



[Stock Code: 3]

## Hong Kong Stock Exchange ESG Reporting Guide Content Index

The Environmental, Social and Governance Report 2023 was in compliance with the mandatory disclosure requirements and “comply or explain” provisions of the ESG Reporting Guide of The Stock Exchange of Hong Kong Limited. Please refer to the table below for detailed information, and refer to further information available through the Towngas’ [corporate website](#), as well as within the [Annual Report 2023](#), the [ESG Report 2023](#), and the [Climate-Related and Nature-Related Directive Guide](#).

Mandatory Disclosure Requirements	Location of the ESG Report	Website Location
<b>Governance Structure</b> A statement from the board containing the following elements: (i) a disclosure of the board’s oversight of ESG issues; (ii) the board’s ESG management approach and strategy, including the process used to evaluate, prioritise and manage material ESG-related issues (including risks to the issuer’s businesses); and (iii) how the board reviews progress made against ESG-related goals and targets with an explanation of how they relate to the issuer’s businesses.	P.3 Board Statement P.18-27 Our ESG Approach P.62 Corporate Governance	<a href="#">Governance Structure</a>
<b>Reporting Principles – Materiality</b> (i) The process to identify and the criteria for the selection of material ESG factors; and (ii) if a stakeholder engagement is conducted, a description of significant stakeholders identified, and the process and results of the issuer’s stakeholder engagement.	P.18-27 Our ESG Approach	<a href="#">Stakeholder Engagement</a> <a href="#">Double Materiality Assessment</a>
<b>Reporting Principles – Quantitative</b> Information on the standards, methodologies, assumptions and/or calculation tools used, and source of conversion factors used, for the reporting of emissions/energy consumption (where applicable)	P.94-104 Key Statistics	–
<b>Reporting Principles – Consistency</b> The issuer should disclose in the ESG report any changes to the methods or KPIs used, or any other relevant factors affecting a meaningful comparison	P.2 About this Report	–
<b>Reporting Boundary</b> A narrative explaining the reporting boundaries of the ESG report and describing the process used to identify which entities or operations are included in the ESG report	P.2 About this Report	–

Subject Areas, Aspects, General Disclosures and KPIs		Location of the ESG Report	Website Location
<b>A. Environmental</b>			
<b>A1: Emissions</b>			
<b>General Disclosures</b>	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	P.29 Energising the Ecosystem P.37 Neutralising our Footprint	<u><a href="#">Carbon Neutrality</a></u> <u><a href="#">Air Emissions</a></u> <u><a href="#">Resources Management</a></u> <u><a href="#">Climate Change Policy</a></u> <u><a href="#">Environmental Policy</a></u>
<b>KPI A1.1</b>	The types of emissions and respective emissions data	P.98-99, 102-104 Key Statistics	–
<b>KPI A1.2</b>	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)	P.44-45 Neutralising our Footprint P.98, 102 Key Statistics	–
<b>KPI A1.3</b>	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility)	P.98, 102 Key Statistics	–
<b>KPI A1.4</b>	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility)	P.98, 102 Key Statistics	–
<b>KPI A1.5</b>	Description of emissions target(s) set and steps taken to achieve them	P.10-11 Towngas Carbon Neutrality Roadmap P.28-35 Energising the Ecosystem P.36-49 Neutralising our Footprint	–
<b>KPI A1.6</b>	Description of how hazardous and nonhazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them	P.34-35 Energising the Ecosystem	<u><a href="#">Resources Management</a></u>

