



Roma Group Limited

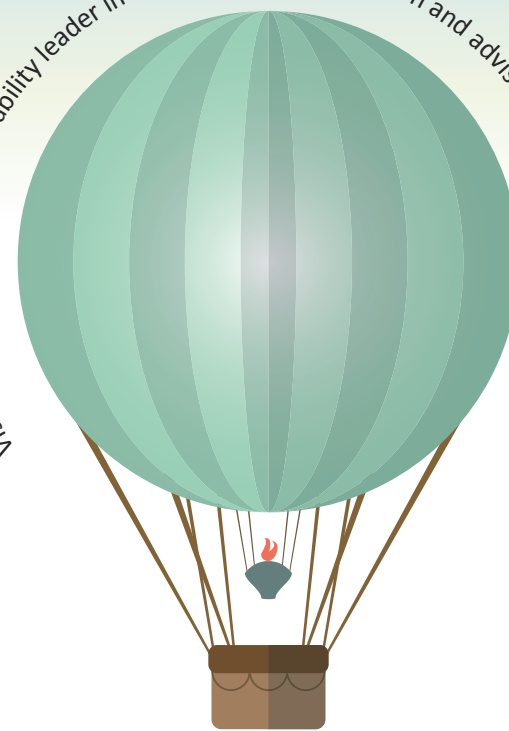
Incorporated in the Cayman Islands with limited liability
Stock Code: 8072



2017/2018 Environmental, Social and Governance Report



Vision: To become the sustainability leader in the industries of valuation and advisory services and financing services



To create value for our investors

Investors

To provide premium service to our customers

Customers

To let our employees reach their full potential

Employees

Mission

To give back to our environment and society

Environment and Society



The Achievements of Roma Group Limited in Corporate Sustainability



About this Report

INTRODUCTION

This Environment, Social and Governance Report (this “Report”) summarises the initiatives, plans and performance of Roma Group Limited (the “Company”, together with its subsidiaries, the “Group”, “Roma Group” or “we”) in environmental, social, and governance (“ESG”) aspects, and demonstrates its commitment to sustainable development.

The Group issues an Environmental, Social and Governance Report each year. This Report is the second ESG report published by the Group. The first ESG report for the year ended 31 March 2017 (“the year 2016/17”) was published in September 2017.

ABOUT THE GROUP

As a Hong Kong based company, Roma Group has been engaged in the provision of valuation and technical advisory services in Hong Kong under the brand “Roma” for over 10 years. Our major customers are companies listed on The Stock Exchange of Hong Kong Limited (the “Stock Exchange”). Roma Group provides a diverse spectrum of services to its clients, including but not limited to natural resources valuation and technical advisory services and various specialised valuation and consultancy services, including business and intangible assets valuation, financial instruments valuation, property valuation, work of art valuation, industrial valuation, financing service, purchase price allocation, corporate advisory, credit and risk evaluation, and ESG reporting and consulting services and financing services.

REPORTING SCOPE

This Report mainly covers our core business of two operations located in Hong Kong. This Report also covers its subsidiaries, including but not limited to the following entities covered in the consolidated financial statements of the organization, namely Roma Appraisals Limited, Roma Oil and Mining Associates Limited, Roma Surveyors and Property Consultants Limited, Roma Strategic Marketing Limited, Roma Credit and Risk Evaluation Limited, M Success Finance Limited and B.I. Appraisals Limited.

Unless otherwise specified, the Group obtained information on key performance indicators (“KPIs”) of ESG matters through the operation control mechanism of the Group. The Group will intensify its sustainability works in the future, and continue to expand its scope of disclosure when meaningful.

REPORTING FRAMEWORK

This Report was prepared and written in accordance with Appendix 20 Environmental, Social and Governance Reporting Guide (the “Reporting Guide”) to the Rules Governing the Listing of Securities on the GEM of Stock Exchange (“GEM Listing Rules”). This Report was also prepared in accordance with the “Core” option of the standards of Global Reporting Initiative (“GRI”).

The Group’s governance structure and practices has been set out on pages 18-28 of the 2017/18 annual report.

REPORTING PERIOD

This Report detailed the activities, challenges and measures taken by the Group with respect to ESG aspects for the year ended 31 March 2018 (the “Reporting Period”, “Year” or “year 2017/18”).

REVIEW, CONFIRMATION AND APPROVAL

This Report has undergone the internal audit process of Roma Group, and was reviewed by the audit committee of the Company (the “Audit Committee”).

CONTACT US

We welcome stakeholders to provide their opinions and suggestions. You can provide valuable advice in respect of the ESG report or our performance in sustainable development and email it to info@romagroup.com or esg@romagroup.com.



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Chairman's Statement

*Executive Director, Chief Executive Officer,
Chairman and Company Secretary*

Yue Kwai Wa Ken



On Behalf of Roma Group, I am pleased to present the second ESG report of the Group for the year ended 31 March 2018 which reviewed the Group's sustainable development performance in respect of corporate governance, environmental protection, employee care, service quality, and community engagement during the Year.

We have always incorporated the sustainable development philosophy into the Group's business strategy, and adhered to the "people-oriented" human resource management strategy and service strategy, as well as the "green operation" environmental protection strategy. We continuously provide premium services for various enterprises, and have begun to provide sustainable development advisory services during the Reporting Period. Pursuing the vision of "to become the sustainability leader in the industries of valuation and advisory services and financing services", we have incorporated sustainability elements into our daily operations, established best practices of sustainable development within the industry to continuously improve the Group's performance on ESG aspects, and established sustainable development principles and standards within the industries of valuation and advisory services and financing services with the Group as a model.

The publication of this Report is a milestone of the Group on the journey of sustainability. In addition to continuous disclosure of policies on various aspects in accordance with the Reporting Guide, disclosures on environmental KPIs under "Comply or Explain" provisions and meaningful social KPIs under "Recommended Disclosures" stated in the Reporting Guide are added in this Report. During the collection of KPIs, we have integrated the management system with respect to ESG matters into our internal control and risk management mechanism, thereby laying the foundation for constant improvement on our ESG performance.

CORPORATE GOVERNANCE

One of our missions is "to create value for our investors". As such, excellent corporate governance is an indispensable core part to the Group's sustainable development. We have established a sustainability taskforce ("Taskforce") which takes full responsibility for the Group's ESG matters. We communicate with stakeholders through various channels, and carry out materiality assessment to understand the opinions of various stakeholders on our ESG matters. Moreover, we recognize the importance of nurturing of the integrity culture within the Group, and maintain effective internal control mechanism and whistle-blowing policy.



 **EMPLOYEE CARE**

We are always committed to providing employees with attractive salaries, smooth promotion paths, and high-quality training while adhering to the principle of equal opportunities to make the Group the best platform for employees to achieve their potential, thereby fulfilling our mission of “to let our employees reach their full potential” and realizing the “people-oriented” human resource management strategy. During the Reporting Period, we provided employees with 434 hours of training, and internally promoted 14 employees, accounting for approximately 20.90%.

 **PRODUCT RESPONSIBILITY**

Pursuing our mission of “to provide premium services for our customers” and abiding by our “people-oriented” service strategy, we are always committed to enhancing our service quality. We provide a wide range of valuation and technical advisory services to customers, formulate stringent service quality control process and standards, endeavor to protect customers’ privacy and intellectual property rights, and communicate with customers through social media. We have served over 400 listed companies up to now, which demonstrates our achievement in providing high quality service.

 **ENVIRONMENTAL PROTECTION**

We are always committed to environmental protection based on our social responsibility as a corporate citizen and our strategic environmental policy of “green operation”. We have formulated environmental protection policies, reduced energy consumption, and reduced unnecessary business trips to reduce greenhouse gas (“GHG”) emissions. We are also committed to providing employees with sound working environment. During the Reporting Period, the GHG emissions were reduced by approximately 8.12% compared with the year 2016/17.

 **SUPPLY CHAIN MANAGEMENT**

We are also adhered to the principles of sustainable development in supply chain management. We adhere to the principles of “socially responsible procurement” and “local procurement”, taking into consideration the social and environmental impacts that suppliers may have and to support local employment. During the Reporting Period, our local procurement ratio was approximately 98.54%.

 **COMMUNITY PARTICIPATION**

We are always trying to fulfill our mission of “to give back to our environment and society” and have been proactively participating in charity events and making donations to create sustainable value for the community. During the Reporting Period, our total donation amounted to approximately HK\$30,000.

On behalf the board of directors of the Company (the “Board”) and the management team of the Company, I would like to express my sincere appreciation for the support of all employees, business partners, and customers over the past years. The Group will continue to plough ahead to make greater contribution to the sustainable development of the industries of valuation and advisory services and financing services in Hong Kong.

