



Sustainability Report 2023
Accelerating Asia's
transition in achieving
Zero E-Waste



Contents

03	2023 Sustainability Performance	34	Energy and Carbon Reduction	54	Community
04	Message from Chairman of ALBA Group Asia	34	Energy Consumption	55	Customer Feedback and Complaint Handling
06	About the Report	36	Greenhouse Gas (GHG) Emissions	57	Customer Satisfaction
07	This is ALBA IWS	38	Water Management	58	Community Development
15	Approach to Sustainability	38	Water Consumption	58	Promotion and Education
16	Stakeholder engagement	39	Environmental Compliance	60	Giving Back to Our Communities
20	Membership and Affiliations	40	People	61	Exchange with Industry Peers
21	Materiality Assessment	41	Employee Health and Safety	62	Governance
23	Awards and Recognition	42	Health and Safety Management Unit	63	Corporate Governance
23	Management System Certifications	42	Health and Safety Risk Assessment	64	Senior Management Team
24	Environment	46	Health and Safety Education and Training	65	Sustainability Governance
25	Materials Circularity	47	Talent Acquisition and Engagement	67	Business Ethics
25	Materials Management	48	Recruitment, Promotion and Dismissal	67	Anti-corruption
27	Recycled Materials	49	Remuneration and Benefits	67	Whistleblowing Mechanism
28	The Material Circularity in Action	50	Diversity, Equity & Inclusion	68	Appendix
		52	Training, Learning & Development	68	Sustainability Key Performance Indicators
				72	External Assurance
				75	GRI Content Index



2023 Sustainability Performance

Environmental Aspect

21,344 mt

WEEE collected

4,157.38 m³

Water consumption

86.55%

Recycling rate

100%

Compliance with environmental regulations

17,223.23 GJ

Energy consumption

221,460 kWh

Solar energy was generated

1,650.63 tCO₂e

Emission from operation

Social Aspect

0 case

Death, high consequences injuries and work-related ill health

“SAFE-ME” Program

Newly launched in 2023

185

Total no. of employees

957 hours

of employee training

11

Ethnic minorities are employed

90.3 score

in customer satisfaction survey

5,717 visitors

to WEEE-PARK

1,490

Refurbished appliances were donated

Governance Aspect

25%

Board positions held by women

63%

Senior management positions held by the age between 31-50 years old

The Code of Conduct

included in the *Employee Handbook*

100%

whistle-blower cases are solved

123

Employees completed anti-corruption training

SDSG

established in 2023

1st

Sustainability report published



Message from Chairman of ALBA Group Asia

[GRI 2-22]

I am pleased to introduce the first sustainability report of our subsidiary ALBA Integrated Waste Solutions (Hong Kong) Limited, which demonstrates our dedication to sustainability through professional, safe, and innovative Waste Electrical & Electronic Equipment (“WEEE” or “e-waste”) solutions. By reclaiming waste as secondary raw materials, we empower communities with sustainable economic opportunities and job creation, while protecting both the environment and the economy as we work to build more circular systems. It gives me great pride to witness the widespread benefits we have generated as we continuously shoulder our responsibility to safeguard the interests of future generations.

Over the past year, many regions have faced more frequent and severe extreme weather events, resulting in significant economic and ecological sequences. Post-pandemic inflation also introduced instability into global supply chains and raw materials markets, hampering economic recovery efforts. Overall, a confluence of global challenges has reinforced the pressing need for coordinated, multilateral action to build resilience and chart a sustainable path forward.

With our vision of “World Without Waste”, we remain focused on leveraging new opportunities through our “Waste-to-Resources” approach. By further optimizing recycling and material reuse, integrating circular business models, mitigating climate impacts, enhancing resource efficiency, and addressing community priorities, we aim to pave our way towards a more sustainable and inclusive future. Our goal

is to transform challenges into chances to strengthen environmental stewardship, and better serve all stakeholders for generations to come.

As a leading environmental services provider, we offer a complete solution for the regulated WEEE to Hong Kong. Our services include free door-to-door collection, detoxification and conversion of waste into resources, donation of refurbished appliance using recovered WEEE as well as operation of a visitor centre.

Climate change brings imminent impacts that affects us all. Currently, we calculate, audit and disclose our carbon emissions and improvement plans. Looking ahead, we will explore more emission reduction initiatives that fully support the national “dual carbon” goals and Hong Kong’s Climate Action Plan 2050. We are committed to further embedding sustainability across our business through these initiatives in order to collectively contribute to a more sustainable world. You can read more in the “Environment” Section of this Report.

Our 185 employees are key to our success. In the “People” Section, you’ll read about how we prioritise health and safety by fostering an exceptional work environment and providing comprehensive benefits and development opportunities. We invest in human resources and innovative solutions to make operations safer through training, leadership, and skills development, while cultivating a welcoming, supportive team spirit.



This is truly an exciting moment for our Company as we start the next chapter in our history together.





In the “Community” Section, we present the different ways we connect with the community. Through partnerships and public outreach, we donate refurbished appliances to families in need and promote reducing waste and extending product life. In the integrated WEEE treatment and recycling facility, the WEEE·PARK, we host regular educational activities spreading “Waste-to-Resources”. We will continue engaging all sectors to improve awareness, encourage proper WEEE recycling and minimise adverse impacts.

For 2023, we have intensified our efforts in sustainable development by focusing on key foundational work. This includes establishing a Sustainable Development Steering Group (“SDSG”) and formalizing its governance structure and responsibilities.

The Report has been prepared in accordance with the GRI Sustainability Reporting Standards and with reference to the United Nations Sustainable Development Goals (“UN SDGs”). Adopting standardized reporting practices enhances transparency and aligns our efforts with global norms and movements. Moving forward, benchmarking performance against these internationally recognized protocols will allow us to systematically strengthen sustainability performance, collaborate more effectively with partners, and make ongoing progress in support of shared goals for people and the planet.

I would like to take this opportunity to thank our stakeholders and express our gratitude for their continual support throughout our sustainability journey. We look forward to sharing more about our sustainability achievement in the coming years.

Dr. Axel Schweitzer

Chairman and Owner, ALBA Group Asia

June 2024





About the Report

[GRI 2-2,3]

Reporting Period and Scope

ALBA Integrated Waste Solutions (Hong Kong) Limited (referred to as “ALBA IWS,” “We,” or the “Company”) is pleased to present our first sustainability report for the Year 2023 (“this Report”), which covers from 1 January 2023 to 31 December 2023 (the “Reporting Period”). This Report provides an overview of the Company’s sustainability policies, initiatives, and performance. This Report covers all our operation locations, including the Waste Electrical and Electronic Equipment Treatment and Recycling Facility (the “WEEE·PARK”), the Customer Service Centre, the Cheung Sha Wan Office, and the Regional Collection Centres (“RCC”), while excluding all other consultants and subcontractors unless otherwise specified.

Reporting Frameworks

This Report has been prepared in accordance with the GRI Sustainability Reporting Standards.

In addition, this Report takes into consideration the alignment with the United Nation’s Sustainable Development Goals (“UNSDGs”).

External Assurance

[GRI 2-5]

The GRI Content Index aligns GRI disclosures with the relevant sections in this Report. An independent third party has conducted external assurance to ensure the accuracy, consistency, reliability, materiality, and credibility of the Report, as well as its compliance with the GRI Sustainability Reporting Standards. Please refer to page 72-74 for the verification statement.

Our operational, environmental, safety, and sustainability key performance indicators (“KPI”) data have been measured or calculated in accordance with contractual requirements or industry standards and are subject to annual audits by third parties.

Contact Us

[GRI 2-3]

We appreciate your feedback on this Report and our approach to sustainability.

Contact person: **Mr. Vincent Cheng**, Chief Technical Officer

Email: vincent.cheng@weee.com.hk



This is ALBA IWS

[GRI 2-1]

ALBA IWS is a joint venture of the ALBA Group Asia and Integrated Waste Solutions Group Holdings Limited (IWSGHL) from Hong Kong. The mission of the joint venture is to carry out the contract awarded by the Environmental Protection Department (EPD) of the Government of the Hong Kong Special Administrative Region (HKSAR) for the Design and Build plus 10 years Operation of the WEEE-PARK.

The [ALBA Group Asia](#) originates from the [ALBA Group](#) in Europe which is one of the world leaders in waste management and recycling with operations in many European countries. ALBA Group Asia (AGA) operates in Mainland China, Hong Kong, Singapore, Indonesia and Thailand.

One of the many strengths of ALBA is its technical expertise in the treatment and recycling of WEEE. For decades, ALBA has strived to ensure that WEEE is sorted correctly and processed with the appropriate equipment. Using state-of-the-art technology and specialist knowledge,

ALBA's WEEE treatment plants meet all the relevant statutory provisions in Europe and other regions, and is continuously developing and improving its plant and equipment.

[IWSGHL](#) (Hong Kong Exchange Stock Code 923) and its subsidiaries specialize in waste management, principally engage in the waste recycling and waste solutions provider business. IWSGHL produces and trades tissue paper and recycled paper products and provides wastepaper management services that includes destruction of confidential materials. IWSGHL's mission is to become one of the largest integrated waste solutions providers in the Greater China region and to deliver services and products of the highest quality.





Our Vision and Mission

[GRI 2-23]

“Accelerating Asia’s transition in achieving **Zero E-waste**”

Leverage our innovative solutions and cutting-edge technologies, we collaborate with governments and communities across Asia to close the loop for E-Waste and establish a sustainable circular economy model where E-Waste is turned into valued resources.

Our Core Values

[GRI 2-23]



- Embrace freedom & responsibility.
- Make the whole > the sum of our parts.
- Help grow those around you.



- Think slow, act fast.
- Push beyond the comfort zone.
- Discipline is destiny.

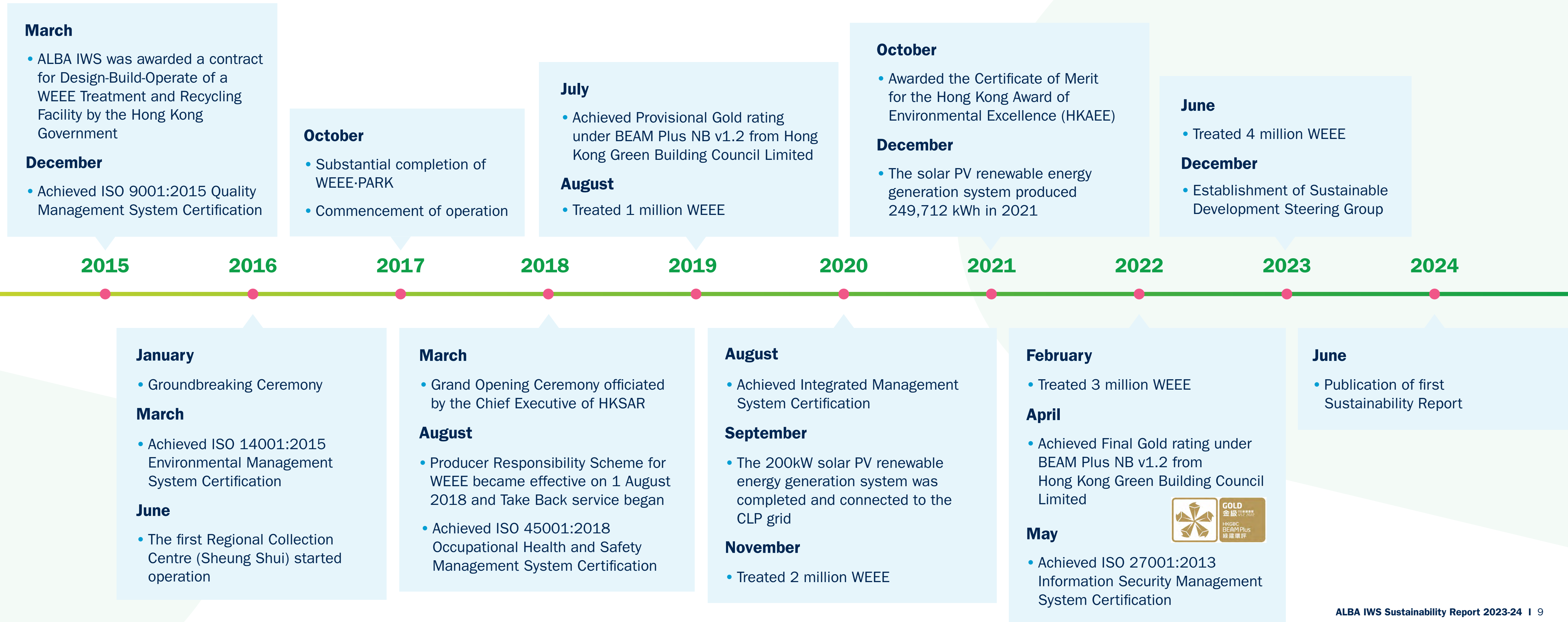


- The mission, the team & me.
- Just tell the truth.
- Remain curious.



Key Milestones

Established in 2015, ALBA IWS upholds the vision of “zero e-waste”. In the past few years, we collected and recycled over 126,000 tonnes or 4.4 million pieces of WEEE in Hong Kong. Moving forward, we remain committed to furthering our efforts in establishing a sustainable circular system for Hong Kong and close the loop of WEEE.





Our Operations

We have multiple operational locations in Hong Kong: the WEEE-PARK, the Customer Service Centre, the Cheung Sha Wan Office and five Regional Collection Centres.



Location Map (As of end December 2023)

Scope of Services

Under the Contract with EPD, we provide collection services for waste Regulated Electrical Equipment (REE) covering Hong Kong Island, Kowloon, New Territories (including Lantau) and three outlying islands, i.e., Cheung Chau, Lamma Island and Peng Chau.

REE is defined in WPRS (Producer Responsibility Scheme for Waste Electrical and Electronic Equipment) and includes:



Refrigerator



Air conditioner



Washing machine



Television



Computer



Monitor



Printer



Scanner

Note: Starting 1 July 2024, dehumidifier and, stand-alone tumble dryers will be included.



We operate a Customer Service Centre that serves customers and REE retailers. When customer buy new REEs, retailers will arrange with us to collect equivalent items from the customer's location. Customers who do not buy any new items but want to dispose of their used REEs can call our hotline, use WhatsApp or send an email to place a collection order. Our collection team will pick up the waste REEs (now becomes WEEE items) at the customers' locations and bring them to one of the Regional Collection Centres (RCCs).

In the RCCs, we sort and pack the WEEE items and then deliver them in bulk to the WEEE-PARK for treatment.

In the WEEE-PARK, we extract toxic and harmful materials from the WEEE items for safe disposal, recycle useful materials and send them to downstream recyclers approved by EPD for re-use, and deliver non-recyclables to the landfill.





The WEEE-PARK

The WEEE-PARK is located in Lot P2 to P4, EcoPark, 133 Lung Mun Road, Tuen Mun, New Territories. It was designed and built by ALBA IWS under the contract EP/SP/69/12 with the Environmental Protection Department. It was completed and handed over to EPD in 2017. ALBA IWS started the 10-year Operation phase of the contract on 20 October 2017.

The 30,000 square metre WEEE-PARK has obtained Gold Rating from the BEAM Plus green building certification scheme.



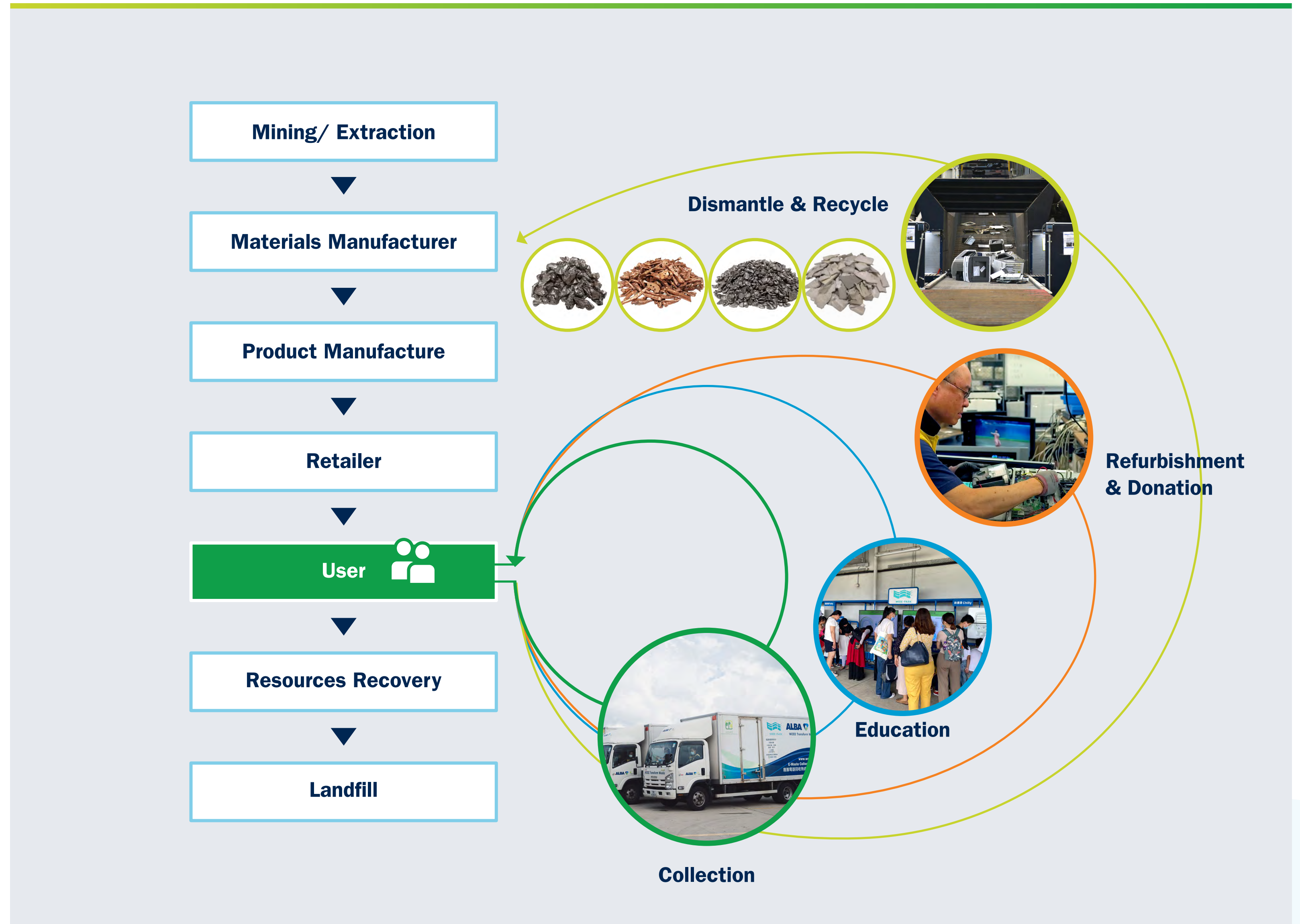


Measuring Our Impact

[GRI 2-6]

Driving the Circular Economy with our Vertically Integrated Business Model

As a leading WEEE recycler in Hong Kong, we actively promote the circular economy by recovering, reusing, and recycling essential materials. Our efforts support local decarbonization initiatives and engage stakeholders in sustainable practices.





