go through three assessments before engagement, namely the reputation check, due diligence with reference to AML and CTF rules and conflict of interests check. Also continuous and regular review are conducted to assess suppliers' performances. For specific vendors such as certain contractors and recurring suppliers, a yearly evaluation is carried out specially to evaluate their performance on service delivery, completeness and quality.

We also attach great importance to fulfil our environmental and social responsibilities in relation to our office supplies. For consumables items, we take a balance between environmentally friendly products, user friendliness and price whenever possible.

### COMMITMENT TO OUR CUSTOMERS<sup>2</sup>

We endeavour to provide our customers with assurance and trust. Being one of the Hong Kong's leading credit card issuers, we are committed to providing exceptional customer experience and consistently high standard of service. We believe the enhancement of customer satisfaction is our first priority for upholding our professional service quality. Not only do always keep our promises to our customers and act with integrity, we also offer quality services at reasonable price.



*(Source: The AEON Code of Conduct)*

<sup>2</sup> Our products and services principally involve credit card issuance, personal loan and related credit and financial services, which do not involve any recalls due to health and safety reasons.

### **Customer Data Privacy**

With increasing concerns over data privacy, we acknowledge our responsibility in safeguarding our customers' data. The Company strictly complies with the relevant laws and regulations including Personal Data (Privacy) Ordinance and have adequate measures in place for the protection of personal data throughout the operations.

The Personal Data Protection Policy and Data Security Guidelines are put in place to ensure that personal data and privacy of our customers are protected. We have designated the Head of Operations Division to serve as the Company's Data Protection Officer who has the responsibility to oversee the Company's fulfilment of data protection requirements. Our staff members receive relevant personal data protection training each year.

As an organization that processes, stores and transmits payment card data, the Company is required to comply with Payment Card Industry Data Security Standard ("PCI DSS"). This standard is developed by the payment card industry to promote secure working practices for the protection of payment card data. Annual assessments are performed by third party assessors for PCI DSS. Continuous improvement with compensating controls is put in place for incremental enhancement.

We also implemented physical and electronic controls to protect the Company's information and assets. A two-factor authentication tool is adopted for computer login for additional security. The Company has also implemented further security measures including encryption of stored payment card data, secure configuration of protection mechanisms such as firewalls, antivirus and intrusion prevention devices and secure procedures for physical controls such as access to offices. The Company also meet the standard required for ISO 27001 Certification for Information Security Management System since 2006.

### **Quality Service and Responsible Business Practices**

We are committed to providing our customers with accountable and transparent products and services. Internal policies including approval procedures are developed to provide guidance for our operations. Our staff are trained to provide customers with the accurate and clear product information. Marketing materials and product factsheets are developed based on factual information and with language that can be easily understood.

To safeguard intellectual properties, the Company only uses licensed software at all times. As part of the IT management policy, computers are not allowed to be installed with any unlicensed or unauthorized software.

### **Customer Satisfaction**

We serve our customers with our heart by offering wide range of premium products and services. We also listen to our customers carefully through various communication channels. We carry out regular checks to monitor customer service performance and identify areas for improvement.

Customers are mainly served through our branch offices, customer service hotline, mobile app and Company's website. It is vital for us to manage and respond to customers' feedback professionally and in a timely manner. The Complaint Management and corresponding complaint handling flows have been developed to handle customers' complaint. For the year ended 28th February 2021, we have received 30 complaints, with 3 related to promotion and 27 related to service delivery respectively.

For the year ended 28th February 2021, the Company is not aware of any breach of laws or regulations relating to its products, services, operations, sales and promotions or other business practices.

## COMMITMENT TO OUR COMMUNITY

We aim to set an example as a good corporate citizenship by working together with the community for its growth and improvement of quality of life. Guided by AEON Group's corporate philosophy of "Peace, People and Community", the Company continues to support local community projects and activities in both Hong Kong and China. In order to align with the AEON Basic Principles, we continue to focus our contribution on environmental protection, education and cultural exchange.

### Charity Support

#### Charity credit card

We utilise our capacity as a financial service provider to build a more charitable corporate culture by issuing co-branded credit cards with SPCA (Society for the Prevention of Cruelty to Animals) and Sowers Actions. Cardholders of these cards not only can benefit from the consumption rewards, but also having 0.1% or 0.4% of all credit purchase amount transacted with the cards will be donated by the Company to SPCA and Sowers Actions respectively.