Roma Group Limited

Yue Kwai Wa Ken

*Executive Director, Chief Executive Officer,
Chairman and Company Secretary*



Stakeholder Engagement & Materiality Assessment

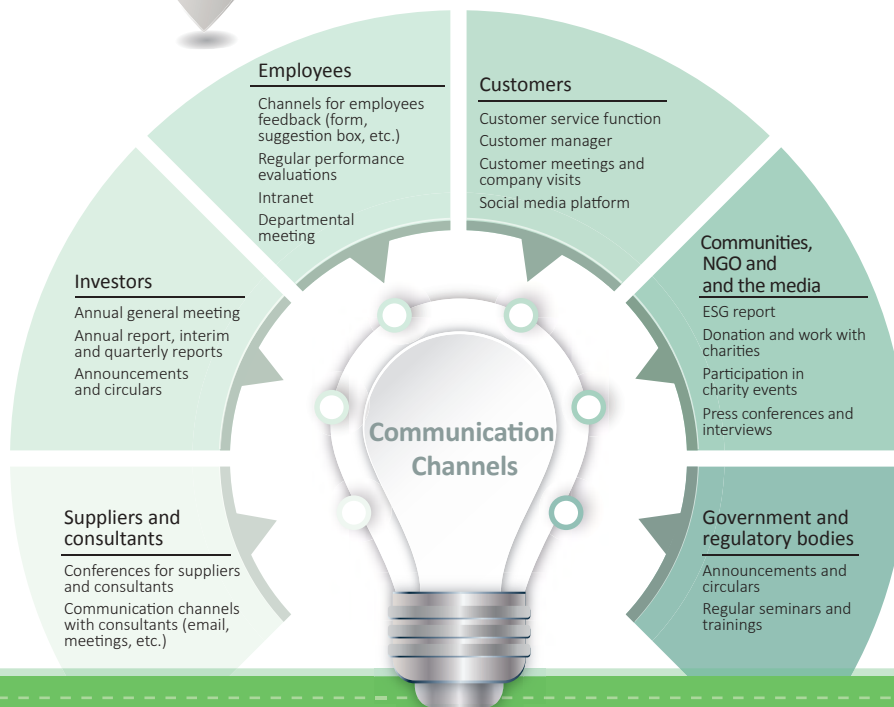
Stakeholder engagement is an important part of our establishment of internal control mechanism and reporting system regarding ESG matters. Therefore we are always proactively establishing communication channels with stakeholders, and performed materiality assessment during the Year to identify key ESG issues of the Group.



STAKEHOLDER ENGAGEMENT

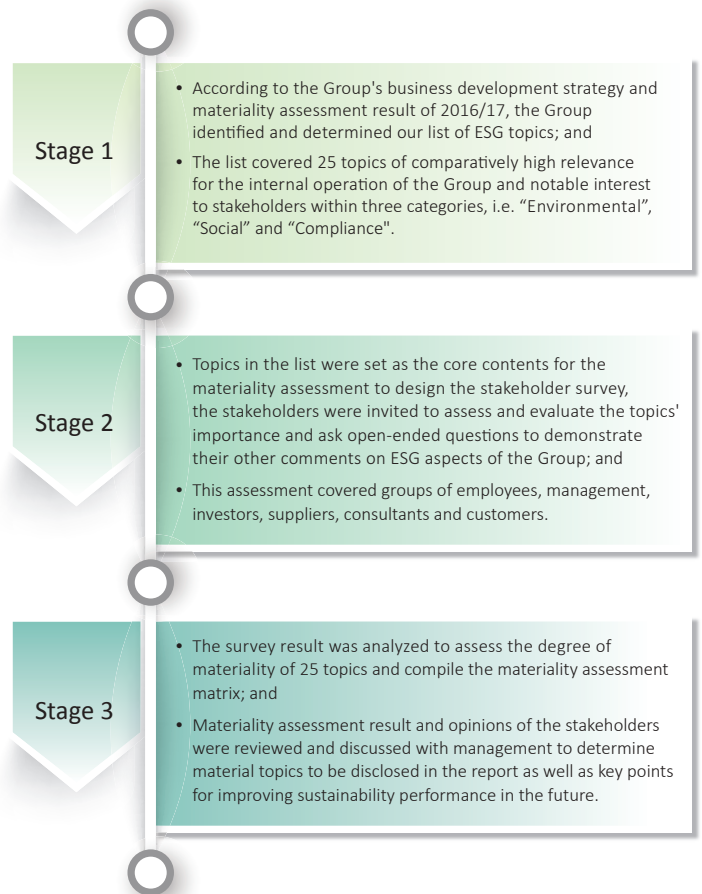
Stakeholders are directly related to the sustainable development of the Group, and therefore play a very important role in the establishment of the ESG management system and policy decision-making process of the Group. We take different stakeholders into consideration in a comprehensive manner, including individuals and organizations affecting or directly or indirectly affected by our business. We always maintain full communication with stakeholders, which helps us to assess the impact of our decision-making and internal control system for ESG matters, truly understand and promptly respond to their requirements, and timely adjust our direction of development.

The Group communicates with different stakeholders (including employees, investors, customers, suppliers and consultants, government and regulators, non-governmental organization (“NGO”), and the media) through different channels, and proactively responds to the opinions and requests of stakeholders in practice. The Group’s communication channels with major stakeholders are set out as follows:

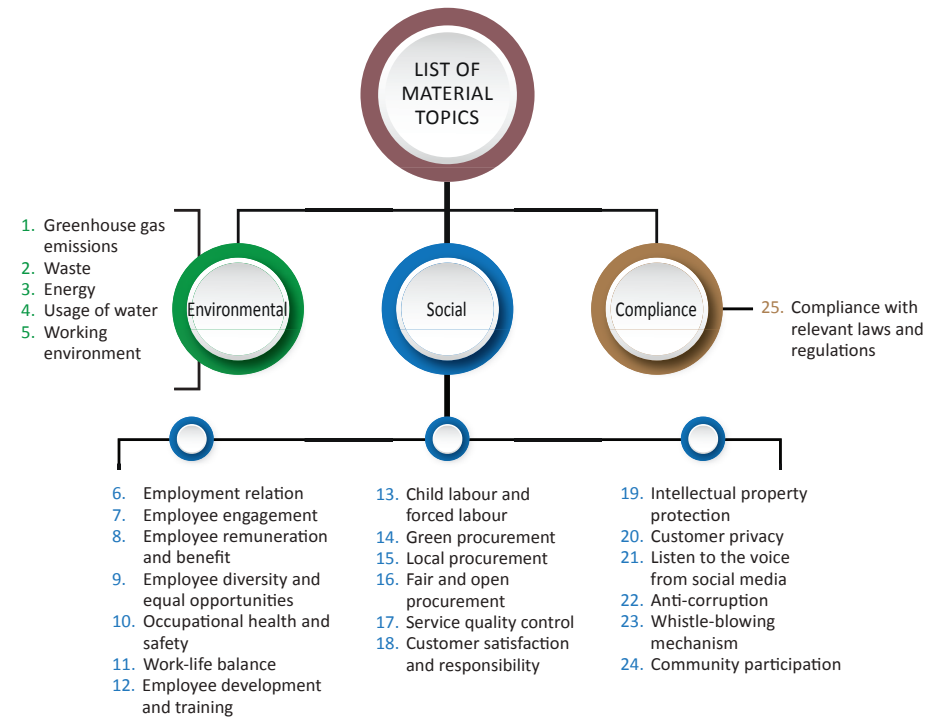
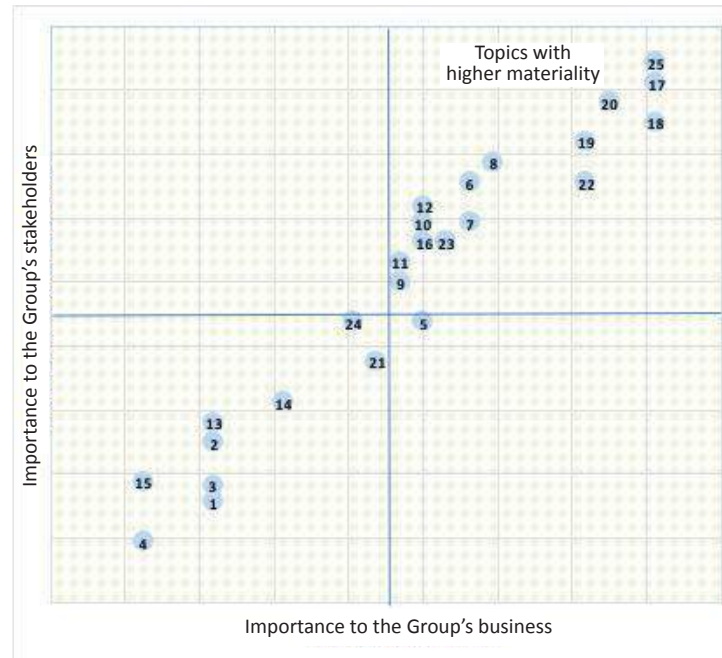


MATERIALITY ASSESSMENT

To better understand stakeholders’ opinions and expectations on the Group’s ESG performance, we have carried out the annual materiality assessment. The specific working process are shown as follows:



The diagram below is the materiality matrix of the Group for the Reporting Period. The issues covered in the upper right corner of the diagram are those having greater impacts on the Group's business and of which stakeholders are most concerned.



According to the results of the materiality assessment for the Reporting Period, the Group understood that the mostly concerned topics by stakeholders were employment relation, employee engagement, employee diversity and equal opportunity, occupational health and safety, work-life balance, fair and open procurement, employee remuneration and benefits, anti-corruption, intellectual property protection, service quality control, customer satisfaction and responsibility, customer privacy, whistle-blowing mechanism and compliance with relevant laws and regulations. In this Report, we responded to the opinions of relevant stakeholders and enhanced the level of disclosure of the Group's work and performance on relevant topics, and use the results as an important reference for its future ESG planning and the formulation of policies.

Based on the above materiality assessment results, we have set a series of short-term targets for KPIs of the Group's different ESG aspects to effectively implement the Group's ESG strategies. Such short-term targets are set out in the sections below.