Collection

We provided free door-to-door WEEE collection service to the Hong Kong population and collected **792,262 items or 21,344 tonnes** of WEEE in 2023.

792,262

items collected

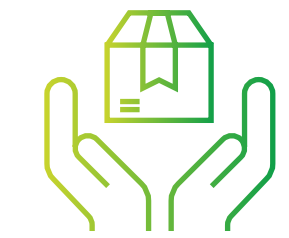


Refurbishment & Donation

We salvaged serviceable electrical appliances from the WEEE items collected for repair. We turned them into safe, refurbished items to be donated to families in need. We donated **1,490** items in 2023.

1,490

items donated



Dismantle & Recycle

We used advanced technologies to turn WEEE into valuable secondary raw materials and manufactured **18,472 tonnes** of recyclable materials in 2023, including:

18,472

tonnes of recyclable materials



7,448 tonnes of ferrous metal

4,362 tonnes of non-ferrous metals

3,522 tonnes of plastics

and some other miscellaneous materials.

Carbon Emission Saving

By returning recycled materials (ferrous and non-ferrous metals and plastics) to the market and prevent using virgin materials, and by capturing refrigerants and blowing agents for re-use or destruction, we avoided carbon emission of **81,440** tonnes of CO₂e, equivalent to 1,346,616 trees⁽¹⁾ seedlings grown for 10 years.

81,440

tCO₂e emission avoided



(1): Greenhouse Gas Equivalencies Calculator | US EPA

Education

WEEE-PARK welcomed more than **5,717 visitors** in 2023. During the guided tour, visitors gained understanding about WEEE processing from collection to resource recovery.

5,717

visitors





Approach to
Sustainability



2023 Sustainability Highlights



Stakeholder Engagement

[GRI 2-25-26, 29]





Dialogue and collaboration with our key stakeholders are imperative to understanding and improving our sustainability impact. We communicate continuously with stakeholders through different channels, to understand and respond their concerns. This enables us to work together towards achieving a more sustainable future.

Stakeholder	Stakeholder's significance to the Company	Communication channel	Key concern	Report section
<p>Employees</p> 	<p>Employees are our most valuable asset. The employees maintain and improve Company operations through their professional skills and expertise.</p>	<ul style="list-style-type: none"> • Leadership meetings • Cross functional meetings • Email and WhatsApp • Employee surveys • Noticeboard • People and Culture activities • Training, seminars and workshops • Regular one-on-one reflection and annual performance appraisal 	<ul style="list-style-type: none"> • Compensation and fringe benefits • Employee health and safety • Hazardous materials handling • Pollution control • Working environment 	<ul style="list-style-type: none"> • Talent Acquisition and Engagement • Employee Health and Safety • Materials Circularity • Environmental Compliance
<p>Subcontractors</p> 	<p>Logistics subcontractors support the collection services to ensure high customer satisfaction. Operation subcontractors support the waste treatment operation in the WEEE-PARK.</p>	<ul style="list-style-type: none"> • Subcontractor screening processes before engagement • Service contract negotiation • Regular performance evaluation • Daily operation face to face communication (operation subcontractors) • COMS (Collection Order Management System) and collection guidelines for logistics subcontractors • Email, WhatsApp and an app called “Band” for routine communications 	<ul style="list-style-type: none"> • Health and safety • Working environment • Handling of WEEE and hazardous materials • Performance requirements • Customer service standards • Service package 	<ul style="list-style-type: none"> • Employee Health and Safety • Talent Acquisition and Engagement • Materials Circularity • Environmental Compliance • Customer Feedback and Complaint Handling






Stakeholder	Stakeholder's significance to the Company	Communication channel	Key concern	Report section
Material Re-processors 	Re-processors turn raw recycled materials output from the WEEE-PARK into refined recycled materials ready for use by manufacturing companies to produce consumer or industrial products and close the loop of circular economy.	<ul style="list-style-type: none"> • Re-processor screening process before engagement • Approval process by the Environmental Protection Department • Off-take price negotiation 	<ul style="list-style-type: none"> • Environmental risks • Sustainable supply chain • Circular economy 	<ul style="list-style-type: none"> • Environmental Compliance • This is ALBA IWS • Materials Circularity
Retailers 	It is a contractual requirement for ALBA IWS to set up a Removal Service Plan with REE retailers upon their request; and provide free collection service to their customers who buy new REE.	<ul style="list-style-type: none"> • Communication and education related to the set up of Removal Service Plans • Web-portal, WhatsApp and Customer Service Centre for collection order placement • ALBA IWS sales team support • Customer satisfaction survey 	<ul style="list-style-type: none"> • Efficient order placement systems • Timely collection • Good customer service • Prompt feedback on enquiries 	<ul style="list-style-type: none"> • Customer Feedback and Complaint Handling
Corporate Customers 	Entities which partner with ALBA IWS to collect their WEEE, usually on a regular basis and in large quantities.	<ul style="list-style-type: none"> • ALBA IWS sales team support • Web-portal, WhatsApp and Customer Service Centre for collection order placement • Business meetings and phone communication • Site visits • Goods tracking system • Volunteer activities • Customer satisfaction survey 	<ul style="list-style-type: none"> • Customer service • Business ethics • Circular economy • Sustainable supply chain • Environmental education • GHG emission saving 	<ul style="list-style-type: none"> • Customer Feedback and Complaint Handling • Business Ethics • Materiality Circularity • Community Development • Energy and Carbon Reduction



Stakeholder	Stakeholder's significance to the Company	Communication channel	Key concern	Report section
<p>General Customers</p> 	<p>General public who expects ALBA IWS to collect REE items from their locations.</p>	<ul style="list-style-type: none"> • Collection hotline (Customer Service Centre) • WhatsApp order placing system • Customer satisfaction survey • Complaint handling mechanism • Company website • Goods tracking system 	<ul style="list-style-type: none"> • Customer service • Environmental benefits • GHG emission saving 	<ul style="list-style-type: none"> • Customer Feedback and Complaint Handling • Energy and Carbon Reduction
<p>The Employer (Waste Management Division of EPD)</p> 	<p>ALBA IWS signed contract with the Employer and shall complies with all contractual and performance requirements.</p>	<ul style="list-style-type: none"> • Site diary and daily report • Operation monthly report, Contractor's monthly report, yearly report • Monthly project progress meetings • Quarterly contractor's performance report • Annual performance report, condition survey report • Employer's changes and contractor's changes 	<ul style="list-style-type: none"> • Health and safety • Environmental pollution control • Waste and hazardous materials management • GHG emission • Contractual compliance • Customer service • Environmental education • Customer information security 	<ul style="list-style-type: none"> • Employee Health and Safety • Environmental Compliance • Materials Circularity • Energy and Carbon Reduction • Community Development • Customer Feedback and Complaint Handling
<p>Government and Regulatory authorities (e.g., Environmental Compliance Division of EPD, LD, FSD, EMSD, etc.)</p> 	<p>ALBA IWS shall comply with all statutory requirements related to its operation, e.g., DG Store Licences, Waste Disposal License, Steam Boiler Certificate, Registered Electrical Contractor, etc.</p>	<ul style="list-style-type: none"> • Licenses and permits application and renewal processes • Regular and surprise inspections conducted by the authorities 	<ul style="list-style-type: none"> • Compliance with license and permits conditions 	<ul style="list-style-type: none"> • Environmental Compliance
<p>Shareholders and Investors</p> 	<p>As the funders of ALBA IWS, they provide capitals and funding for the establishment and operation of the Company. They also set strategic directions for and monitor the development and performance of the Company.</p>	<ul style="list-style-type: none"> • Company strategy development process • Board of directors meetings • Shareholder's annual general meeting • Financial reports • Company announcements 	<ul style="list-style-type: none"> • Employee health and safety • Environmental protection • Labour practices • Customer service • GHG emission • Circular economy • Financial performance 	<ul style="list-style-type: none"> • Employee Health and Safety • Environmental Compliance • Talent Acquisition and Engagement • Customer Feedback and Complaint Handling • Energy and Carbon Reduction • Materials Circularity



Stakeholder	Stakeholder's significance to the Company	Communication channel	Key concern	Report section
<p>Communities</p> 	<p>It is a contractual obligation for ALBA IWS to promote WEEE reduction, reuse and recycling. This aligns with our vision, mission and values.</p>	<ul style="list-style-type: none"> • Company website • Social media, e.g., YouTube, Facebook, Instagram, LinkedIn • Visitor centre with guided tour • Green talks • Exhibitions and talks • Customer service hotline • Volunteer activities • Donation of refurbished WEEE • Customer satisfaction survey 	<ul style="list-style-type: none"> • WEEE recycling technologies • Environmental benefits • Social benefits • Customer information security 	<ul style="list-style-type: none"> • Materials Circularity • Energy and Carbon Reduction • Community Development • Customer Feedback and Complaint Handling
<p>Non-Governmental Organisation</p> 	<p>Establishing partnership or good working relationship with NGOs will accelerate the education of the public and promotion of WEEE reduction, reuse and recycling. This also promotes the Company image and gain trust from the public.</p>	<ul style="list-style-type: none"> • Company website • Social media, e.g., YouTube, Facebook, Instagram, LinkedIn • Visitor centre with guided tour • Green talks • Meetings • Exhibitions and talks • Donation of refurbished WEEE 	<ul style="list-style-type: none"> • Environmental and social benefits • GHG emission • Circular economy • Community engagement • Green washing 	<ul style="list-style-type: none"> • Community Development • Energy and Carbon Reduction • Materials Circularity
<p>Media</p> 	<p>The media helps to shape public perceptions of the Company. Positive or negative coverage can impact how stakeholders and communities view the Company.</p>	<ul style="list-style-type: none"> • Hotline for receiving enquiries and complaints • Dedicate personnel (Head of Marketing and Partnership) to respond to media enquiries and to provide assistance in interviews and photo/video shooting 	<ul style="list-style-type: none"> • Social and environmental benefits • Fair competition with private recyclers • Customer service and complaint handling • Advanced technology in recycling 	<ul style="list-style-type: none"> • Community Development • Energy and Carbon Reduction • Customer Feedback and Complaint Handling • Materials Circularity



Membership and Affiliations

[GRI 2-28]

ALBA IWS actively participates and collaborates with a wide variety of global and local industry initiatives, partnerships, and associations, which include:



GRI Community Member
Global Reporting Initiative



German Industry and Commerce Ltd.
German Chamber of Commerce, Hong Kong



Hong Kong Waste Management Association



Business Environmental Council
商界環保協會



Green Council



Federation of Hong Kong Industry



The Federation of Environmental and Hygienic Service



Data Protection Officers' Club



Materiality Assessment

[GRI 2-14, 3-1, 3-2]

Insights from the materiality assessment serve to guide our strategic prioritization of sustainability efforts and resources at ALBA IWS, identifying our most material issues, both from a business and stakeholder perspective.

In 2023, we conducted our first materiality assessment to collect opinions from our stakeholders on sustainability issues through questionnaire surveys. We achieved a total of surveys from 107 internal and external stakeholders.

As reviewed and confirmed by the SDSG, the Company's sustainability issues are divided into four levels based on their materiality, with the 5 topics of the first level categorised as highly material topics. We prepared the Report based on the topics' materiality to reflect the Company's performance. We continuously review and improve our sustainability practices to meet stakeholders' expectations and effectively respond to the impacts of our operations on sustainability.

Step 1

Identification

Consolidate a list of relevant sustainability issues with reference to the latest industry megatrends (e.g. SASB and MSCI materiality map) and peer analysis.

Step 2

Prioritization

Prioritise the sustainability issues identified in step 1 based on the concerns of our internal and external stakeholders.

Step 3

Validation

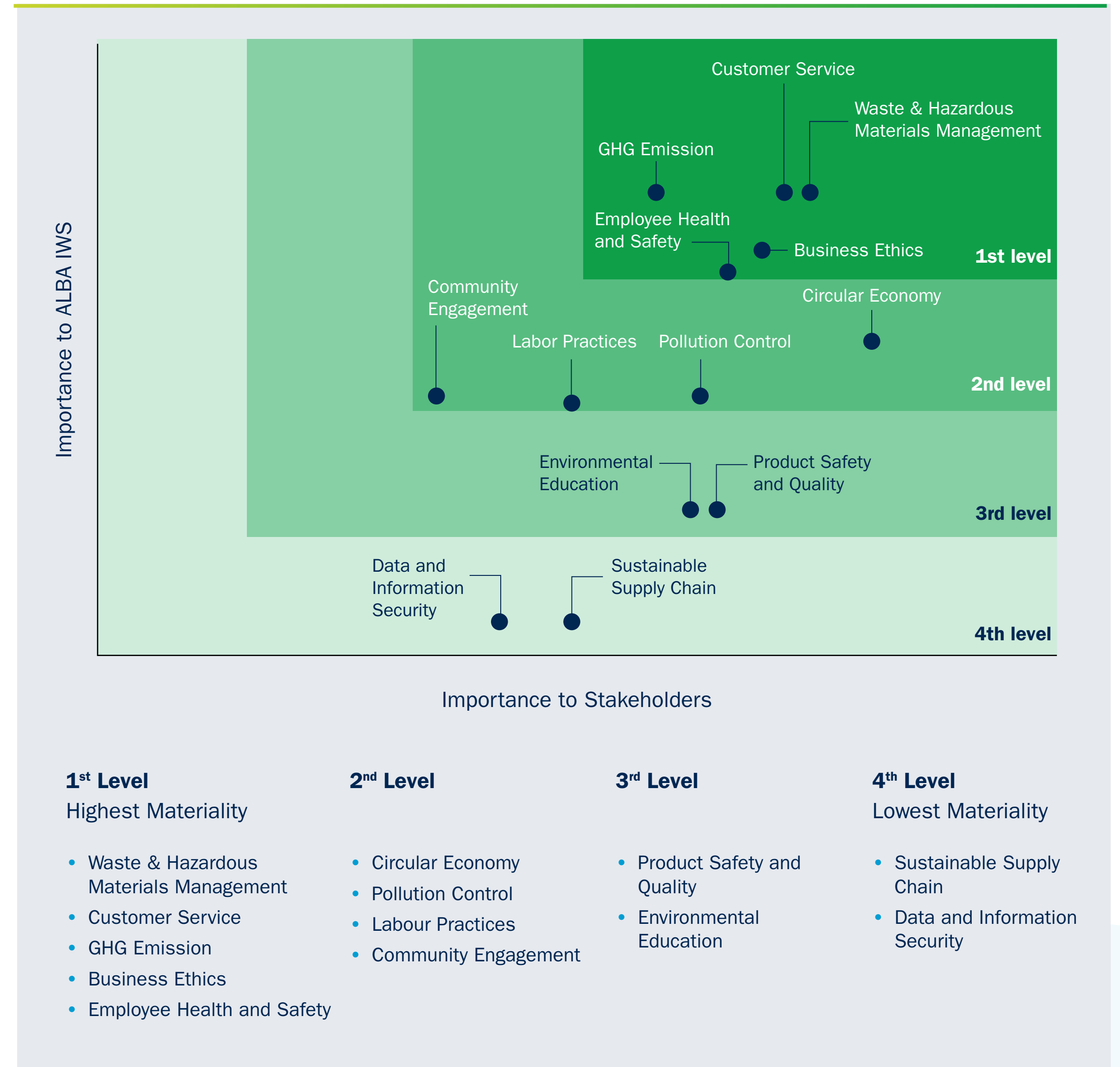
The SDSG members review and confirm the materiality assessment results.

Step 4

Review

The results are then presented to and approved by the members from the Board of Directors in SDSG meeting.