#### Bonus Point donation

The Company also encourages customers to support community development through credit card bonus point donation. During the reporting year, credit card holders have channelled their HK\$27,100 worth of donation through this bonus point donation scheme to support the conservation work of the World Wide Fund for Nature Hong Kong (WWF-Hong Kong).

### Education

#### AEON Scholarship

We believe talented students should not be hindered by financial burden. Through AEON Scholarship, we continue to provide support to students undergoing university education. During the reporting year, we have supported students from the following universities, with total donation amounted to HK\$472,000.

#### University in Mainland China

Shenzhen University

Sun Yat-Sen University

#### University in Hong Kong

University of Hong Kong  
Lingnan University

Hong Kong University of Science and Technology

### Community Partnership

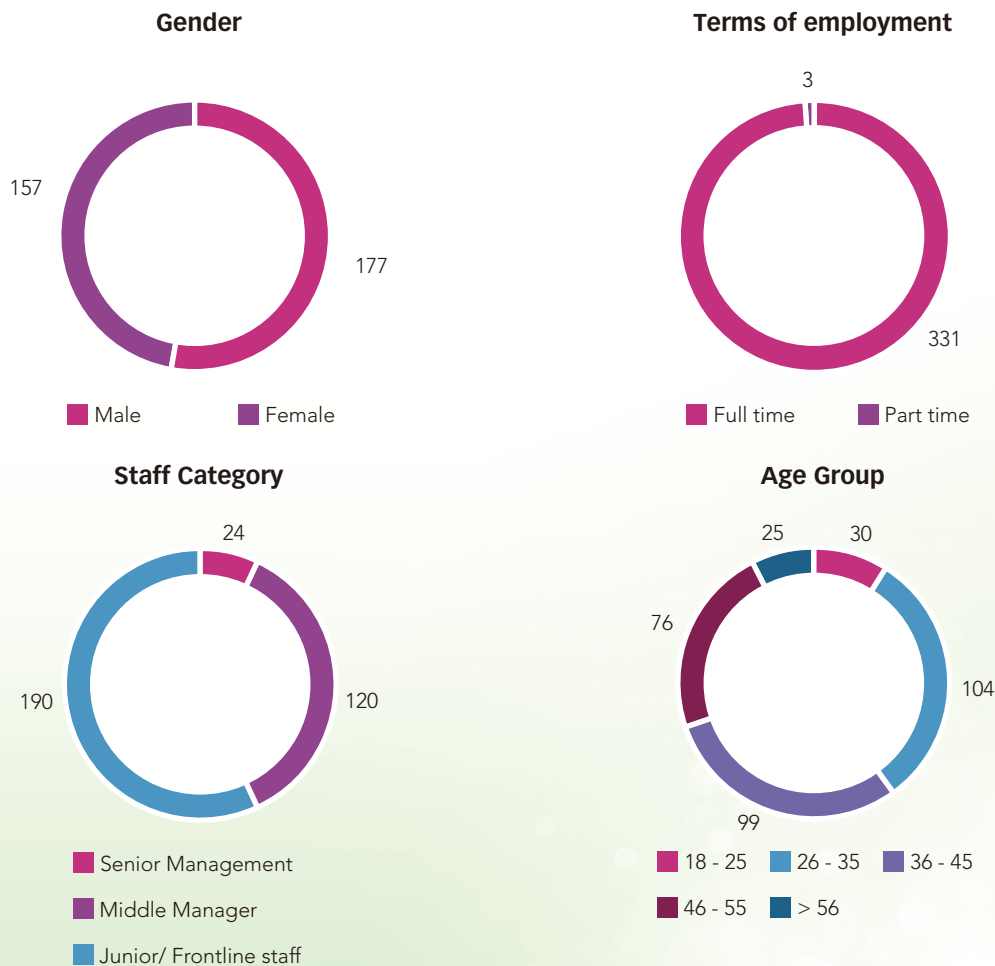
We believe that partnership with community organisations can create positive knock-on effects in creating a more caring community. "UNICEF Young Envoys Programme" is one of the major partnership programmes. We have donated HK\$800,000 to support the programme. Through our continuous sole sponsorship, Hong Kong Committee for UNICEF continues to provide a valuable opportunity for local youngsters to explore global and local issues in relation to children's rights to survival, protection, development and participation.