During the Reporting Period, the Group confirmed that it has established appropriate and effective management policies and internal control systems for ESG issues, and confirmed that the information disclosed was in line with the requirements of the Reporting Guide.



Corporate Governance

We believe that maintaining excellent and efficient corporate governance is the key to the Group's continuing success as well as a core part of our commitment of "to create value for investors". We strictly abide by business ethics, continue to establish and improve for an effective ESG accountability mechanism, and adopt highly transparent operating structure. We also actively nurture the integrity culture within the Group and continue to regulate our business activities and internal operations to become an enterprise of integrity, fairness, and probity.



ESG MANAGEMENT STRUCTURE

As at the date of this Report, the Group has set up a Taskforce which comprises ESG team and core members from different departments of the Group. It is responsible for ESG issues of the Group and its monitoring thereof. Its functions include but not limited to:

- Formulating and reviewing the Group's responsibilities, visions, strategies, framework, principles, and policies on sustainability (including but not limited to ESG issues), and implementing relevant policies;
- Setting policy objectives, KPIs, and measures which match with the Group's operation and monitoring their effectiveness;
- Identifying sustainability issues arising from external development trends;
- Reviewing and monitoring sustainability policies to ensure their continuous effectiveness;
- Organizing employees to participate in ESG training;
- Preparing the Group's annual ESG report and submitting it to the Audit Committee of the Company and the Board; and
- Reporting to the Board the latest development of issues within its scope of function and power, where necessary.

The Group's ESG management structure is as follows:



The Board has established the general direction of the Group's ESG strategies, been responsible for decision making regarding ESG topics, and ensured the effectiveness of ESG risk management and internal control mechanism.



Anti-corruption

The Group aims to maintain the highest level of openness, integrity, and accountability, and expects all employees to abide by the highest level of ethics, personal and professional conduct. The Group does not tolerate any corruption, bribery, extortion, money-laundering, and other frauds in relation to business operations. The Group strictly abides by the Prevention of Bribery Ordinance of Hong Kong and other local laws and regulations on anti-corruption. We have taken the measures to nurture the integrity culture within the Group as shown in the right:

Internal Control

The Group has in place a stringent internal control mechanism. As early as 2013 when we listed on the GEM, we established the Audit Committee in accordance with the GEM Listing Rules, and set up internal audit function. The Audit Committee is directly authorized by the Board to check whether the Group's financial statements and accounts comply with the requirements of accounting standards, GEM Listing Rules and relevant laws and regulations.

In addition, the Group has formulated policies on conflict of interests, which are included in the staff handbook for employees to perform their duties with the highest level of integrity and professional attitude. Pursuant to our policies on conflict of interests, employees must report any activities and situations that may lead to conflict of interest to the human resource department and the management. The management determines whether such activities constitute a conflict of interest or are appropriate from the perspective of the Group, and provide action guidelines to the employees. Employees failing to report potential conflicts of interests may be subjected to disciplinary actions.

Whistle-blowing policy

The Group adopts a whistle-blowing policy to handle and prevent any corruption, conflict of interest, suspected or actual fraud, and other misconducts. The whistle-blower may directly send email to the chairman of the Audit Committee. The whistle-blower may elect to use an anonymous email address at his/her discretion to report the incidents. The whistle-blowing channel is also published on the Group's website. The chairman of the Audit Committee of the Company may request to convene Board meetings to investigate the reported incident. The Board may also decide whether to engage external consultants (including but not limited to lawyers and certified public accountants) to handle the incident. In addition, the policy also protects whistle-blowers from unfair treatment for the whistle-blowing and ensures that whistle-blowers will not be subjected to unjustified dismissal or disciplinary actions.

The Group's process for handling reports are as follows:



Corporate governance training

The Group also regularly invites representatives from regulators or professionals to hold lectures on corporate governance for the employees and management so that they may prevent any potential corruption by learning about the latest cases of corruption pitfall and cases of moral practices in corporate governance.

During the Reporting Period, the Group did not identify any material non-compliance with laws and regulations on prevention of bribery, extortion, fraud, and money laundering, nor any concluded legal cases regarding corrupt practices brought against the Group or our employees.

In future, we intend to maintain the high level of integrity in the Group, maintain compliance regarding anti-corruption, and keep the record of the Year of no concluded legal cases regarding corrupt practices brought against the Group or our employees.



Employee Care

As an enterprise engaging in the provision of valuation and technical advisory services and financing services, the Group understands that employees are our most important and valuable assets as well as one of the most critical elements for our lasting success in the future. As most of our operating activities are carried out by employees, our employees have direct impacts on the service quality. Therefore, we adhere to our mission of “to let our employees reach their full potential” and the “people-oriented” human resource management strategy. As such, we recruit talents, invest in the training and development of employees, provide smooth advancement paths, and create a safe, comfortable, and equal working environment as well as a unifying and harmonious corporate culture, allowing employees to utilise their strength and grow with Roma Group.

We proactively comply with local laws and regulations such as the Employment Ordinance of Hong Kong. In addition, the Group is subject to the Minimum Wage Ordinance and the Employees’ Compensation Ordinance. During the Reporting Period, the Group did not identify any material non-compliance with human resources related laws and regulations.

Our employees are mostly based in Hong Kong and have signed fixed employment contracts.



REMUNERATION AND BENEFIT

To attract and retain talents for the Group’s long-lasting and stable growth, we have developed a comprehensive remuneration, reward, and performance evaluation system.

The Group provides employees with competitive remuneration. We refer to the general industry practices and benchmark in the market to develop our remuneration system, which includes basic salary and rewards. The Group evaluates the salary level of the industry and the region, the changes in the Group’s development strategy, and the Group’s overall performance on an annual basis to make corresponding adjustments to employees’ remuneration. Employees’ remuneration is determined based on the employees’ personal performance, contribution to the Group, and the Group’s overall performance. The Group evaluates employees’ work performance at the end of each year and promotes and raises the remuneration of those with excellent evaluation results.

In addition, the Group provides comprehensive and considerate benefits for employees, including but not limited to:

- Annual leave of 10-18 days;
- Maternity leave and paternity leave;
- Mandatory Provident Fund;
- Study leave; and
- Paid sick leave;
- Bereavement leave;
- Reimbursement for medical expenses;
- Free snacks and drinks at employee lounge.



WORK-LIFE BALANCE

The Group recognizes the importance of maintaining employees' healthy lifestyle and values the balance between work and life. It allows employees to wind down after work to boost their morale, and maintains harmonious and cohesive relationships among employees. Accordingly, the Group proactively encourages employees to participate in employee networking events. During the Reporting Period, we organized the following events for employees in relation to work-life balance:

- Sports activities at spare time;
- Annual dinner and Christmas party;
- Birthday parties for employees; and
- Lunar new year party.



Birthday parties for employees



Annual dinner and Christmas party



COMMUNICATION WITH EMPLOYEES

The Group encourages the communication between employees and the management, and advocates the “Open Door” policy to encourage employees to ask questions, have discussion, and collaborate with the management to resolve problems, thereby creating a mutual-trust, cooperative, and equal atmosphere between employees and the management.

HEALTH AND SAFETY

The Group always recognizes the importance of employees’ occupational health and safety, and endeavors to provide employees with a safe and comfortable working environment and health-related benefits. We have developed our policy on health and safety in workplace in accordance with applicable Hong Kong laws, including but not limited to the Occupational Safety and Health Ordinance. Assessments on these policies are conducted on a regular basis so as to keep its standards updated and practical. For any potential problems that may jeopardize its employees’ health and safety, the Group implements protective and improving measures.

To ensure the health and safety of the Group’s employees, we have equipped our offices with first-aid boxes and other medical supplies. We also sent employees to complete the Hong Kong St. John Ambulance’s first-aid course for which they passed examinations and obtained first-aid certificates. With the above measures, the Group is capable of coping with any emergencies relating to employees’ health and safety to reduce the risk of accidents.

Moreover, the Group always provides employees with health-related benefits. We provide all employees with ergonomic chairs in the office so they work in the most healthy and comfortable manner. In addition, we provide employees with a certain amount of reimbursement for medical expenses on a monthly basis. By taking up a portion of the expenses, we alleviate the economic pressure on employees caused by medical expenses, thereby motivating employees to maintain their health.

During the Reporting Period, the Group did not record any work injury, therefore the number of lost days due to work injury is 0. Meanwhile, we did not record any accidents leading to fatality or serious physical injury, did not pay any claim or compensation to employees of the Group due to such accidents and did not identify any material non-compliance with laws and regulations on employee health and safety.

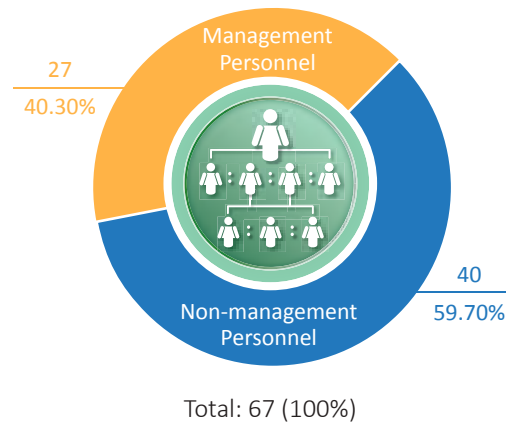


RECRUITMENT, PROMOTION AND DISMISSAL

The Group has established and been continuously improving the talent recruitment and selection system, and has established relevant systems to standardize our recruitment and dismissal process. In the recruitment process, we always adhere to the principle of fairness, openness, and impartiality. Recruitment is carried out through public channels such as newspapers, recruitment publications, Internet, the Labour Department and etc, and candidates are selected based on their merits through interviews and written tests. On the other hand, we enter into employment contracts with employees to comply with relevant requirements of the Employment Ordinance of Hong Kong. We apply stringent regulations on the recruitment process which require that dismissal process will only be started with a reasonable basis and no unjustifiable dismissal is allowed. A warning letter must be sent prior to the dismissal and official dismissal will only be considered in the situation that the employee fails to correct his/her problems after receiving the warning letter. In this way, employees' interests can be protected.