Continuously examine and review the process of identifying issues for improvement.





The Pillars of Our Sustainability Action

**Waste &
Hazardous
Materials
Management**

Ensure the proper handling and disposal of hazardous materials, resulting in the recovery of valuable secondary raw materials

**Customer
Service**

Enhance customer satisfaction through personalized support and efficient processes

GHG Emission

Reduce carbon footprint of our operations and entire value chain

**Business
Ethics**

Strengthen sustainability governance, integrate it into operations, and adhere to ethical business conduct

**Employee
Health and
Safety**

Implement health and safety management systems to minimise the risks of accidents and work-related injuries



Awards and Recognition



Final Gold rating
HKGBC BEAM Plus Nb v1.2



Clean Air Charter – Certificate of Compliance
Business Environment Council Limited



Recycling Industry – OSH Star Enterprise
Occupational Safety & Health Council



Certificate of Merit
Hong Kong Awards for Environmental Excellence (HKAEE)



Good Level – Wastewise Certificate
Hong Kong Green Organisation Certification

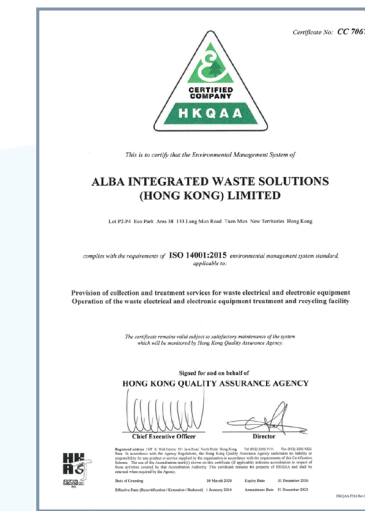


Gold – Carbon Management Category
Quam IR Awards 2022

Management System Certifications



ISO 9001:2015 Quality Management System



ISO 14001:2015 Environmental Management System



ISO 45001:2018 Health and Safety Management System



ISO/IEC 27001:2013 Information Security Management System



Environment

At ALBA IWS, we set the highest priority on environmental protection. We actively recycle WEEE to reclaim valuable secondary raw materials, which not only promotes a circular economy but also contributes to sustainability and resource conservation. Additionally, we are committed to striving for carbon neutrality, further aligning our efforts with our environmental goals.

86.55%

Recycling Rate

221,460kWh

Solar energy was generated

100%

Compliance with Environmental Regulations



Materials Circularity

We are achieving the circular economy through innovative WEEE recycling solutions. By maximising the reuse of secondary materials, we recover value from WEEE that would otherwise be disposed of, meeting consumer demand for recycled products while minimising waste.

Materials Management

[GRI 3-3, 306-1,2,3,4,5]

As a WEEE recycling service provider, we place great importance on our commitment to achieving zero waste in our operations. All the materials we handle come from the WEEE we collect in Hong Kong. Our operations encompass the management of both non-hazardous and hazardous materials, including refrigerants. Non-hazardous materials consist of plastic and metal, while hazardous materials include chemical waste and materials with flammable characteristics. Refrigerants are of particular concern due to their high global warming potential.

To ensure accurate material management, we have implemented a “Track and Trace” IT system that allows us to monitor each piece of appliance we collect from customers until it is treated and transformed into recycled materials.

When WEEE arrives at our facility, each pallet or cage is weighed using platform scales with a resolution of 0.5 kg. These scales are calibrated by a HOKLAS (Hong Kong Laboratory Accreditation Scheme) approved laboratory every six months. Similarly, when batches of recycled materials or residues leave our facility, they are weighed using weighbridges with a resolution of 5 kg. These weighbridges are also

calibrated every six months. All weighing operations are meticulously tracked and recorded by our IT system, which includes photos showing the consignment being weighed.

Recycled materials are sold to downstream recycling partners who have obtained the necessary approvals for recycling the specific materials. These partners are also approved by the Environmental Protection Department (EPD) as our trading partners.

Residues are materials that result from the treatment process and have no value. These residues, which may include chemical waste such as compressor oils and back-lit cold cathode fluorescent lamps, are collected by authorized chemical waste collectors for final treatment. The EPD Trip Ticket system is used to record the weight and movement of the chemical waste.

Residues that are not classified as chemical waste are sent to the landfill for final disposal, and their weight is also recorded.





To ensure transparency and accuracy, ALBA IWS engages a Certified Public Accountant every year to audit the recycling rate to cover all weighing operations and weighing data.

By implementing these rigorous tracking and weighing procedures, we strive to ensure the strictest materials management and tracking, thereby upholding our commitment to environmental responsibility.

In 2023, we have collected a total of 21,344 metric tonnes (mt) of WEEE. We generated a total of 18,473 mt of recycled materials. This included 18,126 mt (98.12%) of non-hazardous materials and 347 mt (1.88%) of hazardous materials.

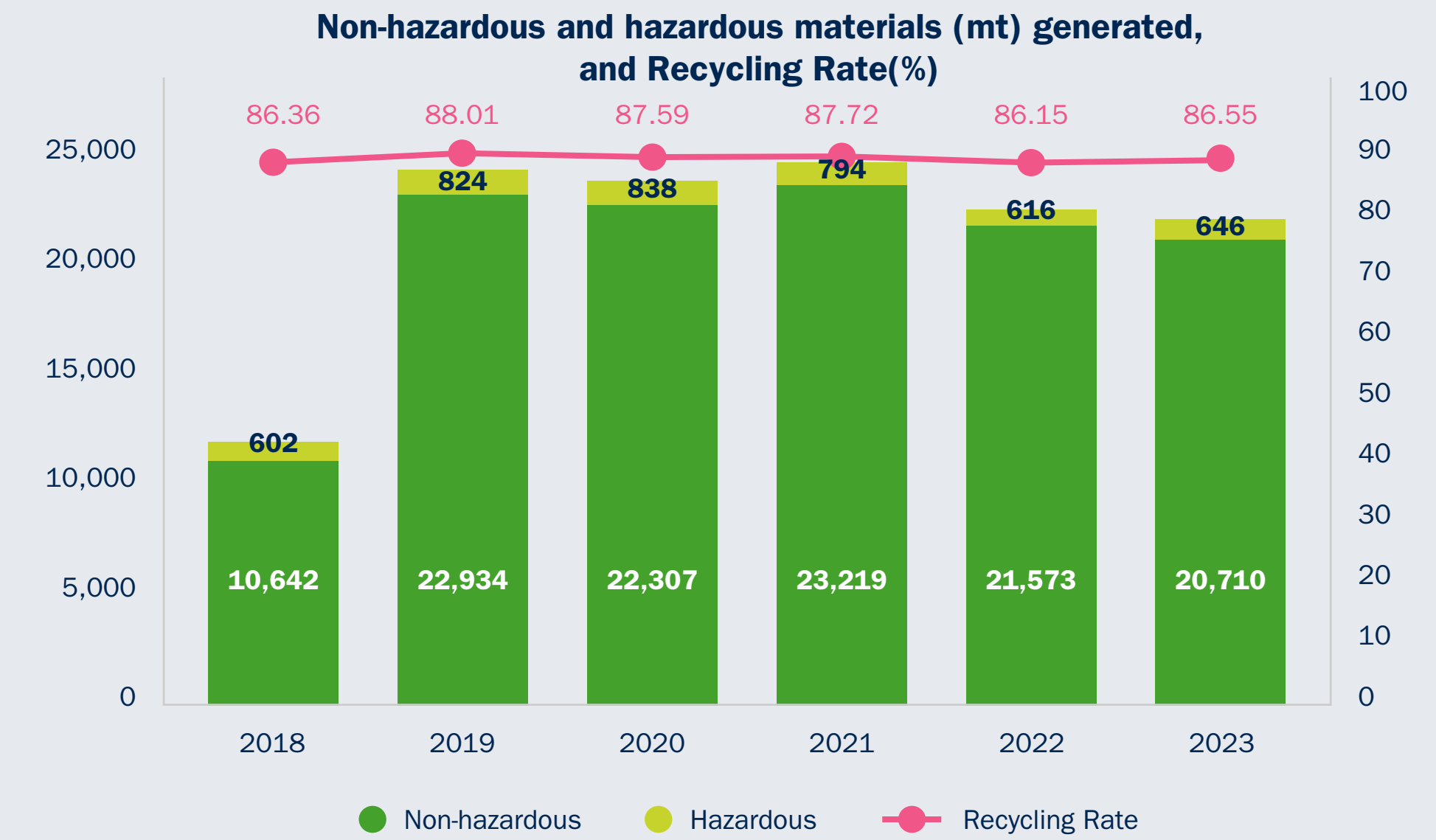
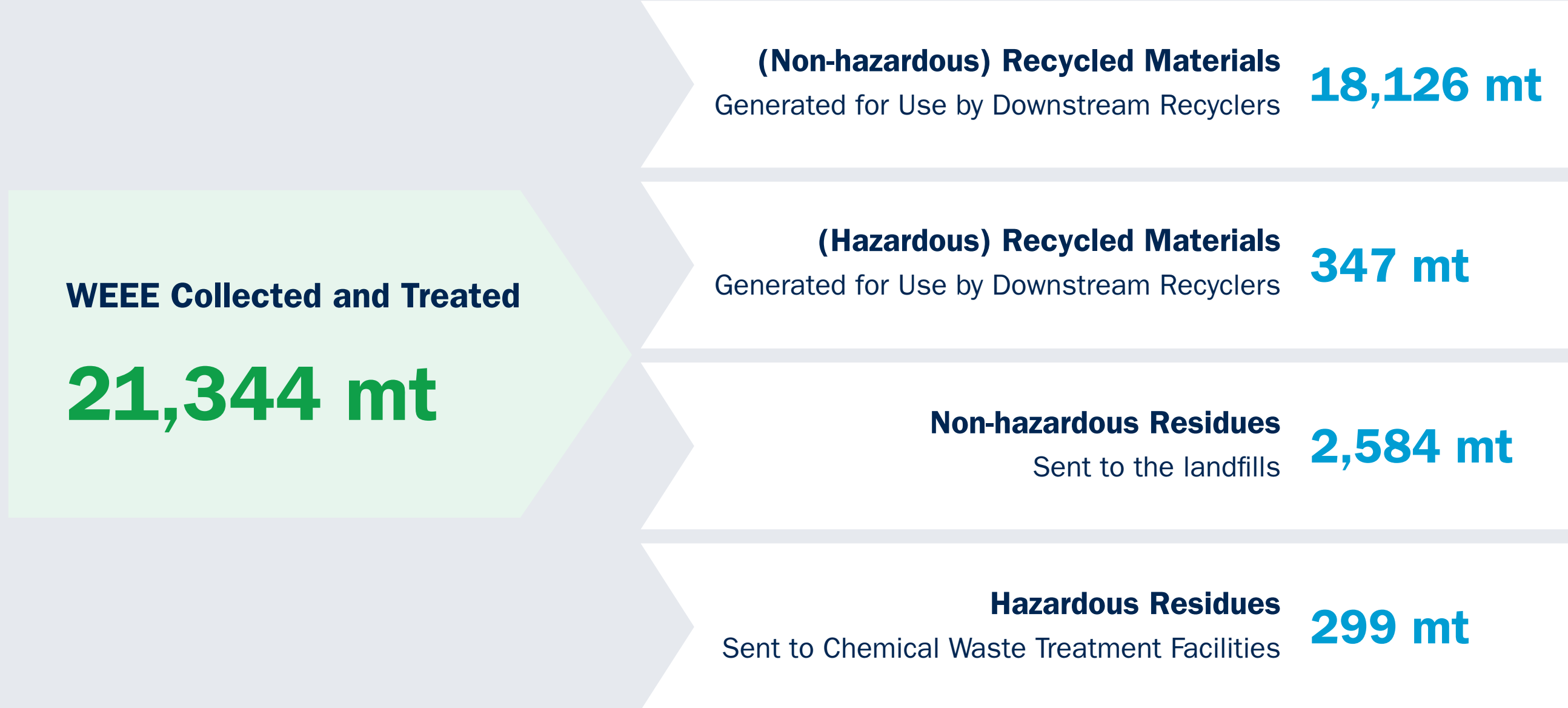
86.55%

Recycling Rate



Meanwhile, we salvaged 1,490 no. of appliances from the WEEE collected, refurbished and donated to the families in need or NGOs. This accounted for 49.39 mt of materials.

We achieved a recycling rate of 87.52% for non-hazardous materials and 53.72% for hazardous materials. It is worth noting that the total recycling rate (86.55%) has increased slightly in 2023, indicating a greater success in diverting a larger portion of materials from landfilling.



Note: The total output after processing is greater than the WEEE collected and treated, due to the need to handle a small amount of WEEE from the previous reporting period.



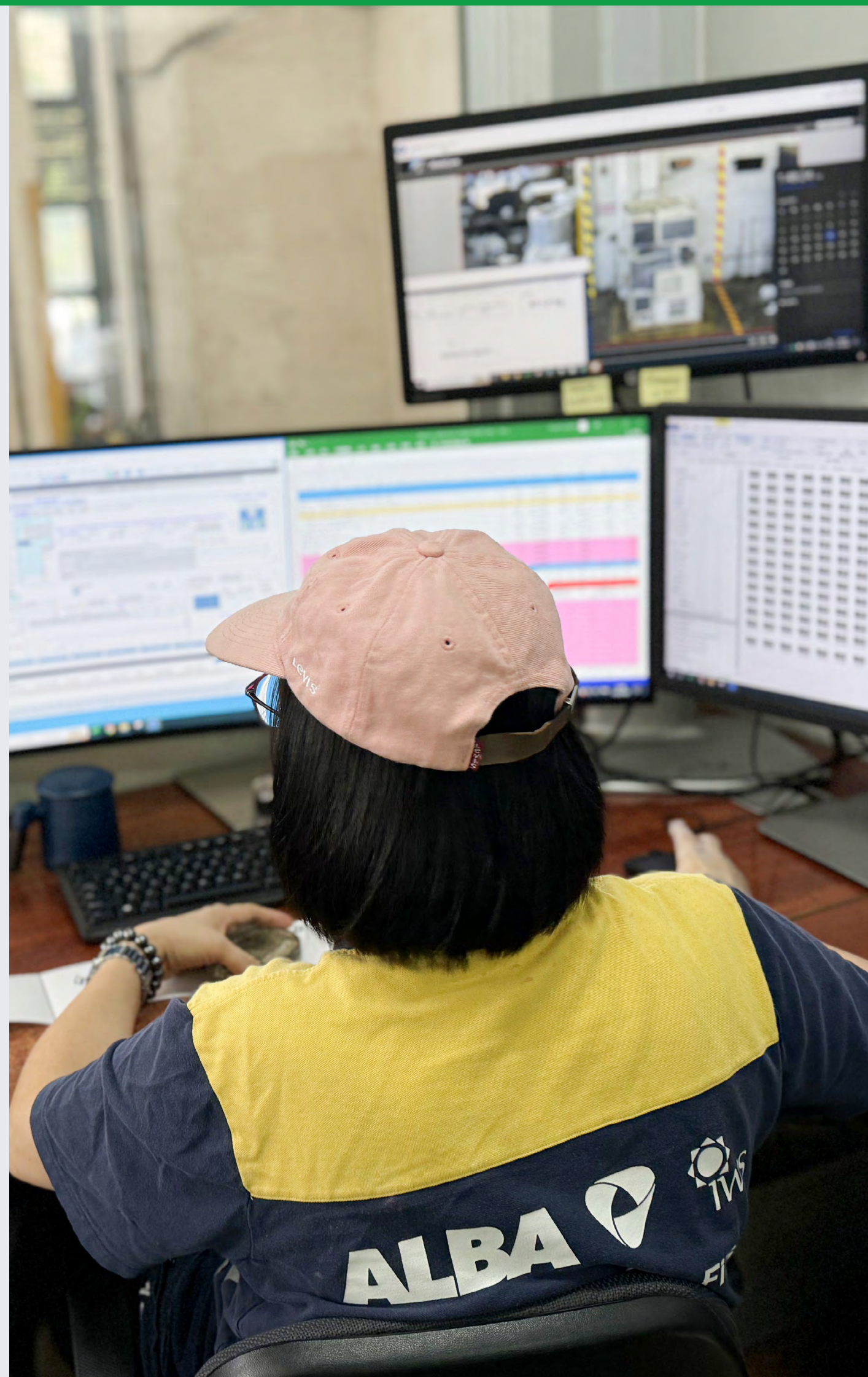
Impact Study

“Tracking the WEEE’s Green Path”

As a data entry clerk at the WEEE-PARK, I input data such as tracking numbers and weights of WEEE at the treatment plant. It’s a job that fills me with pride as our efforts ensure accurate tracking and handling of WEEE. Working closely with my teammates, we assign unique tracking numbers to each collected item at different stages for future tracing. This system allows us to closely monitor all items collected, ensuring their safe delivery to the WEEE-PARK.

On one occasion, a lady approached us for help after accidentally left behind some cherished clothing in a washing machine that we have collected one day ago. These clothing items held immense sentimental value for her. Through our robust tracking system, we promptly located and retrieved the washing machine and the specific clothing. The lady was overjoyed to learn that her precious clothing had been found, and expressed heartfelt gratitude for our assistance.

Through this job, I learned the importance of responsibility and attentiveness in ensuring proper handling of each item. It has given me a profound understanding of how our work impacts the environment and the community, further deepening my dedication to this mission.