Subject Areas, Aspects, General Disclosures and KPIs		Location of the ESG Report	Website Location
<b>A2: Use of Resources</b>			
<b>General Disclosure</b>	Policies on the efficient use of resources, including energy, water and other raw materials	P.29 Energising the Ecosystem P.81 Young-at-heart with Resilience	<i><u>Environmental Policy</u></i> <i><u>Resources Management</u></i>
<b>KPI A2.1</b>	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility)	P.98, 102 Key Statistics	–
<b>KPI A2.2</b>	Water consumption in total and intensity (e.g. per unit of production volume, per facility)	P.98, 102 Key Statistics	–
<b>KPI A2.3</b>	Description of energy use efficiency target(s) set and steps taken to achieve them	P.10-11 Towngas Carbon Neutrality Roadmap P.33 Energising the Ecosystem	–
<b>KPI A2.4</b>	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	P.34 Energising the Ecosystem	–
<b>KPI A2.5</b>	Total packaging material used for finished products (in tonnes), and if applicable, with reference to per unit produced	P.98 Key Statistics	–
<b>A3: The Environment and Natural Resources</b>			
<b>General Disclosure</b>	Policies on minimising the issuer's significant impacts on the environment and natural resources	P.29 Energising the Ecosystem P.37 Neutralising our Footprint	<i><u>Biodiversity</u></i> <i><u>Environmental Management</u></i> <i><u>Resources Management</u></i> <i><u>Environmental Policy</u></i>
<b>KPI A3.1</b>	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them	P.28-35 Energising the Ecosystem P.36-49 Neutralising our Footprint	<i><u>Resources Management</u></i>
<b>A4: Climate Change</b>			
<b>General Disclosure</b>	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer	P.37 Neutralising our Footprint	<i><u>Climate Change Policy</u></i>
<b>KPI A4.1</b>	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them	P.36-49 Neutralising our Footprint P.63-67 Revitalising our Strengths	<i><u>Climate-related and Nature-related Directive Guide</u></i> <i><u>Climate Change Management</u></i> <i><u>Carbon Neutrality</u></i>

Subject Areas, Aspects, General Disclosures and KPIs		Location of the ESG Report	Website Location
<b>B. Social</b>			
<b>B1: Employment</b>			
<b>General Disclosure</b>	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	P.81 Young-at-heart with Resilience	<u><a href="#">Employee Policy</a></u> <u><a href="#">Human Rights Policy</a></u> <u><a href="#">Anti-Discrimination Policy</a></u> <u><a href="#">Employee Engagement</a></u>
<b>KPI B1.1</b>	Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region	P.94-95, 99 Key Statistics	–
<b>KPI B1.2</b>	Employee turnover rate by gender, age group and geographical region	P.95, 100 Key Statistics	–
<b>B2: Health and Safety</b>			
<b>General Disclosure</b>	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	P.81 Young-at-heart with Resilience	<u><a href="#">Health and Safety Policy</a></u> <u><a href="#">Health and Safety</a></u>
<b>KPI B2.1</b>	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year	P.97, 101 Key Statistics	–
<b>KPI B2.2</b>	Lost days due to work injury	P.97, 101 Key Statistics	–
<b>KPI B2.3</b>	Description of occupational health and safety measures adopted, and how they are implemented and monitored	P.80-85 Young-at-heart with Resilience	<u><a href="#">Health and Safety</a></u>

Subject Areas, Aspects, General Disclosures and KPIs		Location of the ESG Report	Website Location
<b>B3: Development and Training</b>			
<b>General Disclosure</b>	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities	P.86-89 Young-at-heart with Resilience	<a href="#"><i>Employee Policy</i></a> <a href="#"><i>Employee Engagement</i></a>
<b>KPI B3.1</b>	The percentage of employees trained by gender and employee category (e.g. senior management, middle management)	P.95, 100 Key Statistics	–
<b>KPI B3.2</b>	The average training hours completed per employee by gender and employee category	P.95, 100 Key Statistics	–
<b>B4: Labour Standards</b>			
<b>General Disclosure</b>	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour	P.68 Revitalising our Strengths	<a href="#"><i>Human Rights Policy</i></a> <a href="#"><i>Employee Engagement</i></a>
<b>KPI B4.1</b>	Description of measures to review employment practices to avoid child and forced labour	–	<a href="#"><i>Employee Engagement</i></a>
<b>KPI B4.2</b>	Description of steps taken to eliminate such practices when discovered	–	<a href="#"><i>Employee Engagement</i></a>
<b>B5: Supply Chain Management</b>			
<b>General Disclosure</b>	Policies on managing environmental and social risks of the supply chain	P.81 Young-at-heart with Resilience	<a href="#"><i>Code of Practices for Suppliers</i></a> <a href="#"><i>Sustainable Purchasing Policy</i></a> <a href="#"><i>Supply Chain Resilience</i></a>
<b>KPI B5.1</b>	Number of suppliers by geographical region	P.91 Young-at-heart with Resilience	–
<b>KPI B5.2</b>	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored	P.91-93 Young-at-heart with Resilience	<a href="#"><i>Supply Chain Resilience</i></a>
<b>KPI B5.3</b>	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored	P.91-93 Young-at-heart with Resilience	<a href="#"><i>Supply Chain Resilience</i></a>
<b>KPI B5.4</b>	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored	P.91-93 Young-at-heart with Resilience	<a href="#"><i>Supply Chain Resilience</i></a>