In addition, we have formulated and implemented a fair and open internal appraisal and promotion systems to carry out rigorous evaluation on employees' work performance and contribution to the Group. By rewarding those with excellent evaluation results with salary increment and promotion, we provide a smooth path of career advancement to competent employees, boost their morale, and explore their potential. We conduct a formal appraisal for employee performance at least once a year and also conduct informal evaluations. In the formal evaluation, we comprehensively and effectively evaluate the performance of employees. The evaluation scope includes but not limited to efficiency at work, quality of work, organizational capability, learning capability, problem-solving capability, personal quality, communication and team spirit, and innovative capability.

Rank ratio of the Group's employees (full-time) for the year 2017/2018¹



Number and percentage of employees internally promoted for the year 2017/2018



¹ Data as of 31 March 2018, prepared by the Human Resources Department of the Group.



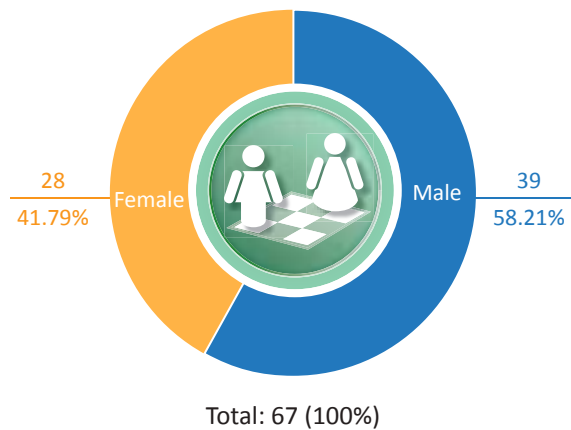
EQUAL OPPORTUNITY AND ANTI-DISCRIMINATION

The Group is committed to upholding the principle of equal opportunity and anti-discrimination in the aspects of recruitment, remuneration, training, and promotion. It includes the equal opportunity and anti-discrimination policy in the staff handbook to provide a working environment for employees free from any form of discrimination and sexual harassment. In strict compliance with relevant Hong Kong laws and regulations such as Sex Discrimination Ordinance, Disability Discrimination Ordinance, Family Status Discrimination Ordinance, and Race Discrimination Ordinance, the Group treats all employees fairly and impartially and does not tolerate any discrimination on age, gender, race, color, religion, nationality, disability, and family status. We require all employees to respect each other, and do not tolerate any form of discrimination within the Group (such as sexual harassment, verbal attack and assault for any aforementioned aspects). Any employee violating the equal opportunity and anti-discrimination policy is subjected to disciplinary actions up to termination. In this way, the Group exercises its diversity values and principle during operations to attract professionals from different background to join us.

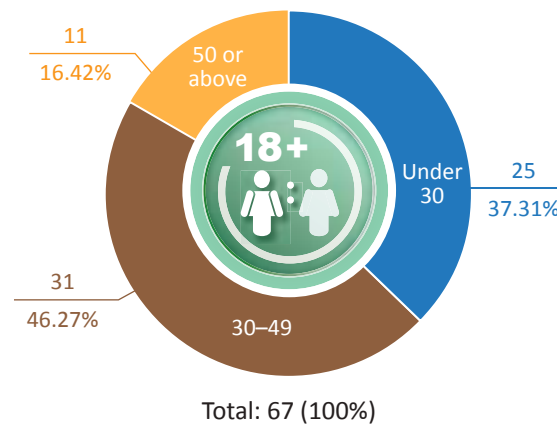
Moreover, we do not tolerate any form of sexual harassment in workplace. We have set out the policy on anti-sexual harassment at workplace in the staff handbook, which clearly defines sexual harassment and provides guidelines for employees to report sexual harassment cases when they encounter sexual harassment. Any employees violating the anti-sexual harassment policy is subjected to disciplinary actions up to termination of employment contract.

In addition, as at 31 March 2018, we had 2 part-time employees, both of whom were female.

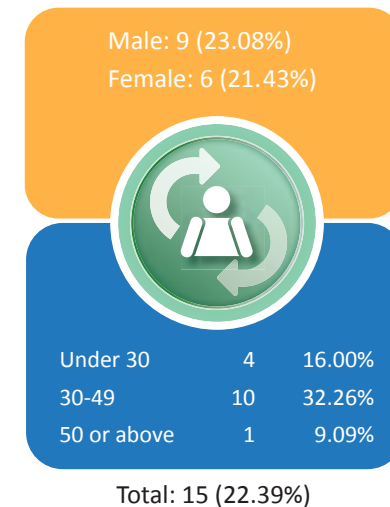
Gender ratio of the Group's employees (full-time) for the year 2017/18¹



Age ratio of the Group's employees (full-time) for the year 2017/18¹



Turnover number and turnover rate of the Group's employees (full-time) for the year 2017/18¹



¹ Data as of 31 March 2018, prepared by the Human Resources Department of the Group.



DEVELOPMENT AND TRAINING

The Group recognizes the great importance of development and training of its employees as we believe that the growth and fulfillment of the potential of our employees is the precondition for our sustainable development. We offer employees a series of internal training, including but not limited to, mentorship program, departmental training, seminars, on-the-job training and etc. On the other hand, we encourage our employees to participate in external training and certification exams by granting them study and examination leave and reimbursing them the expenses for attending external examinations.

The Group has designed a mentorship program to enable new employees to adapt to the Group's working environment as soon as possible. On the day of entry, the Human Resources Department assigns a mentor to the new employee and provides the new employee and his/her mentor each other's information such as name and contact information. The employee then keeps in touch with his/her mentor who reviews the employee's work performance at least once a year. The duties of a mentor include:

- Providing suggestions to the new employee on the work-related issues;
- Becoming a friend with the employee and helping him/her to integrate into the Group;
- Identifying the strengths and weaknesses of the employee and then helping him/her to improve his/her work performance; and
- Providing the new employee with challenges and opportunities to reach his/her potential.

In addition, each of the Group's departments has its own training programs, which are generally developed by department heads. Comparing with the training mode where training programs are developed by the management, the department heads can develop the training mode within the department to maintain the flexibility of the training time and content, and at the same time, it can better catering to the needs of employees. Contents of departments' internal training include but not limited to sharing of special cases by the business valuation department, sharing in relation to the Stock Exchange and sharing of different types of valuation as well as training on the use of software by the technical advisory department.



We plan to provide our staff with a more systematic training program in the next three years and to increase average training hours per employee to more than 7 hours per annum.

LABOUR STANDARDS

The Group is committed to maintaining ethical labour standards and undertakes not to employ child labour and forced labour. The Group is in strict compliance with relevant employment regulations including the Employment of Children Regulations and Employment of Young Persons (Industry) Regulations under the Employment Ordinance of Hong Kong.

During the recruitment process, the Group requires applicants to provide true and accurate personal information. Recruiters will carefully review such information including academic credentials and identity cards in order to prevent the employment of child labour. In addition, to avoid non-compliance with labour standards, employees of the Group overtime working is on a voluntary basis, which effectively protects their interests. Any violation will be dealt with according to the circumstances as clearly stated in the Group's staff handbook.

The Group also avoids engaging such suppliers and contractors known to employ child labour or forced labour in their operations to provide products and services. During the Reporting Period, the Group did not identify suppliers who employ child labour or arrange for young workers to carry out dangerous work or employ forced or compulsory labour.

During the Reporting Period, the Group did not identify any significant non-compliance with laws and regulations on prevention of child and forced labour.