Recycled Materials

[GRI 306-2]

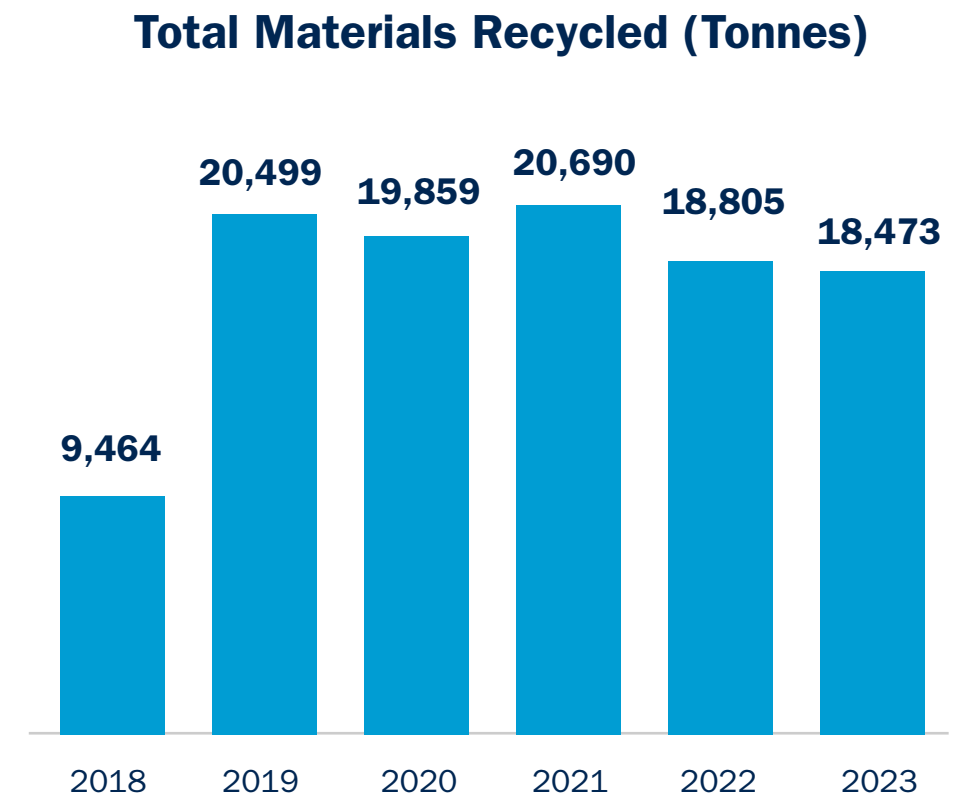
We have a well-established infrastructure and network to drive circular economy solutions, and have achieved a recycling rate of 86.55%.

In 2023, WEEE collection saw a decline, with recycled materials decreased by 1.77% compared to the previous year. This was primarily due to reduced disposal of WEEE caused by decreased consumption of new REE. The pandemic’s lingering effects led to fewer people buying new electrical appliance, resulting in less need to dispose of old ones. Low economic growth in Hong Kong in 2023 was also one of the factors.

However, as the economy recovers and consumption increases, it is expected that WEEE collection will rise in 2024.

**18,473
Tonnes**

Recycled Materials





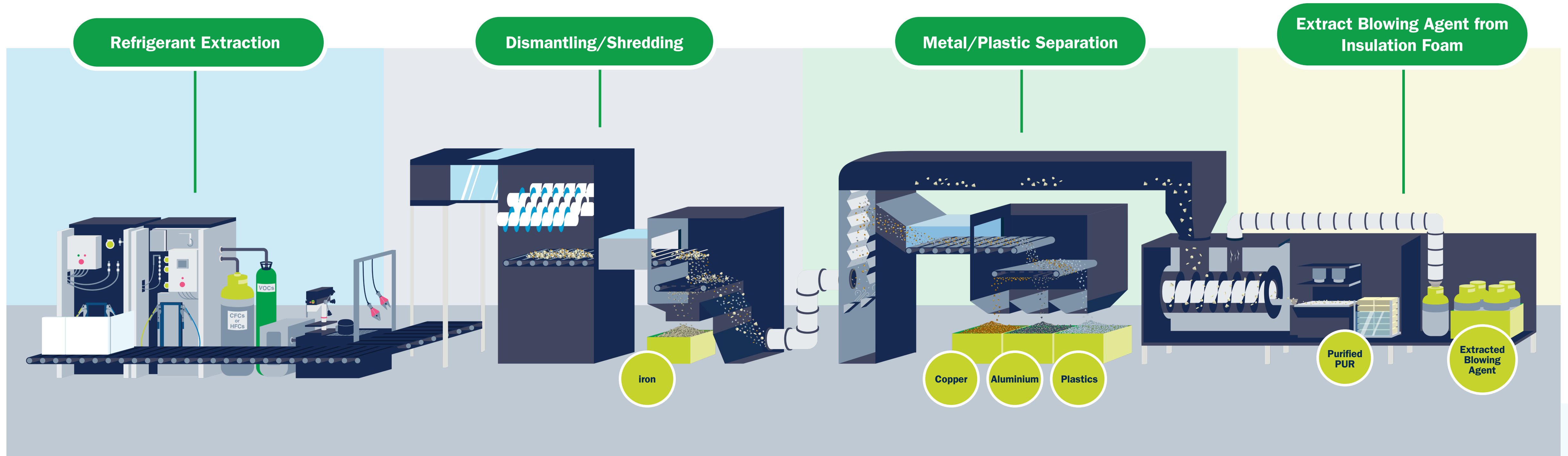
The Material Circularity in Action

[GRI 306-2]

As one of the world's leading facilities in its field, we utilize advanced technologies to transform regulated WEEE into valuable secondary raw materials through a comprehensive process of detoxification, dismantling, and recycling. We are committed to continually upgrading our recycling facilities to enhance the effectiveness in capturing materials and to expand access to recycling services in communities.

Line 1 (Refrigerator Processing)

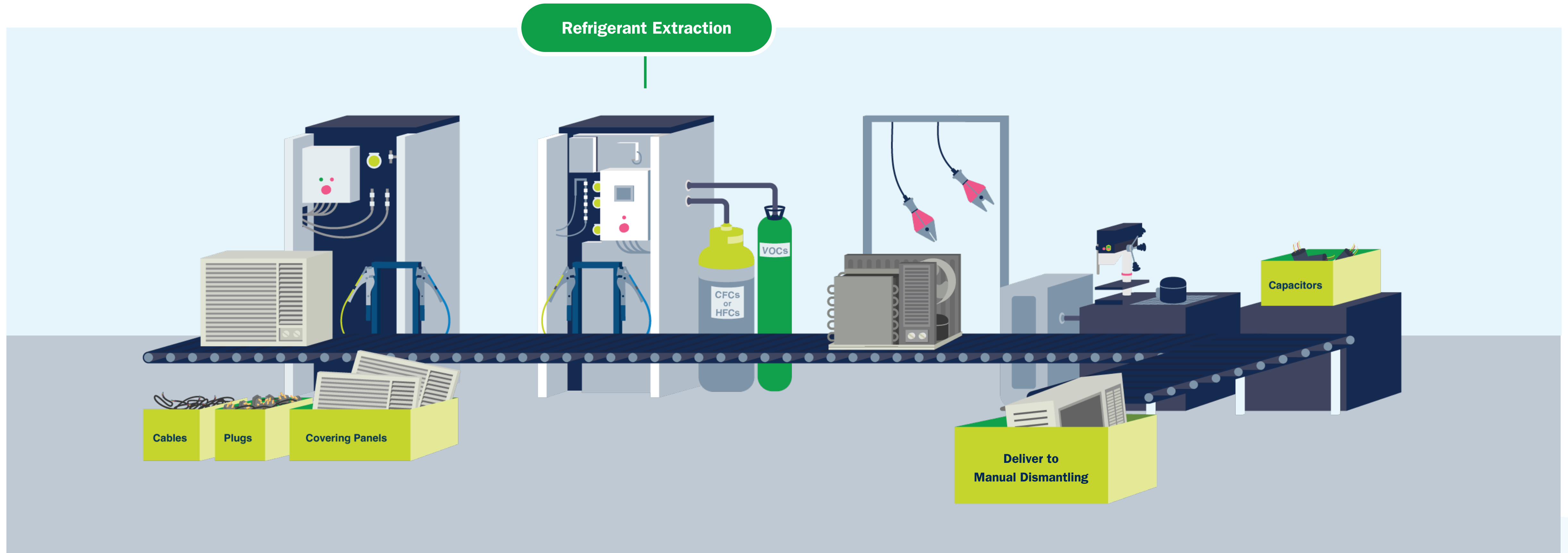
Refrigerants (HFC or LPG) are extracted from refrigerators for reuse or proper disposal. The refrigerators are then shredded in an inert atmosphere to prevent any possible fire or explosion caused by residual LPG refrigerant or the flammable insulation. Then metal and plastic fractions are separated automatically. The blowing agent (i.e., cyclopentane) from the insulation (polyurethane) is extracted using a reverse-distillation method.





Line 2 (Air-conditioner Processing)

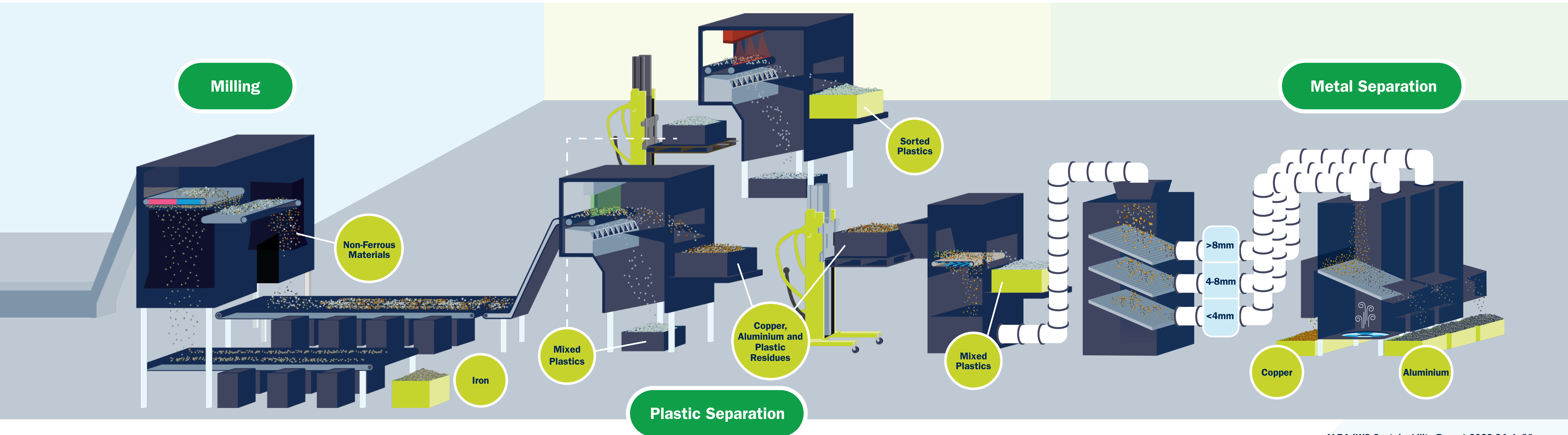
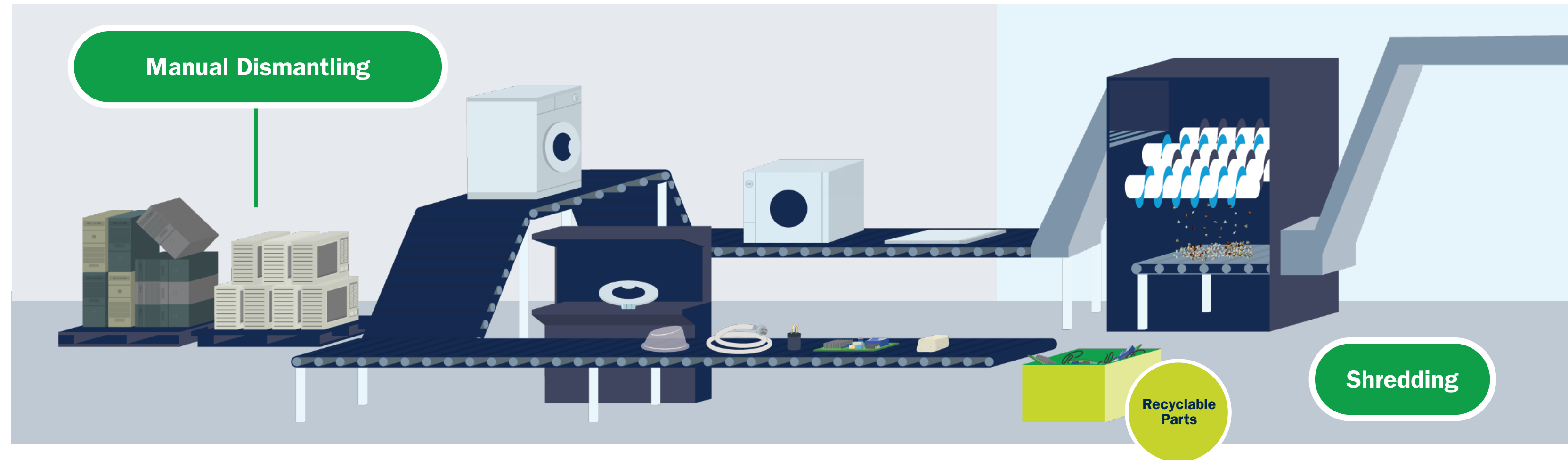
Refrigerants (HCFC or HFC) are extracted from air-conditioners for proper disposal. The air-conditioners are then manually dismantled.





Line 3 (Washing Machines, Printers and Scanners Processing)

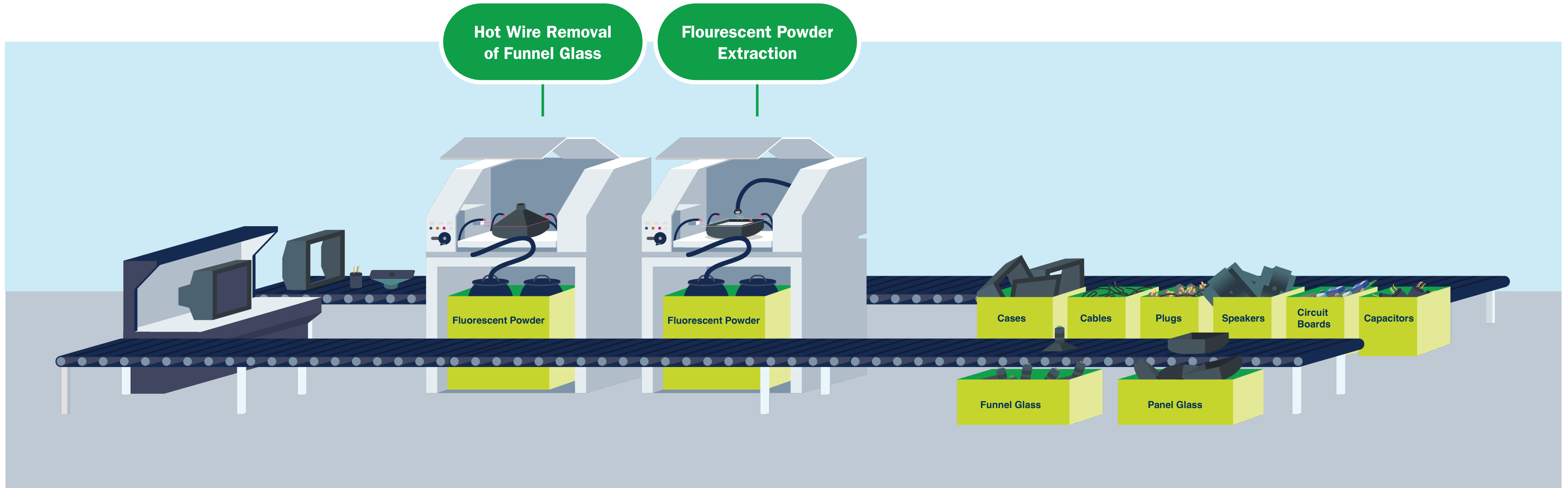
Washing machines, printers and scanners undergo dismantling, shredding, and sorting processes to obtain secondary materials like steel, copper, aluminium, and plastics.





