



CCTI FORTIS

中 建 富 通 集 團 有 限 公 司

Stock Code : 138

ENVIRONMENTAL,
SOCIAL AND
GOVERNANCE REPORT
2024

Environmental, Social and Governance Report

ABOUT THIS REPORT

CCT Fortis Holdings Limited (the “**Company**” and its subsidiaries, the “**Group**”) regards sustainability as one of core strategies in maintaining and developing the Company for the long-term initiatives and performance and its efforts in fulfilling environmental social responsibility will contribute to the long-term values to the Company and the community in which it operates.

In this annual environmental, social and governance (“**ESG**”) report (“**this Report**”), the Company mainly focuses on the disclosure of environmental and social matters. For the corporate governance matter, which is stated separately in the section of “Corporate Governance Report” in the Company’s annual report for the year ended 31 December 2024 (the “**Annual Report 2024**”) published in April 2025.

REPORTING PRINCIPLES

This Report was prepared in accordance with the mandatory disclosure requirements and “comply or explain” provisions of the ESG Reporting Code (the “**ESG Code**”) as set out in Appendix C2 to the Rules Governing the Listing of Securities (the “**Listing Rules**”) on The Stock Exchange of Hong Kong Limited (the “**Stock Exchange**”) based on the four (4) reporting principles of materiality, quantitative, balance and consistency as outlined in the ESG Code.

Reporting Principles	
Materiality	The Group communicated with its internal and external key stakeholders through various channels to understand their opinions. Material ESG issues were identified and prioritised with its significant stakeholders for disclosure.
Quantitative	The Group accounted for and disclosed key performance indicators (“ KPI(s) ”) in quantitative terms for proper evaluation of effectiveness of ESG policies and actions.
Balance	This Report aimed to disclose data in an objective and impartial way in order to provide the Group’s stakeholders with a balanced overview of the overall ESG performance.
Consistency	The Group adopted consistent statistical measurement methodology and presentation of KPIs to achieve meaningful data comparison of ESG performance over time whenever practicable with updates disclosure.

It is recommended that this Report is read in conjunction with the Company’s 2024 annual report, in particular the sections of the corporate governance report, directors’ report and sustainable operations and development.

This Report has been reviewed and approved by the board (the “**Board**”) of the directors (the “**Director(s)**”) of the Company on 31 March 2025.

REPORTING PERIOD

The reporting period of this Report is from 1 January 2024 to 31 December 2024 (the “**Reporting Period**”).



ESG MANAGEMENT STRUCTURE

The Board is responsible for overall direction of the Group's ESG strategy and reporting and ensures its effectiveness of the ESG risk management and internal control systems are in place. The Board adopts a top-down ESG governance structure. The management and employees, who have in-depth knowledge on the Group's business operations are responsible for gathering ESG-related information on the Group to compile this Report.

REPORTING SCOPE

During the Reporting Period, the Group's principal businesses were (i) property development; (ii) securities business; (iii) Blackbird's multi-faceted automotive business and investment in valuable collection; and (iv) cultural entertainment business.

Unless otherwise indicated, this Report primarily covers companies with substantial effect to the financial performance of the Group and actual operational units or outlets and its offices located in Hong Kong. The reporting scope in this Report is largely consistent with those included in the last ESG report published by the Company, except for Silly Thing Group Limited and its subsidiaries (the "**Silly Thing Group**") were excluded from the reporting scope of this Report due to the Company's disposal of the Silly Thing Group in June 2024.

For the convenience of comparison, some data are cited from the previous ESG report where the reporting period was from 1 January 2023 to 31 December 2023.

The information disclosed in this Report is derived from the Group's internal statistical results from various departments and operational units or outlets.

BOARD'S STATEMENT

During the Reporting Period and as at 31 December 2024, to the best of the Directors' knowledge, information and belief after having made all reasonable enquiries, no member of the Group had been involved in any material breach, or non-compliance, with any applicable environmental laws or regulations, or laws or regulations relating to employment, employees' health and safety, labour standards, products and services responsibility or corruption that had a significant impact on the Company or the Group.