Product Responsibility

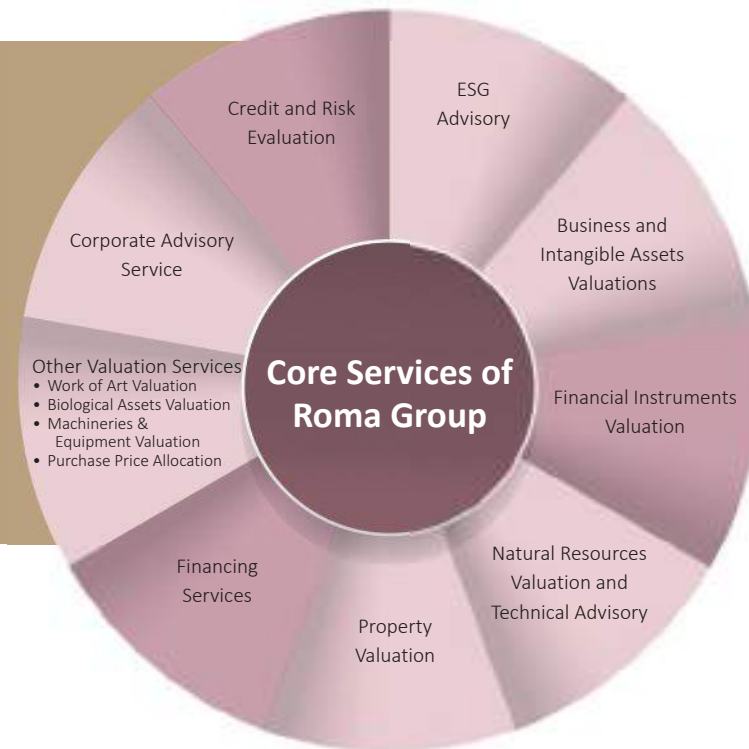
The Group understands that service quality is one of the key factors that drive our success in the industries of valuation and advisory services and financing services. We always adhere to the mission of “to provide premium service to our customers” and adopted a “people-oriented” service strategy in providing reliable, professional and premium valuation and technical advisory services to customers. We have set up stringent service quality control systems across all service departments, and assess potential environmental and social risks before entering into new markets. In addition, the senior management of our service departments have obtained related certification and qualifications, or are equipped with sufficient industry knowledge and experiences that are required to maintain the highest standard of service quality. We primarily provide the services as shown in the diagram at the right:



In addition, we always protect intellectual properties and customer privacy, and maintain the highest level of customer services. We have formulated related policies in these regards.

We will maintain our high service quality standards in future and keep our excellent track record of zero material service complaint.

During the Reporting Period, the Group strictly complied with the Copyright Ordinance, the Personal Data (Privacy) Ordinance, the Supply of Services (Implied Terms) Ordinance and other laws and regulations, and did not identify any material non-compliance with the laws and regulations in relation to the intellectual property, advertisement, labeling and privacy of the services provided. We have never received any verified complaint concerning infringement of customer privacy or loss of customer data.



SERVICE QUALITY

The Group's professional team has extensive experience and expertise and has participated in and completed many international valuation projects. We develop fair and accurate valuation plans for customers. Our professional valuation reports and technical advisory reports are widely recognized by the Stock Exchange, financial advisors, bankers, lawyers, auditors, and investors, among others, and conform to the accounting standards of Hong Kong and other regions of the world as well as related international standards, laws and regulations. Our professional team continuously improves itself and closely follows the latest developments and information in the industry and related financial institutions, so as to provide value-added services to customers and help customers to make the most reliable, insightful and forward-looking business decisions.

In addition, we started to explore ESG advisory services in response to market demands and the latest requirements of the Stock Exchange during the Reporting Period. We have a professional environmental advisory consultant team which has profound understanding of and practical experience regarding the Stock Exchange's ESG Reporting Guide and other international sustainability-related standards and guides, and therefore can provide ESG advisory and reporting preparation services according to enterprises' demands to help the enterprise meet the relevant compliance requirements. During the Reporting Period, we provided advisory and reporting preparation services to listed companies in the following industries, including but not limited to:

- Pharmaceutical and healthcare industry
- Construction industry
- Real estate industry
- Broadcasting industry
- Manufacturing industry
- Electronic product industry
- Agriculture industry
- Mining industry
- E-commerce and internet service industry
- Marketing service industry
- IT industry
- Financial service industry
- Investment and asset management industry
- Trading industry
- Media and advertising industry
- Education industry
- Textile and apparel industry

To ensure the quality of the Group's services and reports, the service departments have established a series of service quality control policies and processes as per industry standards, thereby ensuring the compliance, accuracy and expertise of the valuation reports and other reports provided by us. The following is an example of service quality control process:



The number of listed companies that we have served up to now exceeds **400**, reflecting our achievement in providing high quality services.

The Group understands that the expertise of our employees is the basis for our success in the industries of valuation and advisory services and financing services. Therefore, we hire employees with related professional qualifications and experiences. Meanwhile, we encourage our employees to obtain related professional qualifications to ensure our capabilities of providing high quality and professional services for customers.

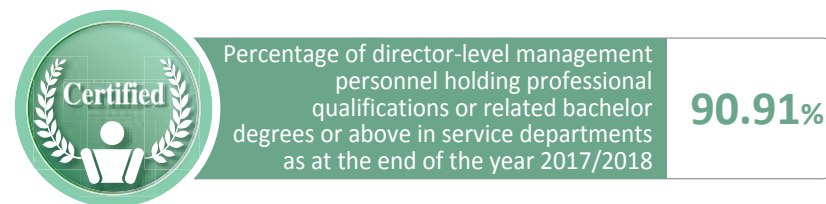


Most members of our management team have obtained related professional qualifications and held related bachelor degrees or above, including:

- Chartered Financial Analyst (CFA),
- Certified Public Accountant (CPA),
- Member of The Royal Institution of Chartered Surveyors (MRICS),
- Member of the Hong Kong Institute of Surveyors (MHKIS),
- Fellow of The Australasian Institute of Mining and Metallurgy (FAusIMM),
- Member of The Australasian Institute of Mining and Metallurgy (MAusIMM),
- Member of Australian Institute of Geoscientists (MAIG),
- Fellow of the Geological Society of London (FGSL),
- Member of International Society of Appraisers (Member of ISA),
- Chartered Global Management Accountant (CGMA),

Moreover, they have worked in their professional areas for many years and have extensive expertise and experiences.

During the Reporting Period, the professional qualifications of director-level management personnel of our service departments were as follows:



CUSTOMER SERVICE AND PRIVACY

Customers are the driving force behind the Group's sustainable business development and service quality assurance, so we value their feedback. Upon receiving customers' complaints, we swiftly handle related problems as soon as possible in accordance with relevant handling processes. The responsible teams take follow-up measures to promptly fix any underlying issues and win customers' trust. During the Reporting Period, the Group has never received any material complaint about our services. Regarding the complaints received from the clients, our handling methods are normally as follows: firstly, we explain the reasons behind the problems to customers, and then propose to the customers a timetable to fixing the problem timely.

In addition, the Group strives to protect customers' privacy during its operation. We actively comply with privacy-related laws and regulations in Hong Kong, including but not limited to the Personal Data (Privacy) Ordinance. We explicitly state confidentiality terms and privacy policy statements in our contracts to inform our customers the general policies and practices applicable to the collection, storage and use of personal data. Except for keeping customers' company names in our customer list for future commercial promotional purposes, we keep confidential for our conversations with customers, documents provided by customers and contents of reports (if not to be publicized), and strictly prohibit any disclosure of customer data to any third party.

INTELLECTUAL PROPERTY PROTECTION

The Group recognizes the importance of intellectual property protection. The staff handbook sets out our intellectual property policy and clearly defines the intellectual property relations between us and our employees, that is: all creations of employees (including trademarks, inventions, patents, designs and copyrights) during employment period are exclusively owned by the Group. Meanwhile, our intellectual property policy aims to protect third-party intellectual property and not infringe any third-party interests, especially intellectual property. In addition, we monitor the infringement actions in the market and combat any infringement behavior, such as counterfeit trademarks.

LISTENING TO THE VOICE FROM SOCIAL MEDIA

The Group actively communicates with customers, potential customers and the public via social media. We have official Facebook and LinkedIn accounts, and regularly publish articles and share our activities and recent updates on the official social media accounts to enhance our transparency and allow the public and customers to further understand our operations. Meanwhile, we aim to improve our service quality by listening to the feedback from customers and the public through social media.



LinkedIn account of the Group



Facebook account of the Group



Environmental Protection

The Group always adheres to the mission of “to give back to our environment and society”. We understand the potential impacts of our operating activities on the environment, so we actively fulfill our social responsibility of protecting the environment. We have developed and implemented environmental protection-related policies, and set up environmental protection-related internal control mechanism in our workplace and on our operating activities. We also actively implement related monitoring measures to introduce environment-friendly business practices into our operations while enhancing our employees’ awareness of environmental protection and complying with related laws and regulations.

Our environmental protection policies are aimed to apply the waste management and emission reduction principles of “Reduce”, “Reuse”, “Recycle” and “Replace” to minimize negative environmental impacts while ensuring that the disposal of waste and emissions comply with environmental protection principles. Meanwhile, we constantly pursue opportunities to devise and implement environmental protection measures within our policy framework, so as to boost our environmental performance by reducing consumption of energy and other resources.

In addition, the Group is committed to optimizing the use of resources in all business operations. To achieve higher energy efficiency and reduce unnecessary materials consumption, the Group has developed related policies and processes to manage the efficient use of resources.

Through various energy conservation and emission reduction measures, we believe we have set an example for fulfillment of corporate social responsibilities, and established a corporate image of promoting environmental protection and low-carbon operation.

During the Reporting Period, the Group strictly complied with local environmental laws and regulations, including but not limited to the Motor Vehicle Idling (Fixed Penalty) Ordinance, the Waste Disposal Ordinance and the Road Traffic Ordinance, and did not identify any material non-compliance with local environmental laws and regulations that has material impacts on the Group.



EXHAUST GAS EMISSION

Due to the business nature, the Group does not have any industrial production or any factory facilities, so our operations do not directly generate a large amount of exhaust gas emission.