Line 4 (CRT TV/Monitor Processing)

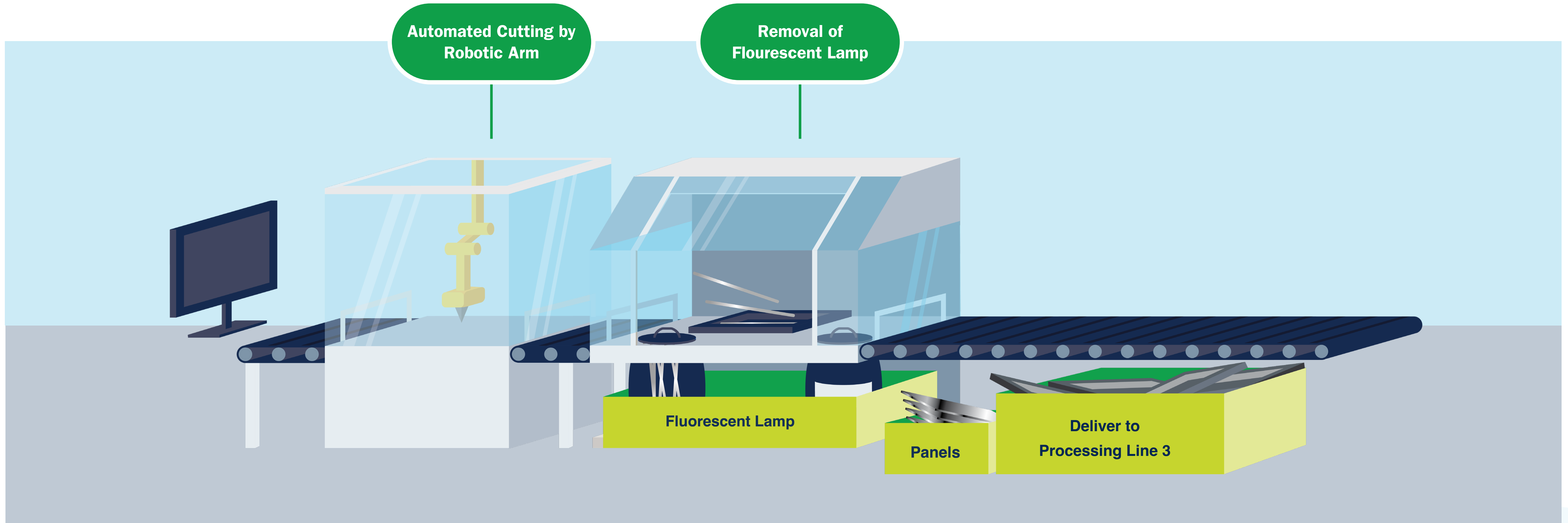
CRT (Cathode Ray Tube) screens are dismantled using a hot wire method to effectively separate the lead-containing funnel glass and extract the fluorescent powder for appropriate disposal.





Line 4 (LCD Flat Screen TV/Monitor Processing)

LCD flat screens are automatically cut open using a robotic arm to facilitate the removal of the back-lit fluorescent lamps, which contain mercury, for proper disposal. The remaining components are manually dismantled.





Case Study

Re-use of Refrigerants

It is essential to capture refrigerants during the treatment of refrigerators and air conditioners due to their significant impact on the environment. Typical refrigerants, e.g., R22, R134a, and R410a are potent greenhouse gases that can contribute to global warming and ozone depletion if released into the atmosphere. By capturing these refrigerants, their harmful environmental effects can be mitigated. Initially, the refrigerants were sent to the Chemical Waste Treatment Centre for destruction.

Committed to reclaiming materials for reuse, ALBA IWS successfully identified a partner

in Singapore capable of purifying refrigerants for reuse. However, navigating the regulations surrounding refrigerants presented significant challenges. Classified as dangerous goods by fire service regulations and as chemical waste by environmental legislations, exporting refrigerants necessitated obtaining export licenses and the use of licensed chemical waste trucks for local transportation. Despite these obstacles, in 2023, we managed to export 10.1 tonnes of refrigerants to Singapore for reuse, overcoming regulatory hurdles to contribute to sustainable resource management.



Case Study

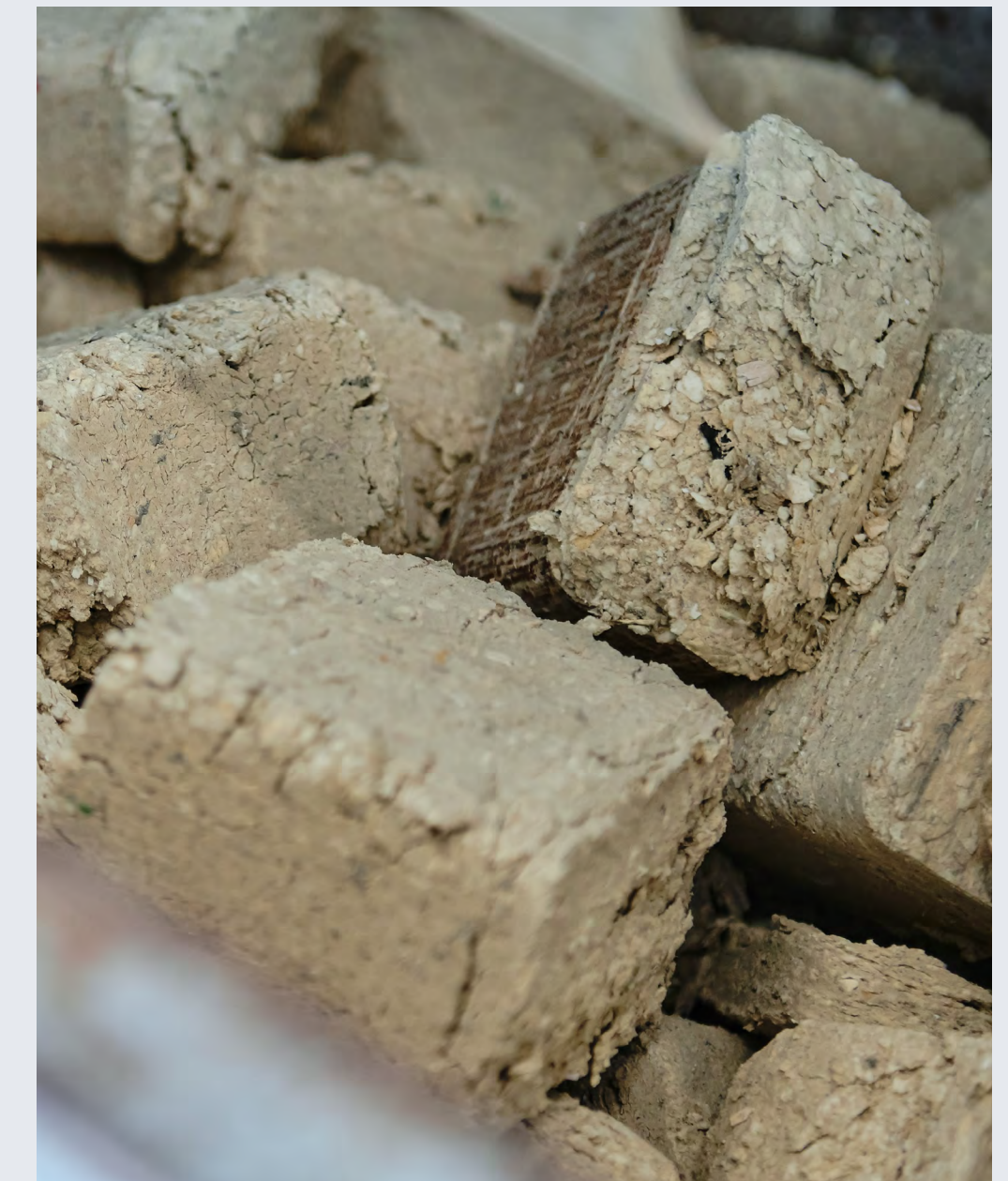
Diverting Polyurethane from Landfill

Polyurethane (PUR) is commonly used as insulation in refrigerators due to its excellent insulating properties. It helps to maintain the desired temperature inside the refrigerator, thus improving energy efficiency. During the production of PUR, a blowing agent called cyclopentane is used to create the foam structure that provides the insulation. This blowing agent helps to expand the PUR foam, resulting in the formation of a closed-cell structure that enhances the insulating properties of the material.

In the treatment of refrigerators, the removal of cyclopentane from the PUR insulation foam is crucial for safety reasons. Given that cyclopentane is highly flammable, its presence could pose a fire hazard during the recycling process if not extracted properly. Initially, after the removal of cyclopentane, the PUR foam was simply sent to the landfill due to lack of recycling value.

Recognizing the need for sustainable solutions, ALBA IWS proactively sought applications for this material and formed a partnership with Green Island Cement. Subsequently, in 2019, the Environmental Protection Department (EPD) approved the co-combustion of PUR with coal in the cement kiln. As a result, in 2023, 70.7

tonnes of PUR were diverted from the landfill to Green Island Cement for energy recovery, marking a significant step towards sustainable waste management practices.





Energy and Carbon Reduction

In our pursuit of carbon neutrality, we have identified various opportunities to reduce carbon emission in our operation. These include the utilisation of clean energy and the implementation of diverse energy efficiency measures.

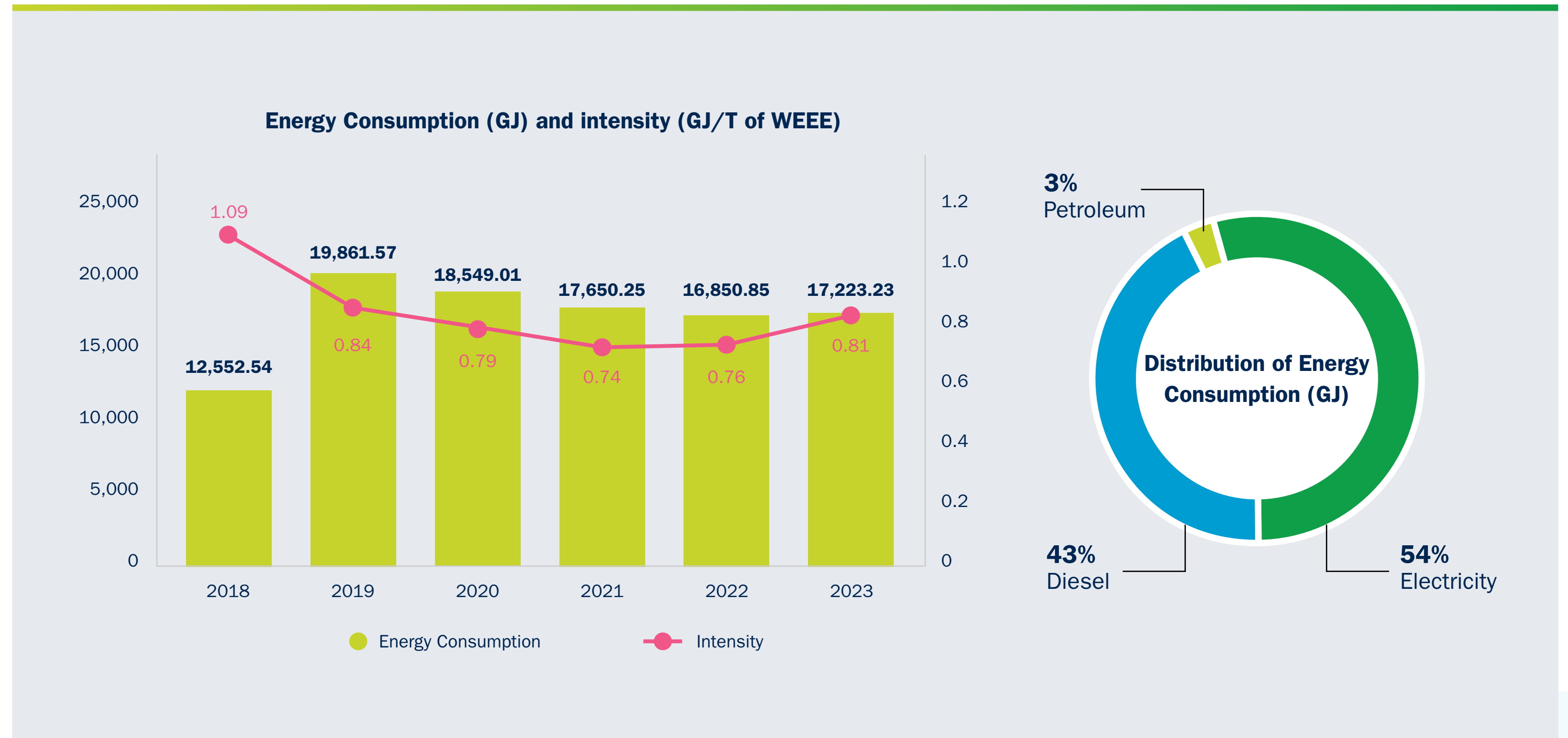
Energy Consumption

[GRI 302-1,3]

Our primary sources of energy consumption are purchased electricity and fuel used in the day-to-day operations of our office and recycling facilities. In 2023, our total energy consumption amounted to 17,223.23 GJ, resulting in an energy consumption intensity of 0.81 GJ per tonne of WEEE. This represents a 6.16% increase compared to the 0.76 GJ per tonne of WEEE consumed in 2022. As part of our commitment to sustainable development, we will continue to identify measures that aim at improving energy efficiency.


17,223.23 GJ


Energy Consumption



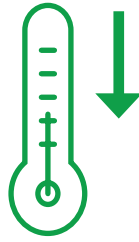


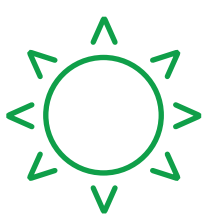
We are dedicated to monitoring and reducing energy consumption, and we have implemented the following measures to enhance energy efficiency:

01  Turn off idle plants and machines if they have been inactive for extended periods

02  Report fuel leakages and abnormal electricity consumption promptly for inspection and maintenance

03  Implement carpooling for business purposes

04  Turn off lights and air conditioning systems when leaving unoccupied areas and adjusting indoor temperature to suitable levels

05  Keep work areas clean to maximise the use of natural light and increase energy efficiency

Case Study

Generation of Renewable Energy – Solar PV System

Renewable energy generation was not required in the Contract with EPD. However, when the Feed-In Tariff Scheme was launched in Hong Kong in 2018, we actively negotiated with EPD to install a 200 kW solar PV system on the roof of the Processing Area of the WEEE-PARK.

After obtaining approval from EPD, the project was carried out as an Improvement Works Project at the WEEE-PARK. The 200 kW PV system consisted of 548 nos. of 400W PV modules and 4 nos. of 50 kW solar inverters. The system went online on 25 September 2020.

In 2023, the system generated 221,460 kWh (as recorded by CLP's energy meter), contributing to approximately 8.13% of the WEEE-PARK's electricity consumption.

221,460 kWh

Solar energy was generated





Greenhouse Gas (GHG) Emissions

[GRI 3-3, 305-1,2,4]

The Company's primary sources of greenhouse gas (GHG) emissions are: Scope 1 – Direct emissions from vehicles and fuel combustion in operational facilities, Scope 2 – Indirect emissions from purchased electricity and Scope 3 – Other indirect emissions mainly from water consumption and sewage discharge, paper purchased and air travel.

In 2023, the total GHG emissions amounted to 1,650.63 tCO₂e, with an intensity of 0.077 tCO₂e per

tonne of WEEE. This represented a 4.05% increase from the intensity of 0.074 tCO₂e per tonne of WEEE in 2022.

The increased of GHG emissions was mainly due to the purchase of 55 kg of R410a refrigerant in the repair of the air conditioning system. This increased the GHG emission by 114.4 tCO₂e, contributed about 7% of total emission.

1,650.63 tCO₂e

Emissions from operation

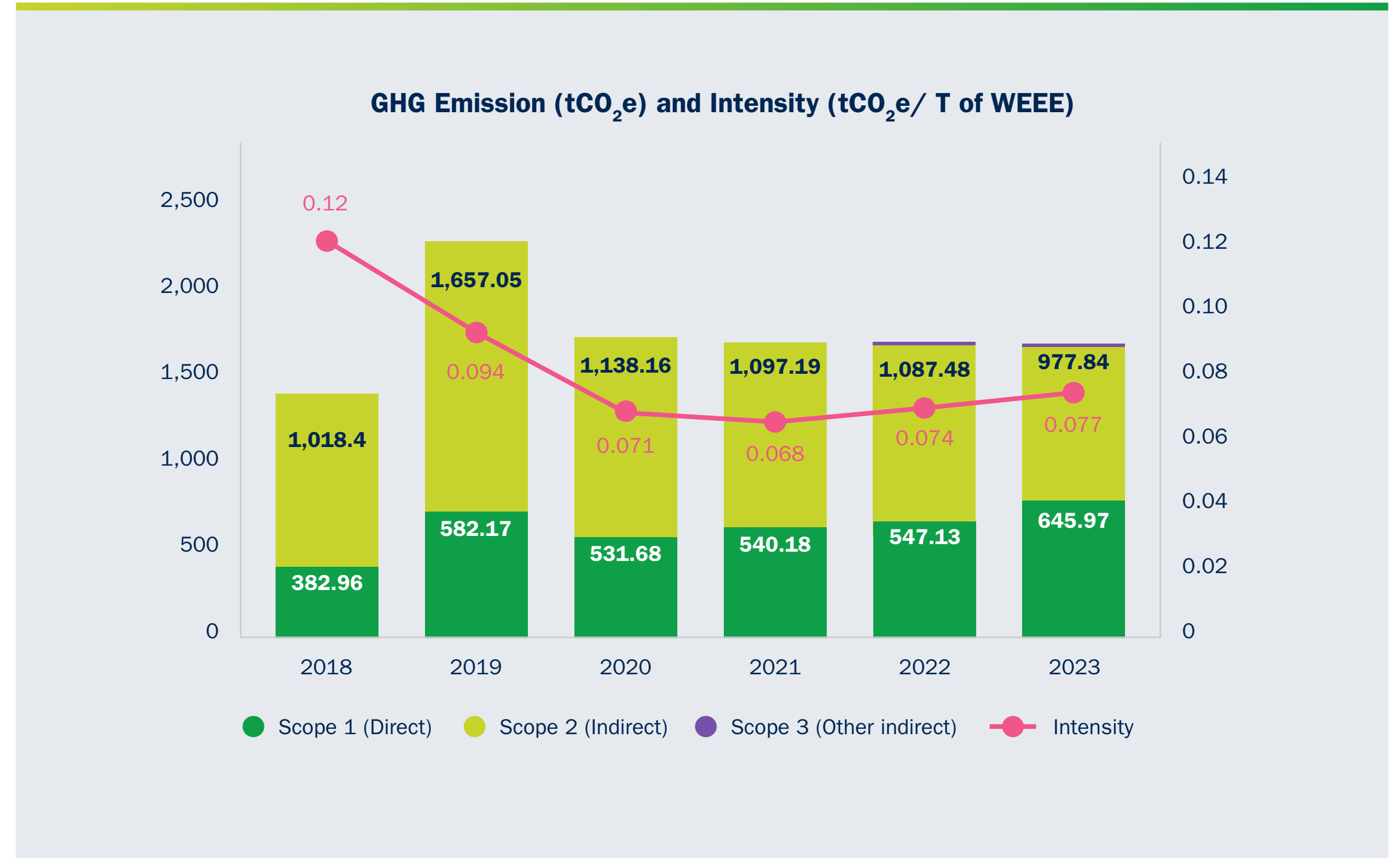


Scope 1:
645.97 tCO₂e

Scope 2:
977.84 tCO₂e

Scope 3:
26.82 tCO₂e

Note: Scope 3 only includes water consumption and sewage discharge, paper purchased and air travel.