## COMMITMENT TO OUR PEOPLE

For employees' management, we strictly follow relevant laws and regulations of Hong Kong including but not limited to the Employment Ordinance, Employees' Compensation Ordinance, Mandatory Provident Fund Schemes Ordinance, and various anti-discrimination ordinances to establish a robust employees management system. Any instance of irregularity or failure to comply with such rules and regulations will be forthwith rectified by the Company upon identifying such deficiencies.

In order to build a harmonic workplace, we communicate with staff at all levels regularly. Employees are regularly updated on the development of the Company and the wider AEON Group through diversified channels such as AFS Group internal magazine 'As One' to boost office morale.

The Company strictly follows the requirements of Employment Ordinance in the prevention of child labour and forced labour. We adopt robust measures to confirm the identity and integrity of candidates during interview and when onboard to ensure staff members are not underage or otherwise not suitable to be engaged to work for us<sup>3</sup>. We understand the importance of achieving work-life balance. Overtime work is not encouraged. Certain employees are paid additional wages for working overtime. Workload is evaluated when excessive overtime work persistently occurs. As of 28th February 2021, the total number of staff in Hong Kong was 334.



<sup>3</sup> With our current measures verifying candidates' identities, there is no risk of recruiting children in our operation, and therefore no contingency plan is set.



Staff turnover for the year ended 28th February 2021 was 15%, with gender being 7% (male) and 8% (female), and age distribution being 2% (aged 18-25), 5% (aged 26-35), 3% (aged 36-45), 3% (aged 46-55) and 2% (aged >56). Exit interview is conducted with all leavers to understand their decisions and follow up with internal evaluation to improve our internal staff management system and future planning.

### **Diversity, Inclusion and Equal Opportunities**

We are committed to providing employees with a fair, inclusive, diversified and non-discriminatory working environment where employees respect, cooperate and support each other. We strive to improve ourselves based on best practice and any lessons learnt from involvement in labour and related disputes to eliminate discrimination, harassment and vilification on unlawful grounds. Relevant laws and regulations and their rights are clearly communicated to all staff at orientation. Comprehensive complaint channel is set up to handle the relevant complaints.

### **Training and Development**

The Company invests time and resources in employees' training and development to ensure employees will have the breadth and depth of skills and knowledge to achieve the business goals and to keep up with the competitive markets.

#### ***Building a culture of compliance***

For new joiners to understand the Company's high standard of corporate values and to build a sustainable, professional and ethical workforce, comprehensive orientation programme is provided to all new joiners to align their understanding on our code of conduct, mission and value, business structure and relevant laws and regulations. As stated in our Staff Training and Development Policy, all staff are required to attend annual training on AEON Code of Conduct, compliance and data security. Additional training on PCI DSS is also conducted annually. We regularly review the changing training needs across frontline and backend departments and devise the approach to provide vital support to our executives along their career path.

#### ***Nourishing future management***

To take account the company future business development and cherish the talented staff. For staff who meet the criteria and are expected to take on a higher management level, they will be nominated to attend management training.

#### ***Nurturing the future talents***

Graduate trainee programme has been launched to provide tertiary students and recent graduates opportunity to have a taste of working in the financial industry. It is a two-years structured programme with support from senior and mentor to develop a wide range of practical work experience. Besides that, intern programme is in place and interns are assigned to departments and provide specific tasks during the programme period.

Training	2018/19	2019/20	2020/21
<b>Type of Employee training</b>			
Major Categories	12	13	13
No. of Training Programmes	17	17	17
No. of Training Sessions	153	166	209
Total Training Hours <sup>4</sup>	985	4,938	3,985
Total No. of Attendees	1,501	1,887	1,696
<b>Gender of Attendees</b>			
Male	733/51%	1,051/56%	908/54%
Female	728/49%	836/44%	788/46%
<b>Training Hours by Gender/Percentage</b>			
Male	–	–	2,384/60%
Female	–	–	1,601/40%
<b>Training Hours by Employee Categories/Percentage</b>			
Frontline and Junior Staff	1,341/47%	2,034/41%	1,152/29%
Middle Management	647/22%	2,067/42%	1,769/45%
Senior Management	310/11%	291/6%	326/8%
Directors	435/15%	139/3%	337/8%
Non-specific Target Group	133/5%	407/8%	401/10%