GREENHOUSE GAS EMISSION

The GHG emissions of the Group primarily stem from petrol consumption from automobile transportation (Scope 1), indirect emissions produced by externally-purchased electricity consumed in offices (Scope 2), and indirect emissions produced by business travels (Scope 3). The Group has no GHG emissions produced by biological source. To reduce GHG emissions, the Group has actively taken electricity and energy-conservation measures and other emission-reduction measures, including:

- Actively adopting measures that are environment-friendly and help conserve energy and water. Related measures are described in the sections headed “Energy Consumption” and “Water Use and Sewage Discharge” in this chapter; and
- Encouraging our employees to replace business travels with telephone conference or video conference when appropriate to reduce related GHG emissions caused by the transportation required for business travels.

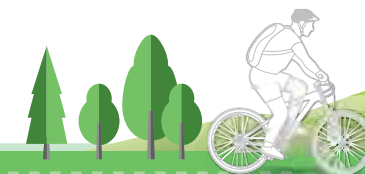
Overview of GHG Emissions				
2016/2017 ⁴		Year	2017/2018	
Emissions (tonnes)	Intensity — Total GHG Emissions per employee (tonnes/employee) ²	GHG Emissions Scope ¹	Emissions (tonnes)	Intensity — Total GHG Emissions per employee (tonnes/employee) ²
13.87	0.21	Direct GHG emissions (Scope 1) — Petrol Consumption	14.42	0.22
86.29	1.33	Indirect GHG emissions (Scope 2) — Electricity Consumption	86.33	1.29
62.26	0.96	Indirect GHG emissions (Scope 3) — Business Trips ³	48.48	0.72
162.42	2.50	Total GHG emissions (Scope 1, 2 and 3)	149.23	2.23

Notes:

1. The GHG emissions data is presented in CO₂ equivalents, and gases included in the calculation include carbon dioxide (CO₂) and methane (CH₄). The emissions data is provided with reference to documents including but not limited to GHG Protocol: Corporate Accounting and Reporting Standard issued by World Resources Institute and World Business Council for Sustainable Development, Sustainability Report 2017 issued by The Hongkong Electric Company Limited, and How to Prepare an ESG Report — Appendix 2: Reporting Guidance on Environmental KPIs issued by the Stock Exchange.
2. As at 31 March 2017, the Group had a total of 65 employees. As at 31 March 2018, the Group had a total of 67 employees. The data is also used in the intensity calculation for other environmental KPIs of the Group for the year 2017/2018.
3. Business trip data includes business trip reimbursed by the Group, but does not include business trip reimbursed by customers.
4. The year 2016/2017 is the benchmark year for the Group’s disclosure of GHG emissions. It is the year when the Group released its first ESG report.

Through the above GHG emissions reduction measures, the Group’s total GHG emissions for the year 2017/2018 declined by approximately 8.12% (representing 13.19 tonnes) as compared with that for the year 2016/2017, while the intensity of GHG emissions declined by approximately 10.8%. The reduction in GHG emissions was primarily due to a significant decline in business travel mileage. By encouraging employees to replace business travels with telecommunications, we reduced the Group’s total business travel mileage from 347,790 kilometers in the year 2016/17 to 270,845 kilometers in the year 2017/2018.

We aim to make continuous efforts to reduce the total GHG emissions intensity by at least 10% over the next three reporting years.



HAZARDOUS WASTE

Due to the business nature, the Group's operations do not directly generate hazardous waste.

NON-HAZARDOUS WASTE

The Group adheres to the waste management principles and is committed to properly processing and disposing the waste generated from its operations. The Group's waste management practices comply with related environmental laws and regulations. Non-hazardous waste generated by the operation of the Group primarily includes paper and other office items. During the Reporting Period, the Group's non-hazardous waste emissions are as follows:

In our operations, a relatively large amount of paper is consumed to print valuation and consultancy reports for review. Therefore, we have regularly monitored our paper consumption and implemented various consumption-reduction measures. As for waste management, it is a joint responsibility of our employees and designated property management staff. We are committed to maintaining a high standard for waste reduction and educating employees about the importance of waste reduction. We also provide supports to improve employees' skills and knowledge regarding waste reduction. In the meanwhile, we regularly monitor consumptions of paper and other office items. By applying the waste reduction principles of "Reduce", "Reuse", "Recycle" and "Replace", we have implemented related measures to reduce non-hazardous waste emissions. During the Reporting Period, the Group has adopted the following waste management and reduction measures:

Data on non-hazardous waste emissions of the Group for the year 2017/2018		
Type of non-hazardous waste	Emissions (Unit)	Intensity - Total non-hazardous waste emissions per employee (unit/employee)
Paper	94,000 Pages	1,402.99

- Setting up waste paper recycling boxes;
- Reducing paper consumption in workplace through duplex printing;
- Promoting the concept of "paperless office" by encouraging employees to use electronic means in relation to directories, forms and reports;
- Recycling used paper, cardboard box, envelopes and folders; and
- Encouraging employees to reuse waste paper for printing.

The Group's paper usage during the Reporting Period was the same as that during last year. In addition, through these waste management measures, employees' waste management awareness has been improved.



Paper recycling bin



Recycled paper



ENERGY CONSUMPTION

During daily operation, the Group's primary energy consumption is electricity consumption arising from operating activities and petrol consumption from automobile transportation. We have not used any renewable energy. During the Reporting Period, the Group's gasoline consumption and electricity consumption were:

Energy consumption and emissions data of the Group for the year 2017/2018		
Energy type	Consumption (Unit)	Intensity – Total energy consumption per employee (unit/employee)
Petrol	5,326 Litres	79.49
Electricity	109,275 kWh	1,630.97

The Group monitors the use of electricity, petrol and other types of energy, and calculates the usage amount on a monthly basis. It focuses on management of major sources of energy consumption to achieve energy efficiency. The Group has formulated a series of policies and measures to achieve electricity conservation and energy efficiency. The specific measures are as follows:

- Encouraging employees to switch off idle equipment (such as computers and lighting equipment) when the equipment is not in use or employees are getting off work;
- Monitoring energy consumption on a monthly basis and investigate any notable difference;
- Using the energy-efficient functions of office equipment and computers;
- Strengthening the maintenance and repair of equipment to keep electronic equipment at the best condition and achieve efficient use of energy;
- Maintaining cars and equipment regularly to prevent low-efficiency petrol consumption or abnormal operation; and
- Purchasing standard petrol for vehicles, and checking vehicles every year to ensure fulfillment of relevant emissions standards.

Through these energy saving measures, employees' energy saving awareness has been improved, and the total electricity use of each employee decreased by approximately 3%.

WATER USE AND SEWAGE DISCHARGE

Due to our business nature, we do not consume a large amount of water resources in our operation. Therefore, our operation does not generate a large amount of sewage. We encourage our employees to build up the habit of saving water. Accordingly, the Group has always promoted water conservation and posted water conservation slogans to remind employees to use water reasonably. The water supply and drainage facilities in our offices are managed by the property management company. Through these water saving measures, employees' water saving awareness has been improved.

Due to the business nature of the Group and primarily operating in Hong Kong, the Group does not need to consider the issue in sourcing water that is fit for purpose.

PACKAGING MATERIALS USE

Due to the business nature, the Group does not produce any finished product and does not have any industrial facilities, and therefore does not consume a significant amount of packaging materials in its daily operations.

WORKING ENVIRONMENT

The Group is committed to providing employees with a comfortable and green working environment to boost their working efficiency. The Group is also committed to maintaining sound orders and a hygienic and neat environment in the office area. The Group and the property management company's employees will inspect the office area from time to time, take preventative measures, and timely identify and fix problems and hazards to maintain a good working environment.

On the other hand, the Group regularly monitors and measures indoor air quality of the workplace. The Group manages to maintain sound indoor air quality and filter pollutants and dusts by adopting air cleaning equipment and regularly cleaning air-conditioning system at workplace.



Supply Chain Management

The Group's major suppliers include external business consultants, suppliers of office items and other services. With a mission of "to give back to our environment and society", we have recognised the great importance of the environmental and social risks in the supply chain, and adhered to the principle of "Socially Responsible Procurement" and "Local Procurement". We have established sound business practices in our supply chain to promote sustainability. The Group has a stringent supplier selection process and carries out due diligence and assessment on all suppliers before procurement to prevent environmental and social risks. Only qualified suppliers are included in our list of suppliers.

During the Reporting Period, there were no material change on the locations of the Group's primary suppliers, the supply chain structure and relationship with suppliers (including selection and termination).



SOCIALLY RESPONSIBLE PROCUREMENT

The Group implements the policy of "Socially Responsible Procurement". We assess suppliers' environmental and social performance in our procurement process and only purchase products that meet related environmental standards. In addition, we assess suppliers' compliance in environmental and social aspects to protect the environment and prevent social risks in the supply chain.

LOCAL PROCUREMENT

To give back to the society, the Group has adopted the policy of "Local Procurement". We strive to purchase from local suppliers in Hong Kong to create job opportunities for the local community, promote economic development and perform our social responsibilities.



¹ The Group's active suppliers in the year 2017/2018 include but not limited to suppliers, external business consultants and suppliers of other services and products selected for the Group's general and administrative expenditures.

FAIR AND OPEN PROCUREMENT

The Group has formulated policies to ensure suppliers compete in accordance with a fair and open mechanism. We strictly monitor and prohibit any kind of business bribery, and do not treat differently or discriminate against any supplier. We focus on the integrity of suppliers and partners and only choose to cooperate with suppliers and partners that have good track records and no material violation of laws or business ethics in the past.