Helping Hong Kong Achieve Climate Goals

In 2023, our recycling efforts made a real difference in Hong Kong's fight against climate change.

We recycled 21,344 metric tons of WEEE, recovering valuable materials that can be reused.

This produced over 18,000 metric tons of recycled materials (ferrous metal, plastics, glass, concrete, copper, zinc, and aluminium), reducing the need for newly-mined resources.

We also captured more than 30 metric tons from refrigerants and chemicals, preventing them from being released into the atmosphere.

To calculate the environmental impact, we looked at the carbon footprint of the recycled materials compared to producing new ones. We also considered the emissions that would have occurred if those refrigerants and chemicals

had been released. After accounting for our own operational emissions, we estimate that our work helped Hong Kong reduce its overall carbon footprint by more than 81,439 tCO₂e, a meaningful contribution to the city's net zero goals.

By recycling responsibly and capturing harmful substances, we are proud to support Hong Kong's transition to a greener, more sustainable future. Every metric ton of waste recycled and refrigerants captured makes a tangible difference in the fight against climate change.



Case Study

Adoption of Electric Vehicle

In 2023, the SDSG implemented a comprehensive policy to embrace electric vehicles (EVs). Our commitment includes replacing all company-owned private cars with EVs by the end of 2024, and as a trial, we will also convert a 9-tonne WEEE collection truck to an EV. To support this transition, charging infrastructure will be installed in the parking lots of WEEE-PARK.

This initiative is driven by our goal to reduce fuel consumption and carbon emissions, thereby making substantial progress towards achieving carbon neutrality. By embracing EVs, we actively contribute to creating a cleaner and more sustainable future while minimising impact on our environment. In 2023, the total emissions attributed to company-owned private cars amounted to 36.78 tCO₂e.





Water Management

Environmental protection is our top priority as we strive to minimise the impact of our operations on the environment. In Hong Kong, we are reliant on Mainland China for water supply. Recognizing that water is a scarce resource in many parts of the world, we are committed to enhancing water resource efficiency.

We have implemented a design in the WEEE treatment process that eliminates the need for water usage. By consciously designing our processes to be water-free, we significantly reduce our environmental footprint and contribute to water conservation efforts.

A Rainwater Harvesting System has been installed to collect rainwater from the roof of the Processing Area, providing filtered and sanitized rainwater for irrigation use. However, the system currently lacks a water meter, resulting in no record of the amount of rainwater used for irrigation. To address this, a water meter will be installed, and rainwater consumption data will be available in 2024.

Water Consumption

[GRI 303-3]

All WEEE treatment processes do not require water except a 500 kg/hour steam boiler, the condensate of which is collected and re-used. Hence, there is no wastewater effluent.

We obtain potable water from the Water Supplies Department of the Government of the HKSAR. Water consumption is mainly attributed to domestic use and for cleaning of the facilities. In 2023, we consumed approximately 4,157.38 m³ of water.

4,157.38 m³

Water consumption



We carry out regular maintenance to prevent water leakage and arrange prompt repair to minimise water loss. We will continue our efforts to implement water conservation measures and strive for further reductions in the future.





Environmental Compliance

[GRI 2-27,303-2, 305-7]

Environmental compliance is of paramount importance in our waste treatment operations. We strive to obtain and maintain all relevant licenses and permits that apply to our operation and comply with all licensing conditions.

Environmental related permits and licenses obtained and maintained:

- Environmental Permit (for EcoPark covering E-Waste Operation)
- License to Dispose of Waste – Chemical & E-Waste
- Chemical Waste Collection License
- Chemical Waste Producer Registration
- Permit for Export of Waste Printed Circuit Boards
- Permit for Export of Refrigerants Water Discharge License
- Water Discharge License

To ensure compliance, we conduct monthly environmental monitoring including:

- Air quality within the facility and at the site boundary (23 parameters)
- Water quality at stormwater discharge (7 parameters)
- Noise level inside the facility, at site boundary and any Noise Sensitive Receivers
- Landfill gas monitoring



We have established and maintained an ISO 14001:2015 Environmental Management System and obtained independent certification from the Hong Kong Quality Assurance Agency.

Parameters Under Monthly Environmental Monitoring

Air Quality

RSP, TSP, Lead, Mercury, Phosphorous, Cyclopentane, Propane, Butane, Isobutane, Chlorodifluoromethane, 1,1,1,2-Tetrafluoroethane

Noise

L_{eq} 30min and L_{eq} 5 min at different locations

Water Quality

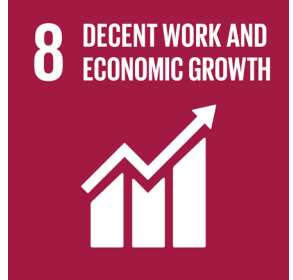
SS, COD, Oil and Grease, pH, mercury, lead, sulphate

Landfill Gas

Methane, Carbon dioxide, Oxygen (%v/v)

During the reporting period, all parameters under monitoring were within the specification limits, and we did not receive any fines or prosecutions due to non-compliance with the environmental standards as stated in the licensing and contractual requirements.

100%
Compliance with Environmental Regulations



People

ALBA IWS fully protects our employees' health, safety, rights and well-being. We support their personal growth and development with a diverse and inclusive working environment, with the aim of benefiting all employees through our developmental achievements.

**“SAFE-ME”
Program**

Launched in 2023

957 hours

of employee training

11

Ethnic minorities
are employed



Employee Health and Safety

[GRI 2-24, 3-3, 403-1,8]

We actively work to protect the health and safety of our employees through ongoing monitoring and evaluation of our EHS programs, practices, and performance. Our goal is to minimise frequency of incidents and protect all from accidents.

We prioritise safety above all, ensuring the well-being of our employees and stakeholders. This commitment is reflected in our robust health and safety management practices. We have implemented an ISO 45001 health and safety management system, that has been independently certified, demonstrating our dedication to meeting international standards.

To further emphasize the importance of safety, we have established *Safety Responsibility Statements* (“SRS”) for all employees, from directors to operators. These statements outline the individual responsibilities and accountabilities of each team member in maintaining a safe working environment.

To ensure effective safety management, we have a dedicated full-time Registered Safety Officer in our safety team, who oversees safety protocols and initiatives. The expertise and vigilance contribute to the continuous improvement of our safety practices.

Furthermore, we have integrated safety performance into the appraisal process for managers and supervisors. This linkage underscores the significance of safety in our organisational culture and reinforces accountability at all levels of the company.

Through these collective efforts, we have created a strong foundation for health and safety management, fostering a culture of safety, and striving for excellence in maintaining a secure work environment for everyone.





Health and Safety Management Unit

[GRI 403-4]

To enhance management efficiency, our company has established a well-defined safety organisation chart that outlines designated positions and reporting lines. Within this structure, each role plays a crucial part in ensuring a safe working environment.

The Project Manager holds the responsibility of ensuring contractual compliance, while the General Manager/Operation Manager takes charge of establishing policies and monitoring overall safety performance. The Chief Technical Officer, along with the safety team, develops comprehensive policies, systems, and reporting mechanisms to address safety concerns effectively.

To implement and maintain the Health and Safety Management System, department heads are responsible for their respective departments, while Supervisors oversee the safety of workers and subcontractors under their supervision.

Regular safety meetings are conducted, providing a platform to discuss policies, share incident cases, and gather feedback for continuous improvement and risk mitigation. These meetings serve as a valuable opportunity to enhance safety practices and foster a culture of shared responsibility.

At ALBA IWS, we prioritise safety through the implementation of SRS for all employees. These statements outline individual safety obligations, promoting a culture of shared accountability for safeguarding the health and well-being of everyone in the workplace. By clearly defining safety responsibilities, we create a framework for proactive engagement and collaboration in maintaining a secure work environment.

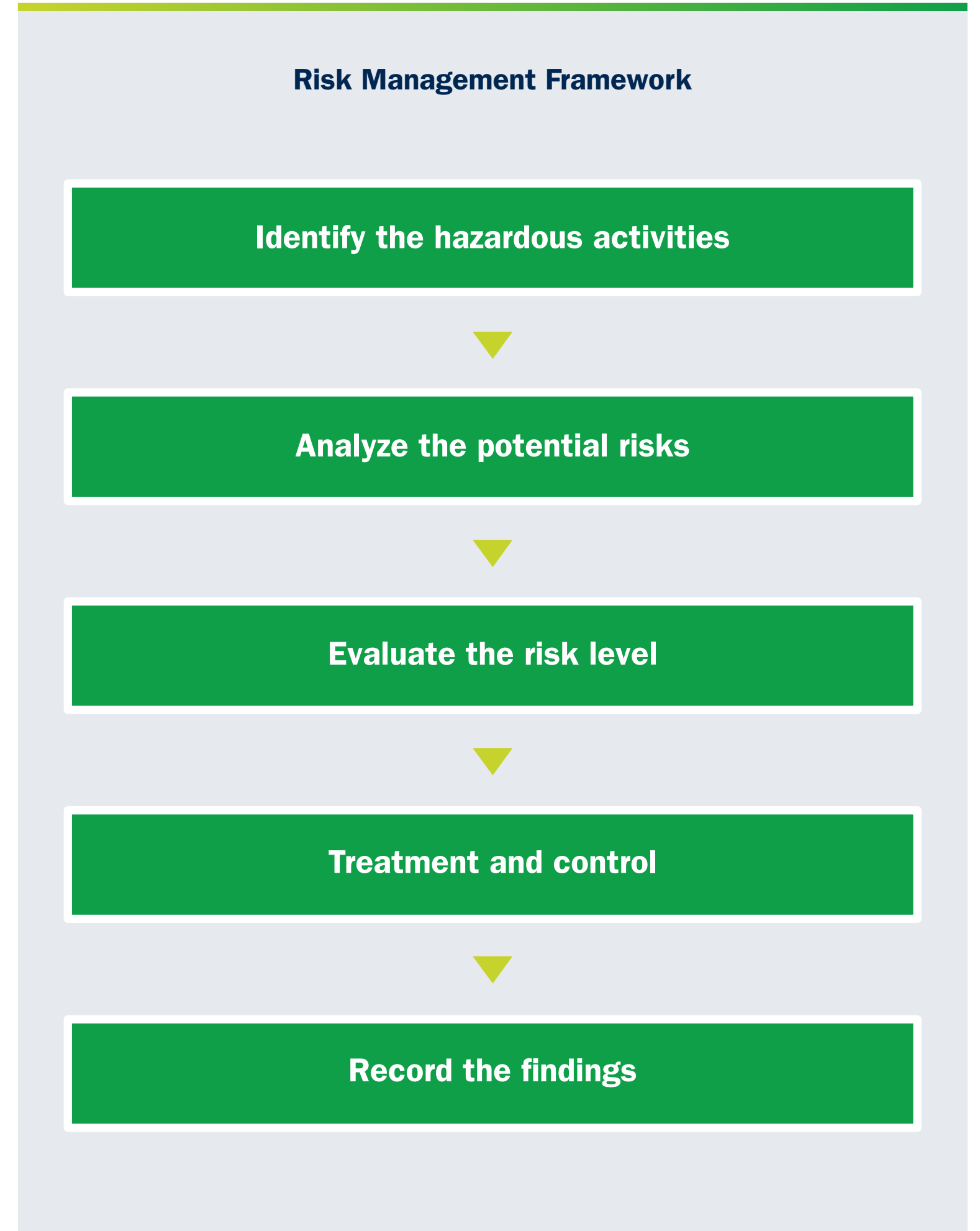
Health and Safety Risk Assessment

[GRI 403-2,3,7]

ALBA IWS adopts a comprehensive risk management approach to effectively address health and safety issues. Our dedicated safety team conducts thorough risk assessments, categorizing risks into four levels: extreme, high, medium, and low. This classification is based on the likelihood of occurrence and potential consequences of harm, enabling us to create a comprehensive risk matrix.

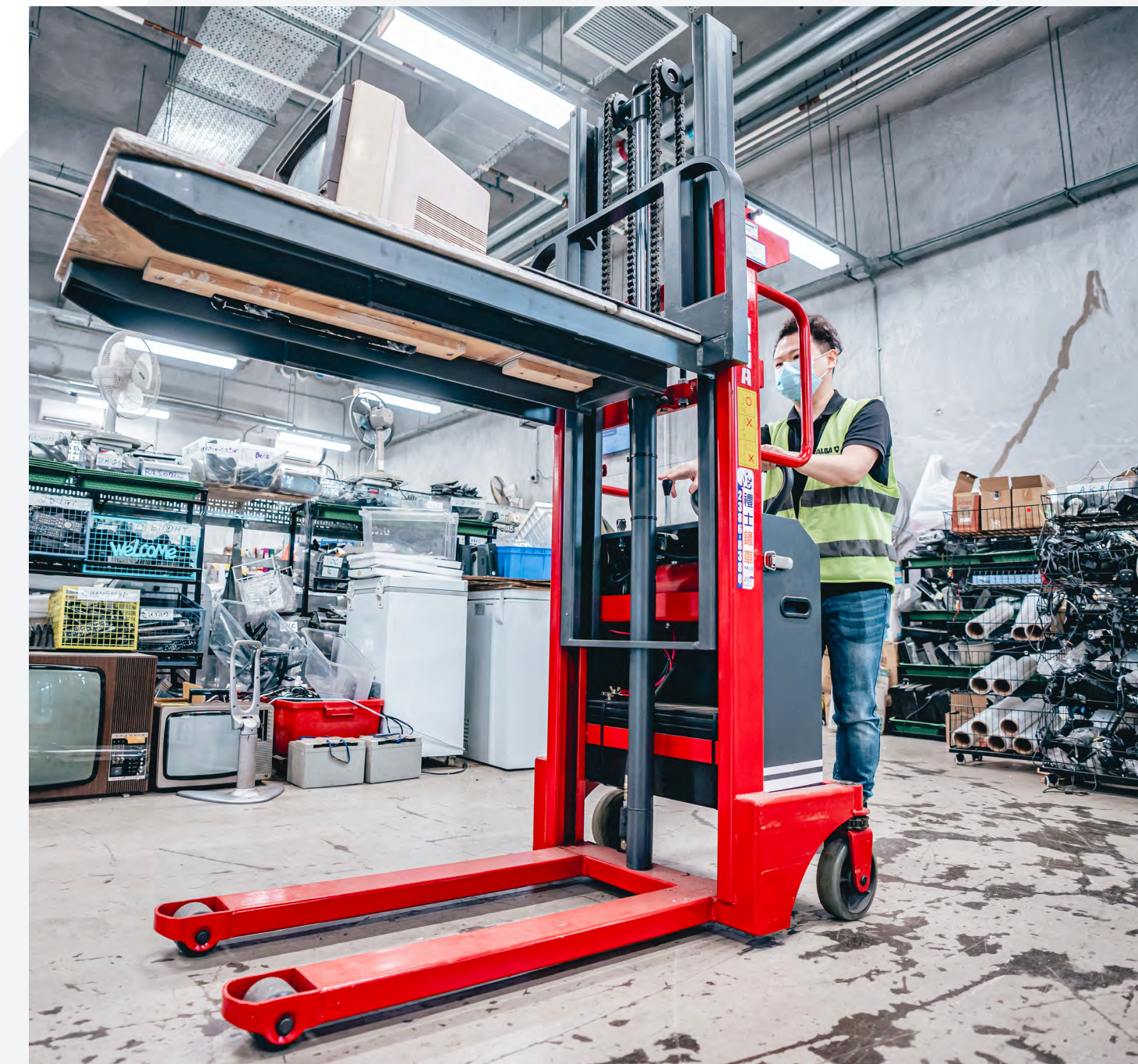
Using the risk assessment outcomes, we develop and promote specific operating standards and regulations in both English and Chinese. These standards are tailored to the level of risk identified, ensuring that appropriate measures are in place to mitigate potential hazards. To ensure compliance and effectiveness, we conduct regular on-site inspections using a safety inspection checklist. These inspections assess the adequacy and effectiveness of the operating standards, verifying their appropriateness and adherence to regulatory requirements.