### Occupational Health and Safety

Ensuring employees' health and safety in workplace is our responsibility. The Company strictly complies with relevant laws and regulations in this regard, such as Occupational Safety and Health Ordinance and Fire Safety (Commercial Premises) Ordinance of Hong Kong, and continuously improves through the establishment and management of health and safety systems. We endeavour to create a safe, healthy, and comfortable working environment, one which protects the physical and mental health of employees, and minimizes the probability of occupational diseases.

As many of the employees are office-based workers spending long hours at their workstations, we have offered training on health and safety awareness in an office setting. In addition to workstation risk assessment, we have also conducted spot checks on workstation arrangement and review on the need of replacing monitors, keyboards and chairs as further attempt to prevent work-related injuries.

Occupational Health and Safety	2018/19	2019/20	2020/21
No. of work-related fatalities	–	–	–
Rate of work-related fatalities	–	–	–
Lost days due to work-related injury	3	5	149.5

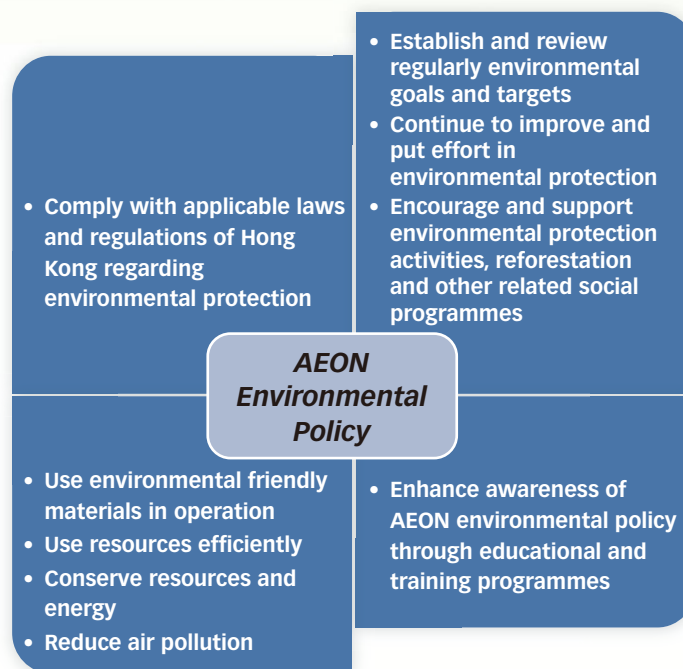
As part of our commitment to support our employees' health and wellness, we provide hospitalisation and surgical benefits, outpatient treatments, dental services and wellness support. Masks and necessary disinfection products are supplied in the office and branches during the Pandemic. Moreover, meeting rooms in office and branches are fitted with partitions in order to reduce viral infections. Working-from-Home Policy is adopted for office staff. Branch operating hours are adjusted to better protect staff and customers.

For the year ended 28th February 2021, save as to incidents of employee injured in the course of work, the Company is not aware of any claims against the Company itself or instances of breach of laws or regulations relating to occupational health and safety standard.

<sup>4</sup> Include trainings on anti-bribery and corruption and anti-money laundering and counter-terrorist financing for all staff and Directors.

## COMMITMENT TO OUR ENVIRONMENT

The Company is putting effort to reduce consumption of energy and natural resources, to reduce waste and to use environmentally friendly products and service wherever possible. We strictly comply with relevant laws and regulations regarding environment protection<sup>5</sup>. The ease of such compliance is largely attributable to the nature of our business<sup>6</sup>. Environmental Management System ISO 14001 certification is obtained since 2009 for head office and branches. Measures and procedures are incorporated into the internal rules for green development. For the reporting year ended 28th February 2021, the Company is not aware of any significant impact of its activities on the environment and natural resources.



<sup>5</sup> Including but not limited to Air Pollution Control Ordinance, Ozone Layer Protection Ordinance, Road Traffic Ordinance, Noise Control Ordinance, Waste Disposal Ordinance, Water Pollution Control Ordinance and Sewage Services Ordinance.