Subject Areas, Aspects, General Disclosures and KPIs		Location of the ESG Report	Website Location
<b>B6: Product Responsibility</b>			
<b>General Disclosure</b>	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	P.68 Revitalising our Strengths P.82-85 Young-at-heart with Resilience	<u><a href="#">Health and Safety</a></u> <u><a href="#">Customer Experience</a></u> <u><a href="#">Health and Safety Policy</a></u> <u><a href="#">Customers Services Code of Conduct Policy</a></u> <u><a href="#">Personal Data Privacy Policy</a></u> <u><a href="#">Information Security Policy</a></u> <u><a href="#">Security Policy</a></u>
<b>KPI B6.1</b>	Percentage of total products sold or shipped subject to recalls for safety and health reasons	No relevant case was recorded	–
<b>KPI B6.2</b>	Number of products and service related complaints received and how they are dealt with	P.51-53 Engaging with Society P.68-69 Revitalising our Strengths P.97 Key Statistics	<u><a href="#">Customer Experience</a></u>
<b>KPI B6.3</b>	Description of practices relating to observing and protecting intellectual property rights	P.61 Revitalising our Strengths	<u><a href="#">Business Integrity Code of Conduct</a></u>
<b>KPI B6.4</b>	Description of quality assurance process and recall procedures	–	<u><a href="#">Customer Experience</a></u>
<b>KPI B6.5</b>	Description of consumer data protection and privacy policies, and how they are implemented and monitored	P.61, 66, 69 Revitalising our Strengths	<u><a href="#">Data Privacy and Cyber Security</a></u> <u><a href="#">Personal Data Privacy Policy</a></u> <u><a href="#">Information Security Policy</a></u>

Subject Areas, Aspects, General Disclosures and KPIs		Location of the ESG Report	Website Location
<b>B7: Anti-corruption</b>			
<b>General Disclosure</b>	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	P.61 Revitalising our Strengths	<u><a href="#">Business Integrity</a></u> <u><a href="#">Anti-Fraud Policy</a></u> <u><a href="#">Code of Conduct</a></u>
<b>KPI B7.1</b>	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	P.68 Revitalising our Strengths	–
<b>KPI B7.2</b>	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored	P.67-68 Revitalising our Strengths	<u><a href="#">Business Integrity</a></u> <u><a href="#">Whistleblowing Policy</a></u>
<b>KPI B7.3</b>	Description of anti-corruption training provided to directors and staff	P.68 Revitalising our Strengths	<u><a href="#">Business Integrity</a></u>
<b>B8: Community Investment</b>			
<b>General Disclosure</b>	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	P.51 Engaging with Society	<u><a href="#">Community Engagement</a></u> <u><a href="#">Social Investment Policy</a></u>
<b>KPI B8.1</b>	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport)	P.51-59 Engaging with Society	–
<b>KPI B8.2</b>	Resources contributed (e.g. money or time) to the focus area	P.51-59 Engaging with Society P.97 Key Statistics	–