HOW TO OBTAIN THIS REPORT

To reduce paper waste, this Report is published in electronic format, which is available for inspection on the respective websites of the Stock Exchange at www.hkexnews.hk and the Company at www.cct-fortis.com in the sub-section of "Corporate Social Responsibility Reports" under the section of "Investor Information".

STAKEHOLDERS' FEEDBACK

The Group welcomes any feedback from stakeholders. Please feel free to provide valuable views and suggestions on this Report through email to cctinfo@cct.com.hk or mail to Floor 26A, Fortis Tower, 77-79 Gloucester Road, Hong Kong.



STAKEHOLDERS' ENGAGEMENT

As stakeholders' engagement is an integral part in the Group's continuous advancement of sustainability development and performance, the Group values and cherishes all its stakeholders and respects their valuable feedbacks and expectations on its business operations and ESG affairs.

Based on the Group's business scope, the Group has identified its internal and external key stakeholders, including its shareholders or investors, customers, employees, bankers, landlords, suppliers as well as government authorities and regulatory bodies.

Through the following stakeholders' engagement and diverse communication channels, the Group incorporates the issues of concerns to each stakeholder group as follows:

Stakeholder Groups	Major Channels for Communication Channels	Issues Concerned
Shareholders or Investors	<ul style="list-style-type: none"> Annual general meetings and special general meetings Annual and interim reports Announcements and circulars Website 	<ul style="list-style-type: none"> Economic performance Corporate governance Compliance operations Anti-corruption Employment and labour standards
Customers	<ul style="list-style-type: none"> Activities for customers Customer service centers Website 	<ul style="list-style-type: none"> Product quality and customer service Customer satisfaction and complaint Protect consumer information Security and privacy
Employees	<ul style="list-style-type: none"> Employee communication channels (e.g. internal emails and memorandum) Regular management communication and performance appraisals Staff training Leisure activities 	<ul style="list-style-type: none"> Staff welfare Labour standards Staff safety and health Staff training and promotion
Bankers	<ul style="list-style-type: none"> Visits Correspondences 	<ul style="list-style-type: none"> Economic performance Corporate governance Compliance operations Anti-corruption
Landlords	<ul style="list-style-type: none"> Visits Correspondences 	<ul style="list-style-type: none"> Economic performance Compliance operations
Suppliers	<ul style="list-style-type: none"> Product launch briefings Visits Correspondences 	<ul style="list-style-type: none"> Supply chain management Protection of intellectual property rights Anti-corruption
Government Authorities and Regulatory Bodies	<ul style="list-style-type: none"> Laws, regulations and practices On-site inspection Correspondences Annual and interim reports Announcements and circulars Website 	<ul style="list-style-type: none"> Compliance with statutes Anti-corruption Employment and labour standards Shareholders' rights Environmental protection



OVERVIEW OF MATERIAL ESG ASPECTS

Materiality Assessment

The Group is committed to making eager efforts to have an accessible and clear dialogue with collaboration and continuous support from its internal and external key stakeholders, including its shareholders or investors, customers, employees, bankers, landlords, suppliers as well as government authorities and regulatory bodies. The Group engages its key stakeholders through diversified communication channels such as staff meetings, telephone conferencing, annual general meetings, special general meetings and business communication to judge their expectations and evaluate on how it could deal with material ESG issues in its best manner of transparency, accountability and progress towards its sustainability growth.

This Report serves as an important and influential tool to address key concerns and best interests of its key stakeholders.

The Group's material ESG aspects for the Reporting Period and their respective relevance to its business operations are summarised in this Report below.

In the preparation for this Report, the Group conducted a materiality review to identify and prioritise a list of material ESG issues for disclosures by following a three (3)-step process as below:

Step 1: Issue Identification

Reviewed ESG disclosures of industry peers to identify common disclosure practices.

Step 2: Analysis and Prioritisation

Consolidated and analysed results of peer benchmarking exercise to develop a prioritised list of ESG issues of varying materiality levels for confirmation.

Step 3: Results Validation

Revised and validated a finalised list of key material ESG issues and KPIs for disclosures.