<sup>6</sup> Due to the nature of our business, we do not use any packaging material.

## Energy Saving and Emissions Reduction

Energy saving and emissions reductions are important aspects in fulfilling our environmental responsibility. Electricity use on our premises is the largest contributor to our greenhouse gas footprint. We encourage our employees to join us in building a greener office by turning off the electrical appliances after office hours or when not in use or setting them to energy-saving mode. Office areas are set at a comfortable temperature.

Our carbon emission for Hong Kong operations have been summarized in the following table:

Greenhouse gas ("GHG") emissions <sup>7</sup>	Unit	2018/19	2019/20	2020/21
Scope 1	tCO <sub>2</sub> e	5.81	4.88	6.35
Scope 2 <sup>8</sup>	tCO <sub>2</sub> e	314.98	298.03	233.52
Scope 3 <sup>9</sup>	tCO <sub>2</sub> e	23.81	28.94	–
GHG removal from tree planting	tCO <sub>2</sub> e	5.69	10.30	–
Total GHG emission	tCO <sub>2</sub> e	338.91	321.55	239.87
Total GHG emission intensity	tCO <sub>2</sub> e/sq ft	–	–	5.24

Energy consumption	Unit	2018/19	2019/20	2020/21
Petrol	Litres	1,912.63	1,607.65	2,345.96
Electricity	kWh	415,315	380,381	361,773
Electricity consumption intensity	kWh/sq ft	–	–	8.07

## Use of resources

Profoundly acknowledging the scarcity of the earth's resources, the Company actively advocates paperless operation to reduce unnecessary paper use in offices and branches. Employees are encouraged to prioritise the use of email, intranet and other electronic ways to communicate and disseminate information. Computers are in default duplex printing and ink-saving mode. We also opt to go paperless with our customers. For credit card application, we have streamlined the application process through a secure online application that enables a direct and speedy process. The online service platform and mobile app are also available as a channel for customers. From 10th June 2021, to encourage customers to switch to electronic statement, handling charge is applied for paper form statement.

In terms of water usage, the Company does not encounter any issues in sourcing water due to the use of municipal water. Nonetheless, the Company makes great effort in reducing the use of water and improving water efficiency. The Company encourages employees to save water. Water used at our head office during the reporting year was 356m<sup>3</sup> (intensity is 1.44m<sup>3</sup> per staff). To avoid water leakage, employees are required to ensure the equipment has been turned off properly after use.

<sup>7</sup> Calculated in accordance with "Carbon Audit Toolkit for Small and Medium Enterprises in Hong Kong" issued by The University of Hong Kong and City University of Hong Kong and "Guidance to Account for and Report on Greenhouse Gas Emissions and Removals for Buildings (Commercial, Residential or Institutional Purpose) in Hong Kong" by EPD and EMSD of the Government of the HKSAR.

<sup>8</sup> Emission factors are updated yearly according to CLP and HKE.

<sup>9</sup> Scope 3 includes air freight business travel. Due to the Pandemic, there is no air-freight business travel.

### Waste reduction

Steered by the spirit of environmental stewardship, the Company has implemented a number of measures in office and branches to promote reuse and recycling. Employees are encouraged to share the resources, for example, shared stationery stations for items that are not regularly needed. To enhance staff behaviour on waste reduction, there is no waste bin around the office. General waste is only centrally collected in the common area, and recycling bins of plastics and paper are provided to encourage recycling. We try to recycle as many furniture and equipment by making alternative use of them at other branches and office when a branch is closing down. For the year end 28th February 2021, total of 149.33 tonnes of wastes were generated and 0.75 tonnes of plastics bottles and paper were recycled, the intensity is 0.60 and 0.003 tonnes per staff respectively.

For hazardous waste, as the Company's business does not involve any industrial manufacturing activities, there is no significant generation of hazardous wastes. For general office hazardous wastes such as ink cartridge and fluorescent tube, we arrange suppliers and building management office for handling. Electronic wastes such as computers and servers are handled by the IT Division to properly delete the information stored in them before their disposal in accordance with internal regulations. During the year, there was no such disposal of electronic waste.

For the year ended 28th February 2021, the Company is not aware of any breach of laws or regulations relating to environmental protection.