By integrating risk management into our health and safety practices, we proactively identify and address potential hazards, promoting a safe working environment for all. Our commitment to regular inspections and adherence to operating standards reinforces our dedication to maintaining high safety standards and continuous improvement.





Control Measures	Examples
Elimination of hazards	<ul style="list-style-type: none"> • Plan for safe working • No alcohol or drugs
Substitution	<ul style="list-style-type: none"> • Harm free manual handling
Engineering controls	<ul style="list-style-type: none"> • Safe handling of chemicals • Lock Out Tag Out
Safe system	<ul style="list-style-type: none"> • “SAFE-ME” program
Written procedures	<ul style="list-style-type: none"> • Internal safety rules • Safe use of e-motor wrecker
Supervision	<ul style="list-style-type: none"> • Daily inspection by the safety team • Weekly inspection by the safety team and the Operation Manager • Safety inspection checklist
Training, information and instruction	<ul style="list-style-type: none"> • Safety induction training • Job specific safety training • Toolbox Talks • Daily safety briefing • Operating plant & equipment training
Personal protective equipment	<ul style="list-style-type: none"> • Bump cap • Ear plugs • Safety shoes • Eye protector • Protective, anti-cut and chemical gloves • Apron and arm protector, etc.





In the event of an occupational accident, it is imperative that the injured employee or the supervisor promptly reports the incident to both the line manager and the Assistant Safety Manager. The Assistant Safety Manager will then initiate a comprehensive investigation, aiming to identify the root causes of the accident and develop preventive measures to avoid similar incidents in future.

The findings of the investigation are documented in an Accident Investigation Report, which is shared with the relevant parties involved and undergoes a thorough review by the Management. This ensures that all stakeholders are informed and appropriate actions can be taken to address any underlying issues.

To further enhance safety practices, the Safety Team remains committed to strengthening education and training initiatives. This includes providing relevant information, conducting training sessions, and promoting improvement measures that aims at reducing the overall occupational accident rate.

By fostering a culture of continuous learning and improvement, we strive to create a safer working environment and prevent occupational accidents. The collaboration between employees, supervisors, managers, and the Safety Team plays a vital role in achieving this goal and ensuring the well-being of our workforce.

In 2023, our Company achieved a significant improvement in occupational safety with a record of 7 lost-time incidents (LTI), representing 36.4% decrease compared to 2022. This notable progress underscores our unwavering commitment to enhancing workplace safety.

Building upon this success, we are determined to further reinforce our safety measures. To achieve this, we will conduct detailed incident analyses to identify areas for improvement and tailor safety training accordingly. By gaining insights from these analyses, we can address specific risks and equip our employees with the knowledge and skills needed to mitigate them effectively.

Furthermore, our SAFE-ME program plays a pivotal role in fostering a safety-conscious culture. This program focuses on increasing safety awareness and instilling a shared commitment to safety throughout the organisation. By engaging employees at all levels, we aim to create a proactive and vigilant approach to occupational safety.



Accident/ Incident investigation process

Occurrence or discovery of an accident



Notification to the relevant unit / authorities



Investigation of the accident process and cause



Identification of pitfalls in the job process



Preparation of prevention measures



Implementation and tracking of prevention measures



Through these combined efforts, we are dedicated to improving our safety performance continuously, protecting the well-being of our employees, and nurturing a safety-driven culture within our Company.

“SAFE-ME” Program

Newly launched in 2023

[GRI 403-9,10]

Indicator	Unit	2019	2020	2021	2022	2023
Total working hours	Hours	430,029	406,525	408,021	389,223	365,679
Deaths caused by occupational injury	Cases	0	0	0	0	0
Rate of death caused by occupational injury	%	0	0	0	0	0
Number of high consequences ² injuries	Cases	0	0	0	0	0
Rate of high consequences injuries	%	0	0	0	0	0
Number of work-related ill health	Cases	0	0	0	0	0
Total number of work-related recordable incidents (TRI)	Cases	0	0	2	1	1
Total recordable incident rate – TRIR ³	%	0	0	4.9	2.6	2.7
Total number of work-related lost-time incidents (LTI)	Cases	4	9	6	11	7
Lost-time incident rate – LTIR ⁴	%	9.3	22.1	14.7	28.3	19.1

² High consequence: work-related injury that results in a fatality or in an injury from which the worker cannot, does not, or is not expected to recover fully to pre-injury health status within six months

³ TRIR = TRI ÷ total number of hours worked x 1000000

⁴ LTIR = LTI ÷ total number of hours worked x 1000000

SAFE-ME Programme



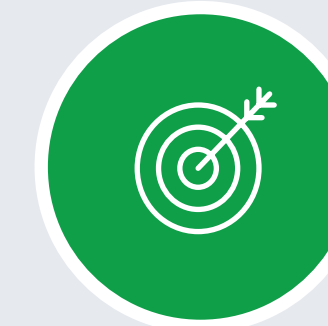
Safety inspection training



Enhanced management and leader inspection



Trial on integrating safety performance in supervisors' and managers' objectives and targets



Set work and safety related training targets for all employees



Increase frequency of safety committee meetings



Health and Safety Education and Training

[GRI 403-3,4,5,6,7]

Regular and adequate training is essential to ensure the maintenance of safe operations. In addition to initial onboarding training, all operational roles undergo job-specific training that incorporates observation, hands-on experience, and on-site coaching. To effectively disseminate safety information, supervisors conduct “toolbox talks” and daily safety briefings, emphasizing pertinent details to prevent workplace accidents.

We prioritise creating a culture where employees feel empowered to prioritise their safety. They have the right to refuse work tasks and report unsafe conditions to the Health and Safety Team without fear of repercussions. We encourage open communication and actively address any concerns raised to ensure a safe working environment for all operators.

19

New trained safety supervisors



2023 Health and Safety

Generic training

Specific work-related hazards training

Safety toolbox

45

events

677

participants

Training by safety consultant

3

events

52

participants

Handling of cyclopentane

1

event

12

participants



2023 Annual physical examinations

65

participants





Talent Acquisition and Engagement

[GRI 2-24]

Our esteemed and proficient workforce plays a pivotal role in our continuous journey towards achieving zero e-waste. We are committed to providing long-term career opportunities that acknowledge and value their significant contributions.

To safeguard the rights and well-being of our employees, we have established an *Employee Handbook* that serves as a comprehensive resource. This handbook outlines the essential policies and procedures and governs workplace conduct within our organisation. It covers key areas crucial to our employees' experience, including:

- **Recruitment, promotion, and dismissal:** Clearly define the processes and criteria for hiring, advancing, and potentially ending employment
- **Remuneration, benefits, and welfare:** Outline the compensation structure, employee benefits, and welfare programs available to support our employees
- **Equal opportunities and non-discrimination:** Emphasize our commitment to providing equal opportunities for all employees, fostering an inclusive and diverse work environment free from discrimination

- **Health and safety:** Detail the measures and protocols in place to ensure the health, safety, and well-being of our employees at the workplace
- **Code of conduct:** Establish a set of ethical standards and guidelines that outlines expected behaviours, integrity, and professionalism from our employees

By implementing this *Employee Handbook*, we aim to provide a clear framework and consistent guidelines for all employees to follow, promoting a harmonious and respectful workplace environment.





Recruitment, Promotion and Dismissal

[GRI 2-7, 401-1, 408-1, 409-1]

We are committed to upholding our employment policy, which focuses on recruiting highly qualified candidates and providing growth opportunities within our company. Whenever possible, we aim to fill vacancies internally to offer promotion and progression prospects to our employees.

During the hiring process, stringent ID checks are conducted by both the People & Culture Department (P&C) and department heads (DHs) to prevent any instances of child, forced labour or illegal workers. We are pleased to report that no incidents of child labour, forced labour or illegal workers have occurred at ALBA IWS during the reporting period.

We are dedicated to providing equal opportunities for promotion based on employee performance, experience, and competence. To ensure fairness and transparency, an annual performance assessment is conducted for all employees who have completed their probationary period. This assessment serves to motivate employees to pursue self-growth and development. For employees who have not yet completed their probation, an assessment is conducted upon completion of their probation.

When an employee decides to leave the company, the employee is required to submit a resignation letter to their DH and P&C Department. Both parties will then confirm the employee's last working day and official last date of employment. Additionally, the P&C Department will conduct an exit interview with the resigning employee. The interview aims to enhance future human resource management and policies by collecting valuable feedback from departing employees.

By adhering to these practices, we strive to maintain a supportive work environment that recognizes employee growth and ensures seamless transitions throughout their employment journey.

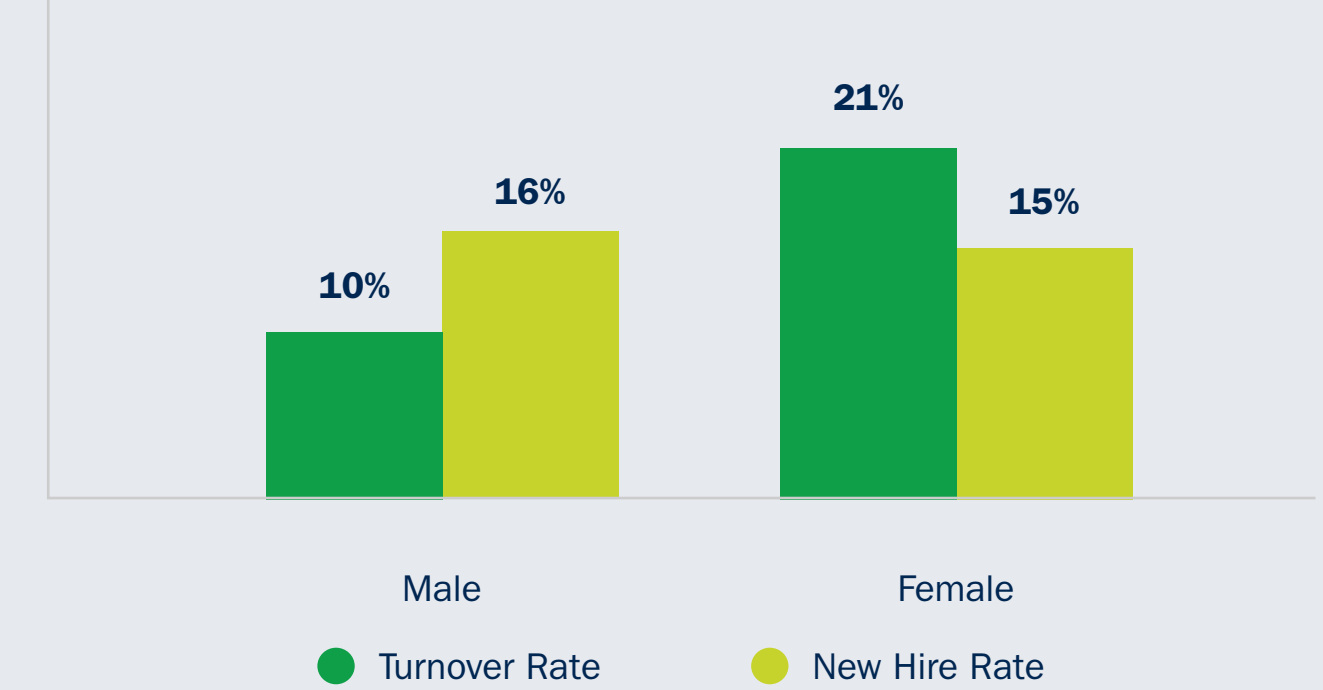
As of 31 December 2023, ALBA IWS employed 185 employees including 180 full-time employees and 5 part-time employees (including 2 refugees who have obtained a Permission for Upholding Employment issued by the Immigration Department), all of whom worked in Hong Kong.

185

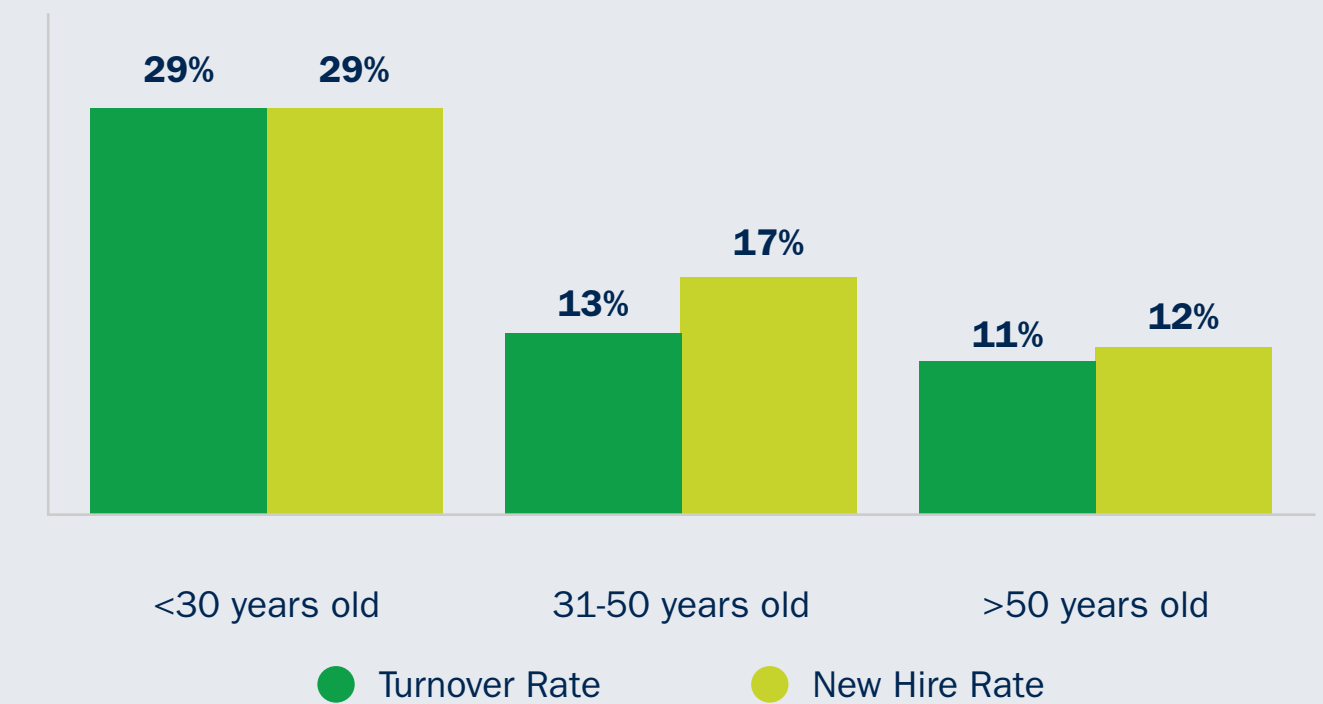
Total no. of employees



Turnover and New Hire Rates by Gender⁵



Turnover and New Hire Rates by Age⁶



⁵ New hires apply to permanent employees only. It is calculated as the number of new employee hires (permanent employees) in the specified category ÷ the number of employee (permanent employees) in the specified category ×100.

⁶ Turnover applies to permanent employees who have completed their probationary period. It is calculated as the number of employees leaving employment (permanent employees who have completed their probationary period) in the specified category ÷ the number of employee (permanent employees) in the specified category ×100.



Remuneration and Benefits

[GRI 2-19,20, 401-2, 403-6]

ALBA IWS provides fair and competitive remuneration for all employees. We conduct an annual review of remuneration in accordance with local employment market practices and employee performance.

We provide all employees with a wide range of benefits ranging from work-life balance support and health benefits to employee care initiatives. This enhances their sense of belonging and well-being.