CORPORATE SOCIAL RESPONSIBILITY ("CSR")

As a responsible corporate citizen, CSR is an essential part of the Group's business operations. As part of CSR philosophy, the Group is committed to creating long-term values for its key stakeholders, the community and global environment where it operates while minimising the environmental footprints associated with its business operations.

Over the past years, the Group has continuously strived to maintain good governance practices, cultivate a sustainable and resilient workforce, and engage actively in different community programmes. A comprehensive framework is a foundation for effective ESG management, ensuring compliance with the relevant laws and regulations within the Group. The Board oversees ESG performance and regularly reviews the Group's policies which sets out its long-term sustainability goals and objectives.

The Board is responsible for identifying, evaluating, prioritising and managing material ESG issues related to the Group's business operations and material ESG-related risks, and the overall ESG strategy and reporting. The effectiveness of ESG-related measures and the progress made against targets are reviewed by the Board in its meeting(s). The audit committee of the Company at the board-level is responsible for reviewing the risk management and internal control systems of the Group.



A. ENVIRONMENTAL

As mentioned above, this Report primarily covers companies with substantial effect to the financial performance of the Group and actual operational units or outlets and back offices located in Hong Kong.

Given that the Group is not involved in any large-scale production and therefore the pollutant emission is relatively low. The Group mainly consumes electricity and water in its business operations and no significant solid and liquid wastes are produced in such operations.

The Group has consistently demonstrated its commitment to responsible environmental conservation to achieve low-carbon and sustainable business operations with a focus on environmental stewardship, energy efficiency, emission reduction and cultivating internal environmental awareness on natural resources protection. During the Reporting Period, the Group was not aware of any material non-compliance with applicable environmental laws and regulations relating to air and greenhouse gas (“GHG”) emissions, discharges of pollutants into water and land, and generation of hazardous and non-hazardous waste that have a significant impact on the Group.

A.1 GHG Emissions

The Group’s offices and business operations consume a relative low level of electricity energy and therefore GHG emissions generated by the Group’s business operations are arise from daily use of electricity by offices and operating units or outlets in Hong Kong and mainly generated indirect GHG emissions purchased from CLP Holdings Limited and The Hong Kong Electric Company Limited.

The Group does not own or control any direct emissions source such as generator and gas cookers, and neither does it use fuels such as coal, gasoline, diesel and natural gas. Hence, there is no direct GHG emissions.

The data related to indirect emissions from electricity for the Group’s business operations during the Reporting Period and year 2023 is summarised as follows:

	Unit	Year 2024	Year 2023
Carbon dioxide (CO ₂)	Metric tonnes	1,386	1,446



A. ENVIRONMENTAL *(continued)*

A.1 GHG Emissions *(continued)*

A.1.1 Energy Efficiency Management

The Group is aware that a significant portion of its GHG emissions and carbon footprints was constituted. As such, the Group actively maintains a steady focus on reducing its GHG emissions and energy consumption to reduce its environmental impacts.

The Group adopted several energy-saving initiatives and practices in its daily operations to reduce its GHG emissions and to conserve energy usage, including but not limited to:

- maintaining controlled indoor temperature at both energy efficiency and optimal level for comfort in the working environment;
- encouraging employees to turn off electronic appliances and devices, such as switch off lights, computers and monitors when not in use;
- conducting zoom and/or telephone conferences to maintain the business communications and meetings smoothly; and
- placing green office reminders on office equipment and workplaces to promote and enhance employees' environmental awareness.

A.2 Waste Management

No significant solid and liquid wastes are produced in the Group's business operations. Nevertheless, the Group continuously strengthens the waste management and is committed to protecting its global environment. The Group tries its best to minimise the waste generation from its business operations as much as it can and ensures the waste materials are handled in an environmental friendly manner.

Management of hazardous and non-hazardous wastes

The major waste produced mainly from the Group's day-to-day operational units or outlets including lube oil, batteries and non-halogenated solvent which are hazardous waste. Hazardous waste below is disposed by government approved licensed contractors in accordance with the industry standard.