Community Investment

The Group adheres to the mission of “to give back to our environment and society”. We believe the Group benefits from the overall social development and should give back to the society in return. We actively made donations to charitable organizations and participated in charity activities, and encouraged our employees to participate in social services to help the people in need. During the Reporting Period, the Group’s donations amounted to approximately HK\$30,000. During the Reporting Period, the Group participated in the charity activities as shown in the right.



The Society for the Relief of Disabled Children
– 2017 Charity Golf for Disabled Children

THE SOCIETY FOR THE RELIEF OF DISABLED CHILDREN — 2017 CHARITY GOLF FOR DISABLED CHILDREN

As one of the regular sponsors of the event, the Group continued to participate in the Charity Golf for Disabled Children organized by The Society for the Relief of Disabled Children in April 2017. Participants in the event competed on the golf course, enjoying a pleasant afternoon while doing good deeds.

JESSICA Run 2018

During the Reporting Period, in support of the JESSICA Run 2018, the Group has made donations to the event. Our colleagues participated in the Corporate Team Challenge charitable race. All the funds raised were donated to the “JESSICA Foundation”, “Women Helping Women Hong Kong”, “Society for Abandoned Animals”, “Sowers Action”, and “Make-A-Wish Hong Kong”.



JESSICA Run 2018



2018 Chinachem Run for Brightness

2018 CHINACHEM RUN FOR BRIGHTNESS

As a regular sponsor, the Group again sponsored Hong Kong Blind Sports Federation this year. During the Reporting Period, the Group donated approximately HK\$20,000, and sent employees to participate in 2018 Chinachem Run for Brightness and won the championship in the corporations’ race.

DONATING TO CROSS-STRAIT PEACEFUL DEVELOPMENT FEDERATION

The Group has long supported the cross-strait peaceful development and the cause of peaceful reunification of the Chinese mainland and Taiwan. As such, we donated approximately HK\$10,000 to the Cross-Strait Peaceful Development Federation during the Reporting Period to contribute to our motherland and the cross-strait peaceful development.



CONTENT INDEX OF THE ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORTING GUIDE OF THE STOCK EXCHANGE (“ESG CONTENT INDEX”)

Aspect, General Disclosure and KPI	Description	Section/Declaration	Page
Aspect A1: Emissions			
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	Environmental Protection	P. 22
KPI A1.1 (“Comply or explain”)	The types of emissions and respective emissions data.	Environmental Protection — Exhaust Gas Emission, Greenhouse Gas Emission	P. 22-23
KPI A1.2 (“Comply or explain”)	Total greenhouse gas emissions (in tonnes) and intensity.	Environmental Protection — Greenhouse Gas Emission	P. 23
KPI A1.3 (“Comply or explain”)	Total hazardous waste produced (in tonnes) and intensity.	Environmental Protection — Hazardous Waste (not applicable — explained)	P. 24
KPI A1.4 (“Comply or explain”)	Total non-hazardous waste produced (in tonnes) and intensity.	Environmental Protection — Non-hazardous Waste	P. 24
KPI A1.5 (“Comply or explain”)	Description of measures to mitigate emissions and results achieved.	Environmental Protection — Greenhouse Gas Emission	P. 23
KPI A1.6 (“Comply or explain”)	Description of how hazardous and non-hazardous waste are handled, reduction initiatives and staff awareness.	Environmental Protection — Non-hazardous Waste	P. 24
Aspect A2: Use of Resources			
General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials.	Environmental Protection	P. 22
KPI A2.1 (“Comply or explain”)	Total direct and/or indirect consumption by type and intensity.	Environmental Protection — Energy Consumption	P. 25
KPI A2.2 (“Comply or explain”)	Total water consumption and intensity.	Environmental Protection — Water Use and Sewage Discharge (not applicable — explained)	P. 25
KPI A2.3 (“Comply or explain”)	Description of energy use efficiency initiatives and staff awareness.	Environmental Protection — Energy Consumption	P. 25
KPI A2.4 (“Comply or explain”)	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and staff awareness.	Environmental Protection — Water Use and Sewage Discharge	P. 25
KPI A2.5 (“Comply or explain”)	Total packaging material used for finished products (in tonnes) and with reference to per unit produced.	Environmental Protection — Packaging Materials Use (not applicable — explained)	P. 25
Aspect A3: The Environment and Natural Resources			
General Disclosure	Policies on minimising the issuer’s significant impact on the environment and natural resources.	Environmental Protection — Working Environment	P. 22, 25
KPI A3.1 (“Comply or explain”)	Description of the significant impacts of operation activities on the environment and natural resources and the actions taken to manage them.	Environmental Protection — Working Environment	P. 25
Aspect B1: Employment			
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	Employee Care	P. 12
KPI B1.1 (“Recommended Disclosure”)	Total workforce by gender, employment type, age group and geographical region.	Employee Care — Recruitment, Promotion and Dismissal, Equal Opportunity and Anti-discrimination	P. 15-16
KPI B1.2 (“Recommended Disclosure”)	Employee turnover rate by gender, age group and geographical region.	Employee Care — Equal Opportunity and Anti-discrimination	P. 16



ESG CONTENT INDEX (CONT'D)

Aspect, General Disclosure and KPI	Description	Section/Declaration	Page
Aspect B2: Health and Safety			
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	Employee Care — Health and Safety	P. 14
KPI B2.1 (“Recommended Disclosure”)	Number and rate of work-related fatalities.	Employee Care — Health and Safety	P. 14
KPI B2.2 (“Recommended Disclosure”)	Lost days due to work injury.	Employee Care — Health and Safety	P. 14
KPI B2.3 (“Recommended Disclosure”)	Description of occupational health and safety measures adopted, how they are implemented and monitored.	Employee Care — Health and Safety	P. 14
Aspect B3: Development and Training			
General Disclosure	Policies on improving employees’ knowledge and skills for discharging duties at work. Description of training activities.	Employee Care — Development and Training	P. 17
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 or forced labour.	Employee Care — Labour Standards	P. 17
KPI B4.1 (“Recommended Disclosure”)	Description of measures to review employment practices to avoid child and forced labor.	Employee Care — Labour Standards	P. 17
KPI B4.2 (“Recommended Disclosure”)	Description of steps taken to eliminate such practices when discovered.	Employee Care — Labour Standards	P. 17
Aspect B5: Supply Chain Management			
General Disclosure	Policies on managing environmental and social risks of the supply chain.	Supply Chain Management	P. 26
KPI B5.1 (“Recommended Disclosure”)	Number of suppliers by region.	Supply Chain Management — Local Procurement	P. 26
KPI B5.2 (“Recommended Disclosure”)	Description of practices relating to engaging supplies, number of supplies where the practices are being implemented, how they are implemented and monitored.	Supply Chain Management — Socially Responsible Procurement, Local Procurement, Fair and Open Procurement	P. 26
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.	Product Responsibility	P. 18
KPI B6.2 (“Recommended Disclosure”)	Number of products and service related complaints received and how they are dealt with.	Product Responsibility — Customer Service and Privacy	P. 21
KPI B6.3 (“Recommended Disclosure”)	Description of practices relating to observing and protecting intellectual property rights.	Product Responsibility — Intellectual Property Protection	P. 21
KPI B6.4 (“Recommended Disclosure”)	Description of quality assurance process and recall process.	Product Responsibility — Service Quality	P. 19-20
KPI B6.5 (“Recommended Disclosure”)	Description of consumer data protection and privacy policies, how they are implemented and monitored.	Product Responsibility — Customer Service and Privacy	P. 21
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.	Corporate Governance — Anti-corruption	P. 11
KPI B7.1 (“Recommended Disclosure”)	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.	Corporate Governance — Anti-corruption	P. 11
KPI B7.2 (“Recommended Disclosure”)	Description of preventive measures and whistle-blowing process, how they are implemented and monitored.	Corporate Governance — Anti-corruption	P. 11
Aspect B8: Community Investment			
General Disclosure	Policies on community engagement to understand the needs of the communities, where the issuer operates and to ensure its activities take into consideration the communities’ interests.	Community Investment	P. 27
KPI B8.1 (“Recommended Disclosure”)	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	Community Investment	P. 27
KPI B8.2 (“Recommended Disclosure”)	Resources contributed (e.g. money or time) to the focus area.	Community Investment	P. 27



CONTENT INDEX OF THE CONSOLIDATED SET OF GRI SUSTAINABILITY REPORTING STANDARDS OF THE GLOBAL REPORTING INITIATIVE (“GRI CONTENT INDEX”)

GRI reporting elements and standards	Report section/Remark	Level of disclosure	Page
GRI 102: Common reporting elements (2016)			
Organisation profile			
102-1	Name of the Organisation	About this Report — Introduction	Fully disclosed P.4
102-2	Activities, brands, products, and services	About this Report — About the Group	Fully disclosed P.4
102-3	Location of headquarters	GRI Content Index ¹	Fully disclosed P.30
102-4	Location of operations	GRI Content Index ¹	Fully disclosed P.30
102-5	Ownership and legal form	Cover	Fully disclosed P.1
102-6	Markets served	About this Report — About the Group	Fully disclosed P.4
102-7	Scale of the organisation	About this Report — Reporting scope Employee Care — Equal Opportunity and Anti-discrimination, Product Responsibility, GRI Content Index ²	Fully disclosed P.4,16 18,30
102-8	Information on employees and other workers	Employee Care	Fully disclosed P.12, 16
102-9	Supply chain	Supply Chain Management	Fully disclosed P.26
102-10	Significant changes in organization and its supply chain	Supply Chain Management, GRI Content Index ¹	Fully disclosed P.26, 30
102-11	Precautionary principle or approach	Product Responsibility — Service Quality	Fully disclosed P.19
102-12	External initiatives	Not included — not applicable (no participation in external ESG initiatives)	N/A
102-13	Membership in associations	Not included — not applicable (no membership of any associations)	N/A
Strategy			
102-14	Statement from senior decision-maker	Chairman’s Statement	Fully disclosed P.6-7
Ethics and integrity			
102-16	Values, principles, standards and norms of behavior	Mission and Vision, Chairman’s Statement	Fully disclosed P.2, 6-7
Corporate governance			
102-18	Governance structure	About this Report — Reporting Framework, Corporate Governance — ESG Management Structure	Fully disclosed P.4,10