The data on the Group's operational waste during the Reporting Period and year 2023 is summarised as follows:

Type of waste	Unit	Year 2024	Year 2023
Lube oil	Liter(s)	15,203	16,200
Batteries	Tonne(s)	6.49	9.21
Non-halogenated solvent	Liter(s)	200	200



A. ENVIRONMENTAL *(continued)*

A.2 Waste Management *(continued)*

Management of non-hazardous waste

Another waste produced mainly from the Group's day-to-day operations from offices in Hong Kong including ordinary office waste and paper with a relative low level of consumption during the Reporting Period.

Nevertheless, the Group creates a paperless office where electronic communication and document sharing are widely promoted by making its every effort to reduce and control it at source, including but not limited to:

- encouraging employees to copy or print on both sides as much as possible and reuse of single-sided printed papers;
- collecting and recycling waste papers by administrative department;
- encouraging employees to reuse envelopes; and
- sharing environmental protection information to employees to cultivate their environmental awareness.

A.3 Emissions Target

The Group has established an emission reduction pathway with a long-term perspective as a directional target to review GHG emissions from time to time by closely implementing the initiatives and measures as disclosed in section A.1.1 of this Report.

The Group is dedicated to contributing to environmental protection. The Group will continue to review its effectiveness of existing initiatives and measures and keep striving to identify opportunities for increasing energy efficiency and cultivate an environmentally friendly culture at work in the near future.

A.4 Use of Resources

The Group strives to take all feasible measures to incorporate sustainability into its business operations and improve its environmental performance. Realising that resource conservation is crucial for maintaining environmental sustainability, the Group promotes green office management and encourages its employees to be aware of the need for resource conservation in its daily operations.

The resources efficiently used by the Group are principally attributed to the consumption of electricity and water at the back offices and operating units or outlets; and paper usage at the back offices.

A.4.1 Electricity Consumption

Electricity is consumed during the Group's daily business operations from using electrical equipment. To promote an environmentally friendly office, the Group promotes and advises several measures as disclosed in section A.1.1 of this Report.



A. ENVIRONMENTAL (continued)

A.4 Use of Resources (continued)

A.4.2 Water Consumption

Water is another important resource. The water used by the Group is supplied by the Water Supplies Department.

Although non-significant amount of water is consumed through the business activities, the Group also encourages water saving by posting water conservation labels in the workplaces, washrooms and staff pantries to remind its employees to save water.

A.4.3 Use of Packaging Materials

When designing products, the Group concerns the products' environmental impact even though the Group considered the amount of use of packaging materials generated was immaterial during the Reporting Period.

The Group has consumed the following amount of resources during the Reporting Period and year 2023:

	Unit	Year 2024	Year 2023
Indirect Energy Usage			
Electricity consumption	kWh in '000s	1,882	1,976
Electricity consumption intensity	per HK\$1 million of revenue	3.26	2.58
Water Usage			
Water consumption	Metric Tonne(s)	6,504	5,844
Water consumption intensity	per HK\$1 million of revenue	11.25	7.64

Note:

The Group consumption intensity for years 2024 and 2023 respectively is calculated by dividing the total volume by the Group's total revenue for the years ended 31 December 2024 and 2023 was approximately HK\$578,000,000 and HK\$765,000,000 respectively.



A. ENVIRONMENTAL *(continued)*

A.4 Use of Resources *(continued)*

A.4.4 Efficiency Target

The Group will review the use of resources of electricity and water from time to time by closely implementing the measures as disclosed in sections A.1.1 and A.4.2 of this Report.

A.4.5 Paper Consumption

Although paper usage during the Group's business operations at its offices is insignificant, the Group also implements measures as mentioned in sub-section headed "Management of non-hazardous waste" under section headed "A.2 Waste Management" above with an aim of reducing paper consumption.

A.5 The Environment and Natural Resources

The Group believes that its production and business operational activities do not have a significant impact on the environment and natural resources. The Group actively manages the impact of its business operations on the environment and natural resources to achieve environmental protection by disclosure of different measures and strategies above to rationally use of natural resources and reduce GHG emissions, and actively promotes environmental awareness to employees.

A.6 Climate Change

Climate change is the most pressing global challenge. The world's climate has significantly changed in the past decades with increasing global temperatures and unpredictable extreme weather conditions which causes disruptions to the Group's business operations and adverse effects to the macro economy. Climate change, in particular brought by severe extreme weather conditions due to global warming, remains a global challenge and poses material climate-related risks to the Group's business operations. To identify, monitor and manage the climate-related impacts and risks caused by typhoons, rainstorms and/or floods to its business operations, the Group has implemented precautionary measures to conserve energy and reduce GHG emissions, and has adopted proactive steps and strategies to enhance its preparedness and improve its resilience to climate change, including work arrangements in the case of adverse weather conditions, such as rainstorm warnings and typhoons.

Regarding its business nature, the Group is not aware of any significant impact of its business activities on the environment and natural resources. With the implementation of aforementioned measures to reduce GHG emissions, waste generation and resources consumption, the Group is determined to mitigate the impact of climate change on its business operations and strives to enhance environmental sustainability and minimise significant impacts on the environment.



B. SOCIAL

Employees are the key force that drives us to maintain competitive advantages. The Group nurtures talented people and treasures its employees which are one of its greatest assets and the most valuable resource to its success.

B.1 Employment

Each operating segment of the Group has developed a sound policy of remuneration, recruitment, working hours, welfare, medical and retirement insurances, promotion, compensation, dismissal, training and development for its employees at operational level regardless of nationality, race, religion, gender, disability, age or any other basis prohibited by law in order to provide equal employment opportunities to ensure its employees receive fair treatment throughout employment process.

Human resources department is responsible for conducting annual performance appraisals and determining promotion arrangements and salary increments. Employees are encouraged to maintain a work-life balance and create team spirit in order to strengthen relationships, boost morale and promote a harmonious and pleasant working environment, such as Christmas celebration lunch with lucky draws and Chinese New Year celebration lunch with red pockets. To enable employees to share festive joy with their families, early leave for celebration is provided on Mid-Autumn Festival, Christmas Eve, New Year's Eve and Chinese New Year's Eve.

During the Reporting Period, the Group has not identified any material non-compliance with applicable laws and regulations in Hong Kong relating to employment that would have a significant impact on the Group. Such laws and regulations include but not limited to the Employment Ordinance (Chapter 57 of the Laws of Hong Kong), the Employees' Compensation Ordinance (Chapter 282 of the Laws of Hong Kong), the Minimum Wage Ordinance (Chapter 608 of the Laws of Hong Kong) and Sex Discrimination Ordinance (Chapter 480 of the Laws of Hong Kong).



B. SOCIAL (continued)

B.1 Employment (continued)

Summary of employee turnover rate by gender, employment type, age group and geographical region as of 31 December 2024 and 31 December 2023 respectively is listed as below:

	Year 2024			Year 2023		
	Number of employees	Employees %	Turnover rate %	Number of employees	Employees %	Turnover rate %
By gender						
Female	67	35.8%	26.9%	111	37.5%	5.95%
Male	120	64.2%	17.5%	185	62.5%	9.92%
By employment type						
Full-time	182	97.3%	21.4%	262	88.5%	14.06%
Part-time	5	2.7%	0.0%	34	11.5%	1.82%
By age group						
18–30	14	7.5%	64.3%	49	16.6%	2.69%
31–45	85	45.5%	20.0%	140	47.3%	7.51%
46–60	75	40.1%	14.7%	93	31.4%	4.99%
Over 60	13	6.9%	15.4%	14	4.7%	0.75%
By geographical region						
Hong Kong	186	99.5%	20.9%	295	99.7%	15.88%
China	1	0.5%	0.0%	1	0.3%	0%



B. SOCIAL (continued)

B.2 Occupational Health and Safety

The Group adheres to “safety first” philosophy and cares about its employees’ health and wellbeing as the Group’s top concerns. The Group has placed its significant resources in providing a safe, healthy, clean and comfortable workplace with work safety measures for its employees, in all the places where it operates. Eligible employees are entitled to medial benefits.

The Group puts workplace safety as its number one priority in its workplace environment initiatives. The Group complies with all local laws, rules and regulations relating to workplace safety. All work places and offices in Hong Kong of the Group are maintained in safe, healthy, clean and comfortable manner so that all employees enjoy working with the Group.