GRI reporting elements and standards	Report section/Remark	Level of disclosure	Page
Stakeholder Engagement			
102-40	List of stakeholder groups	Stakeholder Engagement and Materiality Assessment — Stakeholder Engagement	Fully disclosed P.8
102-41	Collective bargaining agreements	Not included — not applicable (no collective bargain agreements)	N/A
102-42	Identifying and selecting of stakeholders	Stakeholder Engagement and Materiality Assessment — Stakeholder Engagement	Fully disclosed P.8
102-43	Approach to stakeholder engagement	Stakeholder Engagement and Materiality Assessment — Stakeholder Engagement, Materiality Assessment	Fully disclosed P.8-9
102-44	Key topics and concerns raised	Stakeholder Engagement and Materiality Assessment — Materiality Assessment	Fully disclosed P.8-9
Reporting practice			
102-45	Entities included in the consolidated financial statements	About this Report — Reporting Scope, GRI Content Index ³	Fully disclosed P.4,30
102-46	Defining report content and topic boundaries	Stakeholder Engagement and Materiality Assessment — Materiality Assessment	Fully disclosed P.8-9
102-47	List of material topics	Stakeholder Engagement and Materiality Assessment — Materiality Assessment	Fully disclosed P.9
102-48	Restatements of information	Not included — not applicable (no information restatement)	N/A
102-49	Changes in reporting	Chairman’s Statement, Stakeholder Engagement and Materiality Assessment — Materiality Assessment	Fully disclosed P.6 8-9
102-50	Reporting period	About this Report — Reporting Period	Fully disclosed P.4
102-51	Date of most recent report	About this Report — Introduction	Fully disclosed P.4
102-52	Reporting cycle	About this Report — Introduction	Fully disclosed P.4
102-53	Contact point for questions regarding the report	About this Report — Contact Us	Fully disclosed P.4
102-54	Claims of reporting in accordance with the GRI Standards	About this Report — Reporting Framework	Fully disclosed P.4
102-55	GRI content index	GRI Content Index	Fully disclosed P.30-31
102-56	External assurance	Not included — not applicable (no external assurance) ⁴	P.30

¹ The Group’s principal place of business is located in 22/F., China Overseas Building, 139 Hennessy Road, Wanchai, Hong Kong (relocated to there on 10 June 2017). The Group operates in two countries and conducts its principal business in Hong Kong. For changes in the Group’s share capital structure for the year ended 31 March 2018, please refer to page 89 of our 2017/18 Annual Report.

² As at 31 March 2018, the Group’s total assets were approximately HK\$837,776,000, total liabilities were approximately HK\$129,082,000, and net assets were approximately HK\$708,694,000. For the year ended 31 March 2018, the Group’s total revenue was approximately HK\$65,140,000.

³ For all entities covered by the Group’s consolidated financial statements, please refer to pages 96-97 of our 2017/18 Annual Report.

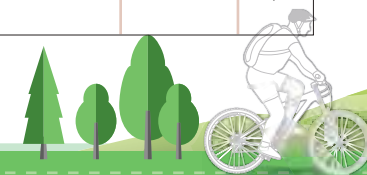
⁴ The ESG data and information provided have not been verified by an independent third party. We have relied on internal data monitoring and verification of samples of data to ensure accuracy.



GRI CONTENT INDEX (CONT'D)

GRI reporting elements and standards	Report section/Remark	Level of disclosure	Page
GRI 205: Fight with corruption			
103 Management approaches	Stakeholder Engagement and Materiality Assessment — Materiality Assessment, Corporate Governance — ESG Management Structure, Anti-corruption	Fully disclosed	P.9-11
205-03 Confirmed incidents of corruption and actions taken	Corporate Governance — Anti-corruption	Fully disclosed	P.11
GRI 302: Energy			
103 Management approaches	Stakeholder Engagement and Materiality Assessment — Materiality Assessment, Corporate Governance — ESG Management Structure, Environmental Protection	Fully disclosed	P.9-10, 22
302-01 Energy consumption within the organisation	Environmental Protection — Energy Consumption	Partly disclosed	P.25
302-03 Energy intensity	Environmental Protection — Energy Consumption	Fully disclosed	P.25
GRI 305: Emissions			
103 Management approaches	Stakeholder Engagement and Materiality Assessment — Materiality Assessment, Corporate Governance — ESG Management Structure, Environmental Protection	Fully disclosed	P.9-10, 22
305-01 Direct (Scope 1) GHG emissions	Environmental Protection — Greenhouse Gas Emission	Fully disclosed	P.23
305-02 Energy indirect (Scope 2) GHG emissions	Environmental Protection — Greenhouse Gas Emission	Fully disclosed	P.23
305-03 Other indirect (Scope 3) GHG emissions	Environmental Protection — Greenhouse Gas Emission	Fully disclosed	P.23
305-04 GHG emissions intensity	Environmental Protection — Greenhouse Gas Emission	Fully disclosed	P.23
305-05 Reduction of GHG emissions	Environmental Protection — Greenhouse Gas Emission	Fully disclosed	P.23
GRI 307: Compliance with environmental requirements			
103 Management approaches	Stakeholder Engagement and Materiality Assessment — Materiality Assessment, Corporate Governance — ESG Management Structure, Environmental Protection	Fully disclosed	P.9-10, 22
307-01 Non-compliance with environmental laws and regulations	Environmental Protection	Fully disclosed	P.22
GRI 401: Employment			
103 Management approaches	Stakeholder Engagement and Materiality Assessment — Materiality Assessment, Corporate Governance — ESG Management Structure, Employee Care	Fully disclosed	P.9-10, 12
401-01 Newly employee achieves and employee turnover	Employee Care — Equal Opportunity and Anti-discrimination	Partly disclosed	P.16
401-02 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Employee Care — Remuneration and Benefit	Fully disclosed	P.12
GRI 403: Health and safety			
103 Management approaches	Stakeholder Engagement and Materiality Assessment — Materiality Assessment, Corporate Governance — ESG Management Structure, Employee Care — Health and Safety	Fully disclosed	P.9-10, 14
403-02 Types of injury and rates of injury, occupational diseases, and number of work-related fatalities	Employee Care — Health and Safety	Fully disclosed	P.14

GRI reporting elements and standards	Report section/Remark	Level of disclosure	Page
GRI 404: Training and education			
103 Management approaches	Stakeholder Engagement and Materiality Assessment — Materiality Assessment, Corporate Governance — ESG Management Structure, Employee Care — Development and Training	Fully disclosed	P.9-10, 17
404-01 Average hours of training per year per employee	Employee Care — Development and Training	Partly disclosed	P.17
404-02 Programs for upgrading employee skills and transition assistance programs	Employee Care — Development and Training	Partly disclosed	P.17
GRI 405: Diversity and equal opportunity			
103 Management approaches	Stakeholder Engagement and Materiality Assessment — Materiality Assessment, Corporate Governance — ESG Management Structure, Employee Care — Equal Opportunity and Anti-discrimination	Fully disclosed	P.9-10, 16
405-01 Diversity of governance bodies and employees	Employee Care — Equal Opportunity and Anti-discrimination	Partly disclosed	P.16
GRI 408: Child labour			
103 Management approaches	Stakeholder Engagement and Materiality Assessment — Materiality Assessment, Corporate Governance — ESG Management Structure, Employee Care — Labour Standards	Fully disclosed	P.9-10, 17
408-01 Operations and suppliers at significant risk for incidents of child labour	Employee Care — Labour Standards	Fully disclosed	P.17
GRI 409: Forced or compulsory labour			
103 Management approaches	Stakeholder Engagement and Materiality Assessment — Materiality Assessment, Corporate Governance — ESG Management Structure, Employee Care — Labour Standards	Fully disclosed	P.9-10, 17
409-01 Operations and suppliers at significant risk for incidents forced or compulsory labour	Employee Care — Labour Standards	Fully disclosed	P.17
GRI 418: Customer privacy			
103 Management approaches	Stakeholder Engagement and Materiality Assessment — Materiality Assessment, Corporate Governance — ESG Management Structure, Product Responsibility — Customer Service and Privacy	Fully disclosed	P.9-10, 21
418-01 Complaints concerning breaches of customer privacy and losses of customer data	Product Responsibility — Customer Service and Privacy	Fully disclosed	P.21
GRI 419: Socioeconomic Compliance			
103 Management approaches	Stakeholder Engagement and Materiality Assessment — Materiality Assessment, Corporate Governance — ESG Management Structure	Fully disclosed	P.9-10
419-01 Non-compliance with laws and regulations in the social and economic area	Corporate Governance — Anti-corruption, Employee Care, Product Responsibility, Environmental Protection	Fully disclosed	P.11,12, 18,22





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