Health and safety guidelines and systems are designed to protect employees and minimise potential occupational hazards in accordance with the Occupational Safety and Health Ordinance (Chapter 509 of the Laws of Hong Kong). As part of emergency protocol, standard procedures were established to deal with extreme weather conditions, such as typhoons and rainstorm warnings.

Summary on work-related fatalities and injuries covered from 1 January 2024 to 31 December 2024 and years 2023 and 2022 respectively as below:

	Year 2024	Year 2023	Year 2022
Work-related fatalities			
Number of people (Note)	0	0	0
Percentage (%)	0%	0%	0%
Work-related injuries			
Number of people	4	4	5
Percentage (%)	2.14%	1.35%	1.56%
Average lost days due to work-related injuries	168	252	82

Note: In the past three (3) years including this Reporting Period, no work-related fatalities were identified.

Those injuries are not related to severe incidents. Medical certificates for sick leave indicate that the affected individuals are temporarily unfit for work, as their jobs demand high levels of concentration and an exceptionally good and stable mental state.



B. SOCIAL (continued)

B.2 Occupational Health and Safety (continued)

Listed below are some of the measures that the Group regularly practises in accordance with applicable local workplace safety regulations for reducing the accidents rate of workplace:

- providing personal protective equipment and other safety equipment at the workplace;
- prohibiting smoking at the offices, workplace and outlets;
- regular cleaning of water boiling machines and water supply filters; and
- daily garbage removal and floor cleaning.

B.3 Development and Training

Staff development and training are encouraged so as to equip staff with up-to-date industry trend, professional knowledge and right skill sets in an ever-changing environment. Employees are encouraged to join external training in job-related courses, seminars or webinars and programmes.

In addition, training programmes, courses and seminars or webinars are developed or organised both internally and externally for different grades of employees from time to time, with an objective of advancing their competence for performance improvement and career development.

During the Reporting Period and year 2023, the percentage of employees trained and the average training hours completed per employee by gender and employment category were listed as follows:

	Year 2024		Year 2023	
	Percentage of employees trained	Average training hours (hours/employee)	Percentage of employees trained	Average training hours (hours/employee)
Training				
By gender				
— Male	43.3%	22.74 hours	9.73%	18.74 hours
— Female	26.9%	32.18 hours	9.91%	19.00 hours
By employment category				
— Senior management	100.0%	18.29 hours	83.33%	13.81 hours
— General staff (offices and operational)	35.4%	23.66 hours	8.28%	19.31 hours

Notes:

- Senior management means directors and senior management in the listed company level.
- Training covers topics such as accounting, legal, corporate governance and product knowledge.



B. SOCIAL (continued)

B.4 Labour Standards

Preventing Child Labour and Forced Labour

To safeguard and protect human rights, the Group has adopted clear policies of not using forced labour and child labour in the places in its business operations. During the recruitment process, the Group takes measures, such as background screening, age and identity verification, to prevent the employment of child labour and forced labour. It is necessary to check the identity card of the recruited person when recruiting personnel, and it is forbidden to recruit minors under the age of 18 and introduce employment for minors under the age of 18. Employees work and leave the Group at their own free will, in accordance with the terms of the employment contracts.

Competitive remuneration package, provident fund under the Mandatory Provident Fund Schemes Ordinance (Chapter 485 of the Laws of Hong Kong), welfare and benefits are offered in order to attract, develop and retain competent and capable people for enhancement of the Group's sustainable growth. The Group strictly complies with all the relevant labour laws and regulations which apply to its business operations.

The Group strictly implements the Regulations on the Paid Annual Leave of Employee, advocates efficient work, and encourages employees to complete tasks during working hours. If overtime, employees can take compensation leave based on the overtime hours. The Group is dedicated to putting an end to the unreasonable overtime work phenomenon.

During the Reporting Period, the Group did not have any breach cases of child labour and forced labour.



B. SOCIAL (continued)

B.5 Supply Chain Management

The Group is committed to building a responsible and sustainable supply chain system in an open, fair and impartial procurement process and manages a list of qualified suppliers and contractors with good business records and no serious violations of business ethics. Quotations are sought for purchase or supply of essential materials, components, equipment and machinery, and office supplies. The Group has a system in place to evaluate and reviews regularly all major suppliers and contractors from aspects of prices, quality, experience and business reputations to their CSR policies and practices. Priority to those suppliers and contractors is given who advocate CSR initiatives with green practice implementation, if other attributes of suppliers and contractors are equal.

During the Reporting Period and year 2023, the data for the supply chain management is as follows:

	Year 2024	Year 2023
Total number of suppliers	36	282
Number of suppliers by geographical region		
— Hong Kong	26	262
— China	3	N/A
— Italy	2	4
— Macau	2	N/A
— Ecuador	1	N/A
— Korea	1	N/A
— United States of America	1	1
— France	N/A	2
— Germany	N/A	1
— Japan	N/A	11
— New Zealand	N/A	1

As mentioned at the beginning of this Report, the Company disposed of the Silly Thing Group in June 2024. This resulted in a reduction in the number of suppliers to a certain extent.



B. SOCIAL (continued)

B.6 Product Responsibility and Customer Services

The Group is committed to continuously improving quality control and delivering integrated service management of premium customer experience with superior products and excellent services to customers to meet their satisfaction and expectation.

The Group complies with all relevant international and local environmental, health and safety standards, applicable to its business operations.

The Group has consistently adhered to principal of “quality first” and regard quality as its core strategy in providing products and services to its customers of its diversified businesses. The Group has achieved strong reputation and accolades in its pursuit of superior quality and business excellence in all its principal businesses.

The Group established customer service centres to service customers as well as, if any, handle complaints related to its products and services and verifying customer’s feedback, suggestions and complaints.

B.6.1 Data Protection

The Group’s principle of data collection ensures that information collected from its customers is endorsed by legitimate reasons and legal grounds. The Group strictly abided by the laws and regulations in maintaining a high level of security and privacy protection on personal data and information in accordance with the Personal Data (Privacy) Ordinance (Chapter 486 of the Laws of Hong Kong). Great importance is attached to the privacy of personal data to resolutely maintain and protect personal information. Personal data is collected that is relevant and required to conduct its business operations. Personal data is used only for the purpose for which data is collected or for a directly related purpose unless consent is obtained from customers. Personal data will not be transferred or disclosed to any entities other than the member of the Group without consent from customers, unless otherwise required by the laws or notification is given to customers in advance. In addition, the Group maintains appropriate safety measures to prevent unauthorised access to personal data on a need-to-know and need-to-use basis. The employees of the Group have pledged to maintain confidentiality at all times and not to divulge or disclose confidential information to external parties.

During the Reporting Period, the Group did not receive any complaints in relation to leakage of customer data.



B. SOCIAL (continued)

B.7 Anti-Corruption and Bribery

The Group adheres to a high level of ethical standard of zero-tolerance for any form of bribery, corruption or malpractice. Guidelines are provided by the Group to regulate work ethics of employees and to prevent and detect activities related to money-laundering and terrorist financing to ensure compliance with relevant laws and regulations and help detecting and reporting suspicious activities, including the predicate offences of corruption, extortion, fraud, financial crimes, money laundering and terrorist financing, such as securities fraud and market manipulation. During the Reporting Period, the Group provided an anti-corruption training materials on the topic of “A Guide for Listed Companies” published by the Independent Commission Against Corruption (“ICAC”) to employees; and “A Toolkit for the Directors’ Ethics” published by The Hong Kong Business Ethics Development Centre of the ICAC to the Directors.

The Group has created and nourished a corporate culture of honesty and integrity. It is the Group’s practice to prohibit the Group and its employees from illegally offering, giving, accepting money or cash equivalents in business engagements. The Group encourages and requires its management and staff to maintain their conduct concerning obedience to the law, integrity, honesty and professionalism. The Group has adopted and maintained a whistleblowing policy and an anti-corruption and bribery policy to facilitate employees, any third parties who deal with the Group to raise matters of significant concern in confidence. The whistleblowing policy and the anti-corruption and bribery policy are available on the website of the Company at www.cct-fortis.com/eng/investor/governance.php.

During the Reporting Period and as at 31 December 2024, the Group was not aware of any material non-compliance with the relevant laws and regulations relating to bribery, fraud, extortion or money laundering. Such laws and regulations include but not limited to the Prevention of Bribery Ordinance (Chapter 201 of the Laws of Hong Kong), the Money Lenders Ordinance (Chapter 163 of the Laws of Hong Kong) and the Anti-Money Laundering and Counter-Terrorist Financing Ordinance (Chapter 615 of the Laws of Hong Kong).

B.8 Community Involvement

The Group highly recognises its role in social responsibility and is committed to giving back to the community by contributing its efforts and resources to support the society in which it operates for many decades. Over the past year, the Group has made donations to support educations, elderly people and the community in which it operates, including paying attention to vulnerable groups in society, responding to climate change and protecting global environment. Furthermore, the Group sponsors and encourages its employees to participate in various charitable activities and volunteering events in the community in which the Group has its business operations to promote social harmony and support sustainable development.

During the Reporting Period, the Group made donations of approximately HK\$56,000 (2023: HK\$50,000) in aggregate to various charitable organisations. The Group also sponsored and participated in various charitable activities and caring events for the elderly people.

During the Reporting Period, community participation continued to focus on elders and distributed mainly foods to elders.



APPENDIX: HKEX ESG REPORTING CODE CONTENT INDEX

Aspect	HKEx KPI	Description	Page(s)/Remarks
A. Environmental			
A1 Emissions	A1	General disclosure	5-6
	A1.1	The types of emissions and respective emissions data	5
	A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility)	5
	A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility)	In view of the Group's business nature, this KPI is considered not applicable.
	A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility)	6
	A1.5	Description of emissions target(s) set and steps taken to achieve them	7
	A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them	7
A2 Use of Resources	A2	General disclosure	7-9
	A2.1	Direct and/or indirect energy consumption by type in total and intensity (e.g. per unit of production volume, per facility)	8
	A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility)	8
	A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them	9
	A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them	8
	A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced	In view of the Group's business nature, this KPI is considered not applicable.
A3 The Environment and Natural Resources	A3	General disclosure	9
	A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them	9
A4 Climate Change	A4	General disclosure	9
	A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them	9



APPENDIX: HKEX ESG REPORTING CODE CONTENT INDEX (continued)

Aspect	HKEx KPI	Description	Page(s)/Remarks
B. Social			
Employment and Labour Practices			
B1 Employment	B1	General disclosure	10
	B1.1	Total workforce by gender, employment type (e.g. full-time or part-time), age group and geographical region	11
	B1.2	Employee turnover rate by gender, age group and geographical region	11
B2 Occupational Health and Safety	B2	General disclosure	12-13
	B2.1	Number and rate of work-related fatalities occurred in each of the past three (3) years including the reporting year	12
	B2.2	Lost days due to work injury	12
	B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored	13
B3 Development and Training	B3	General disclosure	13
	B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management)	13
	B3.2	The average training hours completed per employee by gender and employee category	13
B4 Labour Standards	B4	General disclosure	14
	B4.1	Description of measures to review employment practices to avoid child and forced labour	14
	B4.2	Description of steps taken to eliminate such practices when discovered	14
Operating Practices			
B5 Supply Chain Management	B5	General disclosure	15
	B5.1	Number of suppliers by geographical region	15
	B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored	15
	B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored	15
	B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored	15



APPENDIX: HKEX ESG REPORTING CODE CONTENT INDEX *(continued)*

Aspect	HKEx KPI	Description	Page(s)/Remarks
B6 Product Responsibility	B6	General disclosure	16
	B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons	In view of the Group's business nature, this KPI is considered not applicable.
	B6.2	Number of products and service related complaints received and how they are dealt with	16
	B6.3	Description of practices relating to observing and protecting intellectual property rights	In view of the Group's business nature, this KPI is considered not applicable.
	B6.4	Description of quality assurance process and recall procedures	16
	B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored	16
B7 Anti-Corruption	B7	General disclosure	17
	B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases	17
	B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored	17
	B7.3	Description of anti-corruption training provided to directors and staff	17
B8 Community Investment	B8	General disclosure	17
	B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport)	17
	B8.2	Resources contributed (e.g. money or time) to the focus area	17