The Company's benefit system is described below:

Items	Benefits
Insurance	<ul style="list-style-type: none"> • Compensation insurance • Group life and accident insurance
Medical	<ul style="list-style-type: none"> • In-patient, out-patient and dental • Annual physical examinations
Leave	<ul style="list-style-type: none"> • Annual leave, birthday leave, sick leave, marriage leave, maternity leave, paternity leave, compassionate leave, study leave, jury duty/ witness leave, time off in lieu and no pay leave
Others	<ul style="list-style-type: none"> • Multi-route shuttle buses • Coffee and tea • Monthly free fruits and long hour lunch





Diversity, Equity & Inclusion

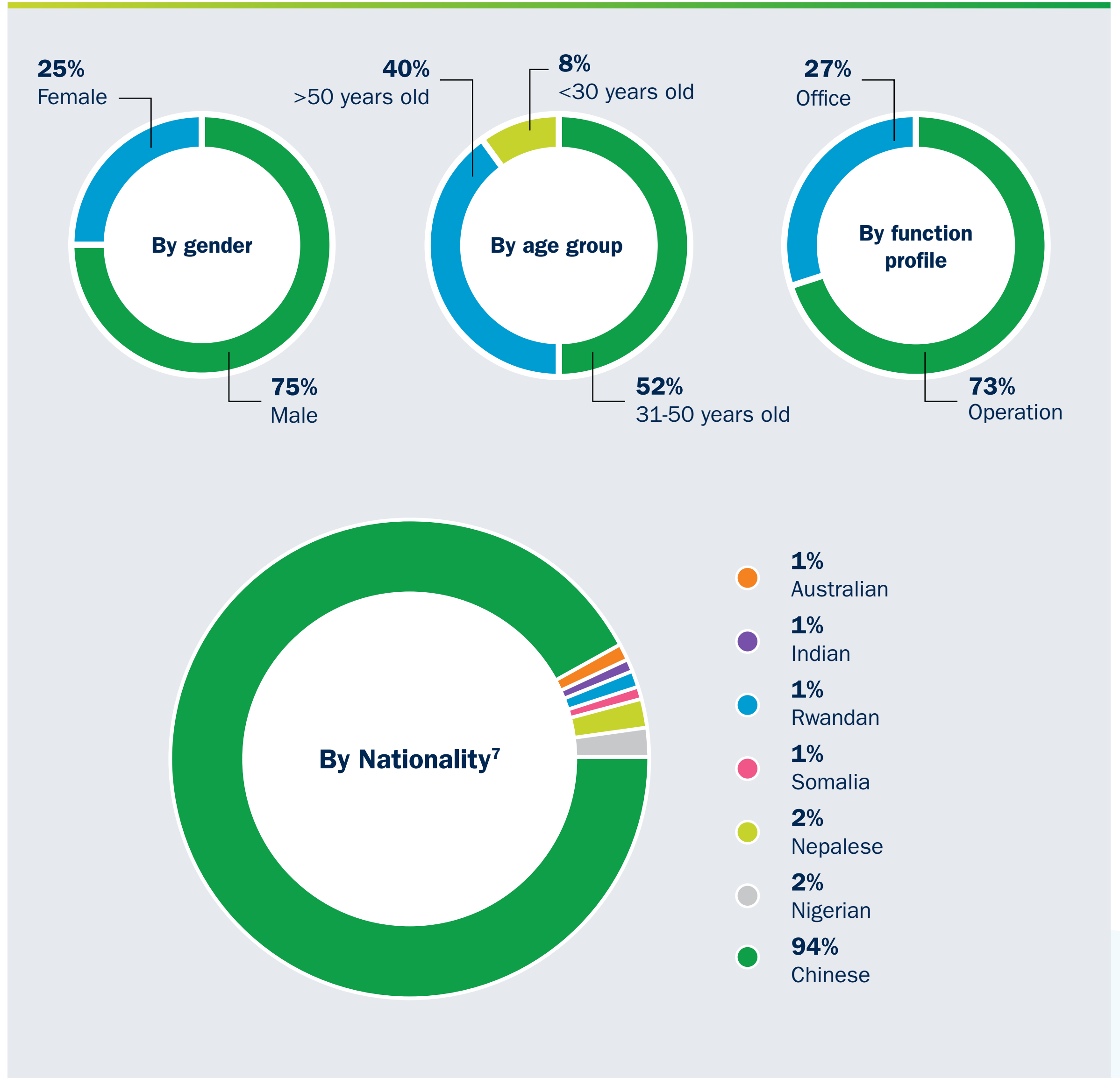
[GRI 405-1,406-1]

ALBA IWS creates a fair and inclusive working environment, strictly prohibiting discrimination, harassment or malpractices based on race, color, religion, nationality, descent, gender, age, marital status, mental or physical disability, sexual orientation, or any other characteristics.

We encourage reporting of any discrimination, harassment, vilification, or victimization. We have internal and external complaint mechanisms to ensure fair and thorough investigations of reported issues. Confidentiality is ensured, and we are committed to pioneering those who come forward from any form of retaliation

We strive to create a breastfeeding-friendly workplace to support employees who wish to continue breastfeeding after returning to work.

In 2023, we maintained full compliance with all applicable laws and regulations relating to diversity and anti-discrimination.



⁷ As the figure presented are rounded, the sum of percentage may not be 100%.



Impact Study

“Three Hearts, One Mission”

At ALBA IWS, a special story unfolds - a family working together in unison. This family comprises a dedicated father, mother, and son, each with specific responsibilities. The son works in materials weighing and forklift operations, responsible for weighing and transferring WEEE to the processing line (initial stage). The father works in the treatment line, ensuring the proper treatment of the WEEE (middle stage). The mother works with the logistics team, and is responsible for controlling the transportation of recycled materials out of the treatment plant (final stage).

Their collaborative efforts create a seamless workflow, founded on trust and support. Like a tightly-knit family, they operate as a cohesive unit. ALBA IWS embraces this familial spirit, fostering a warm and unified environment. This family's story exemplifies the company's culture, where employees are genuinely cared for and support one another. It is the essence of this familial connection that makes ALBA IWS a nurturing and vibrant workplace. Together, as one harmonious family, we embrace challenges and forge ahead at ALBA IWS.





Training, Learning & Development

[GRI 2-24, 404-2]

To promote mutual growth with our employees, we organise employer- or employee-initiated training activities. These may include external programs organised by training institutes or sponsorship for employees to attend external programs. The focus is enhancing interpersonal skills like customer service, system training, and communication.

We have established a formal *Training & Development/ Professional Memberships Policy* to support employees' ongoing learning. This policy sponsors full-time staff to enhance their skills through relevant external courses and memberships. Employees can

participate in two job-related training programs or join local and international professional organisations annually. The goal is to help employees strengthen competencies that improve business operations. By investing in our people's learning and growth, we aim to increase organisational effectiveness and efficiency over time.



957

Training hours for our employees





Impact Study

“The Power of WEEE Guardian”

As members of the Regional Collection Centre (RCC), we handle WEEE collected from the community daily, preparing it for further treatment at the WEEE-PARK. Working together with the logistics team, we carefully transfer and categorize the WEEE onto the truck, recording and packaging them.

Considering the weight of large appliances, we are aware that our teammates may find the lifting process strenuous and susceptible

to injuries. Therefore, we have designed a customized handling method specifically for washing machines, aiming to minimize manual handling and reduce the risk of injuries among our team members.

No matter how challenging it may be, we are fully committed to our role, collectively protecting our planet by our power.

Impact Study

“Driving Towards a Greener Future”

In my role of coordinating WEEE collection across Hong Kong’s 18 districts, safety and customer service are paramount. We strive for zero complaints and, more importantly, zero accidents for both our crew and the public.

One instance that highlighted this commitment involved an elderly customer in Kap Pin Long. The narrow roads have limited access, requiring our team to use a smaller van to collect four washing machines. However, heavy rain and moss made the path leading to the main road treacherous. Unable to utilize the tools in the van, our crew members carefully, yet steadily, hand-dragged each machine to the van.

Safety remained the top priority when attempting to return to the main road. Smoke from the tires signalled the challenging conditions. To ensure everyone’s safety, one crew member exited the van, guiding the driver through maneuvers until they reached safer ground and completed the collection.

This experience reinforces the importance of prioritizing safety during WEEE collections. By prioritizing safe practices, we not only assist elderly residents but also ensure proper disposal of e-waste, contributing to a greener and healthier environment for all.



Community

Growing together in partnership with the local community generates shared value and positive social impact. We are committed to building effective relationships across our entire value chain. This involves educating and supporting our business partners as we work together on sustainability initiatives. Through collaborative efforts, we aim to create benefits for both business and society.

90.3
score in Customer Satisfaction Survey

5,717
Visitors to WEEE-PARK

1,490
Refurbished Appliance Donated



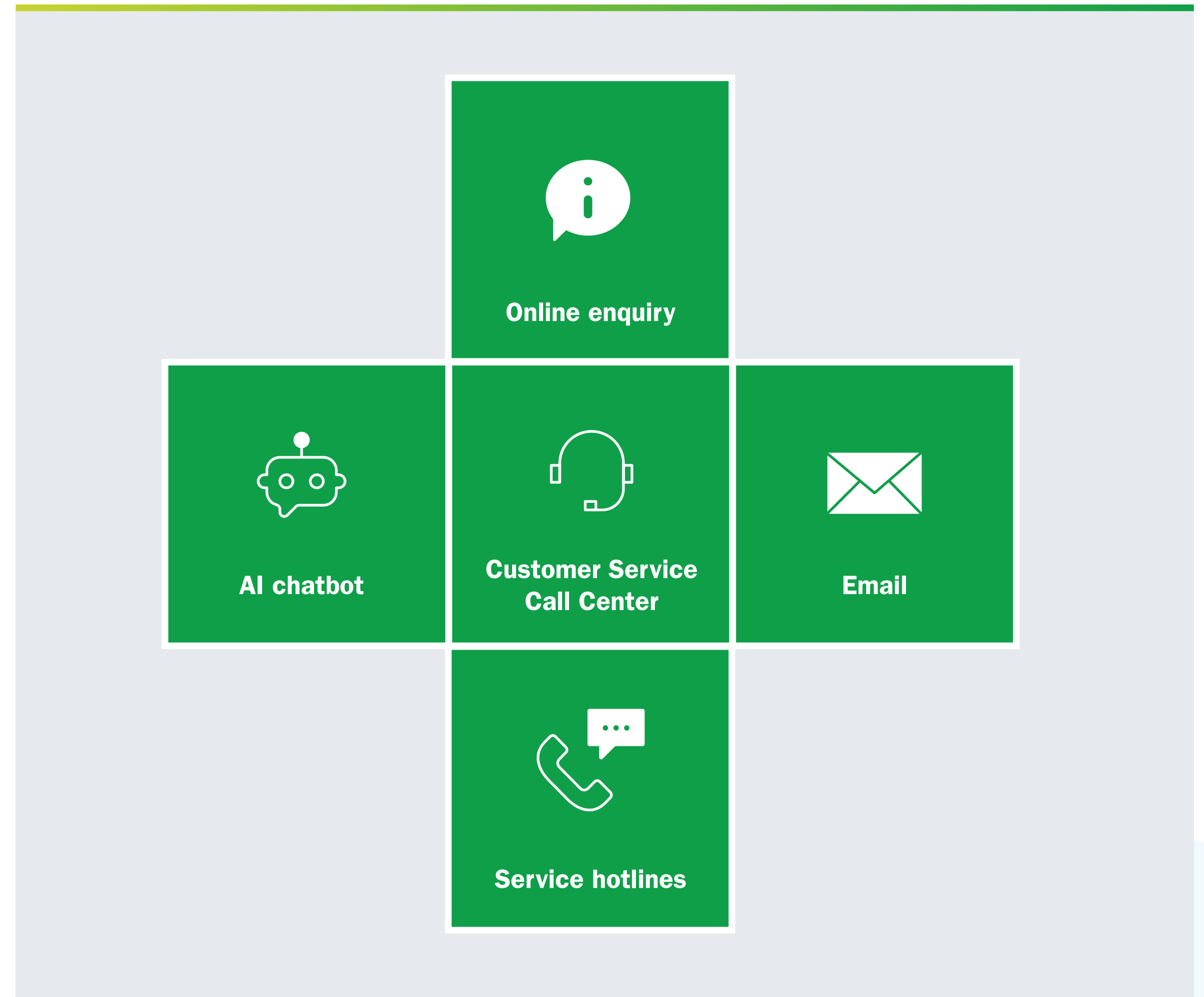
Customer Feedback and Complaint Handling

[GRI 3-3, 417-2]

As a customer-centric WEEE service provider, we are dedicated to meeting the needs of our customers. We strive for service excellence and safety while ensuring to fulfil both their present and future requirements.

ALBA IWS offers a wide range of communication channels to obtain customer feedback to help improve our service quality continuously.

To further enhance customer service quality, we have taken multiple innovative measures in this regard. Our AI chatbot – WATI efficiently guides customers to the appropriate services, ensuring their satisfaction and allowing our customer service operators to handle other more complex support requests.





In response to customer complaints, standardized complaint handling procedures are in place to ensure that customer feedback is addressed in a timely and consistent manner.



Logging and Recording Complaints

An online system to collect the nature of the complaint, contact information of the customer, and any supporting documentation



Timely Responses and Investigation


A fair, impartial and independent approach to conduct investigation



Resolution and Follow-up


Prompt remedial action will be taken to prevent similar issues from reoccurring

“
Logistic staffs arrived on time, provided excellent service, and safely removed the appliances. Thank you for the outstanding service!
 ”



Mrs Fung
– Customer

“
He provided professional and patient service and showed empathy when my hand was injured. I’m grateful for his character, attitude, and professionalism.
 ”



Miss Kong
– Customer

During the reporting period, we received 4 cases of serviced-related complaints. All have been properly handled properly. Moving forward, we will continue to maintain service excellence and provide the highest quality recycling services to the citizens of Hong Kong.

In 2023,

No. of collection orders

259,292

No. of valid complaints

4

Complaint rate

0.0015%



Customer Satisfaction

[GRI 2-25,26, 3-3]

To maintain customer satisfaction and high operational standards, we hired a third-party consultant to conduct customer satisfaction surveys on topics including brand perception, service experiences, service values and loyalty in 2023. Feedback from the survey is used to identify areas for improvement and implement mitigation measures to enhance our services.

Customer Satisfaction Score in 2023

90.3⁸

Perception	90% of respondents agreed with ALBA IWS's efforts in various areas regarding environmental protection in Hong Kong.
Service value	87%+ respondents agreed with ALBA IWS's service contributes to achieving the goal of zero e-waste and mitigating environmental pollution in Hong Kong.
Service experience	82.5% of respondents satisfied with ALBA IWS service.
Loyalty	96.6% of respondents will continue to use ALBA IWS service, recommend ALBA IWS to others and keep receiving ALBA information.

Customer voices heard from the survey:



Increase the variety of REE items



Add more interactive facilities to enrich WEEE-PARK visitors' experiences



Customer



Starting 1 July 2024, dehumidifier and, stand-alone tumble dryers will be included.



The exhibition section of WEEE-PARK will embark on upgrade works, target to complete by the end of 2024.



ALBA IWS

⁸ The satisfaction surveys cover the general public respondents, retail B2B users, WEEE-PARK visitor representatives and donation service receiver representatives, conducted by FRC (Hong Kong) Limited.

Community Development

[GRI 413-1]

Engaging the communities where our employees and customers live and work is a vital part of fostering sustainable neighbourhoods.

Promotion and Education

Sustainability encompasses many significant aspects that we actively address through various programmes and activities. One of our key ongoing initiatives relates to sustainability education centred around WEEE recycling.

Specifically, we conducted 16 Green Talks to educate citizens on how to maintain their electrical appliances, guided tour of the WEEE-PARK to assist visitors in appreciating that through proper recycling, WEEE could be turned into recycled materials and reduce consumption of virgin resources. At upcycling workshop components of WEEE items could be turned into key chains and small souvenirs. By participating in EcoExpo and ReThink, we aimed to promote WEEE recycling to the industries and the public, and engaged partners in our journey to zero WEEE.

This hands-on approach helps raise awareness among the community of our best practices and the benefits in circular economy and carbon neutralisation.

WEEE-PARK Visit

In 2023, the WEEE-PARK Visitor Centre attracted a total of 5,717 visitors from different age groups within the local community. The main purpose of these visits was to provide the visitors an immersive education experience on the proper handling and recycling of WEEE. Guided tours showcased our advanced facilities, including the repair workshop, unloading area, temporary storage, and processing lines. Through this activity, visitors gained valuable insights into the environmental impact of WEEE and the importance of responsible disposal, inspiring them to adopt sustainable practices in their daily lives.



Green Talk



Housing Society Green Talk



School Talk



OLink Hub Online Green Talk

Workshop

Upcycle Key Chain Workshop

We organised an “Upgrade and Recreate” workshop at the Retro Carnival event. The workshop objective was to promote the vital concept of recycling among both children and adults, while also harnessing the creative abilities of all participants. Through this activity, we facilitated the transformation of keyboard keys into unique keychains, inspiring participants to think innovatively and maximise the use of available resources for recycling. The workshop served as a practical demonstration of how seemingly simple actions could contribute to sustainable practices and resource conservation.





Giving Back to Our Communities

We are committed to finding a harmonious balance between self-care and caring for our communities. To support those in need, we organise a variety of community service initiatives designed to redistribute resources. Specifically, we donated 1,490 refurbished electrical appliances, conducted 8 home visits, and participated in 5 exhibitions to engage with industry partners and exchange knowledge and experiences in 2023. Through these efforts, we aim to empower vulnerable members of society by providing them with practical assistance and support. By fostering connections between organisations, we also hope to promote collaboration that enriches lives and builds resilience within the communities we serve.

Donation



Donation of Air Conditioner



Donation of Refrigerator

Home Visit



Transitional Housing Home Visits



Appliance Donation to Animal Shelters



Collaboration with the International Red Cross and community organisations in Tai O to deliver electrical appliances to elderly individuals living alone



Rainstorm Affected Residents



HOI – Partnership & Development Manager (Donation)

Impact Study

Home Visit

“Today’s recipient is a single-parent family in a cramped subdivided unit in Mong Kok. The room, with only a bunk bed and a small dining table alongside the toilet and kitchen, appeared to be incredibly tight. When we installed the TV, we spotted the recipient’s daughter peering from under the blanket. She had been anticipating the television eagerly, unable to sleep the night before. Despite her shyness, she was beaming from ear to ear. Surprisingly, it was their first encounter with a TV set, highlighting how our organisation’s refurbished TVs, often considered old or broken, can bring immense joy and fulfil dreams for some individuals in the society.”

Exchange with Industry Peers

Exhibition



Rethink 2023



EcoExpo 2023



FoodSmart Conference and Expo for the Food and Beverage Trade 2023 - Towards Carbon Neutrality Cum EcoPark Exhibition



Governance

We take a holistic approach to corporate governance to create long-lasting value. Material environmental and social issues are systematically integrated at the highest levels of leadership and factored into all strategic decision-making.

SDSG

Established in 2023

25%

Board positions held by women

The Code of Conduct

included in the *Employee Handbook*



Corporate Governance

[GRI 2-9,10,11,12,17,18,405-1]

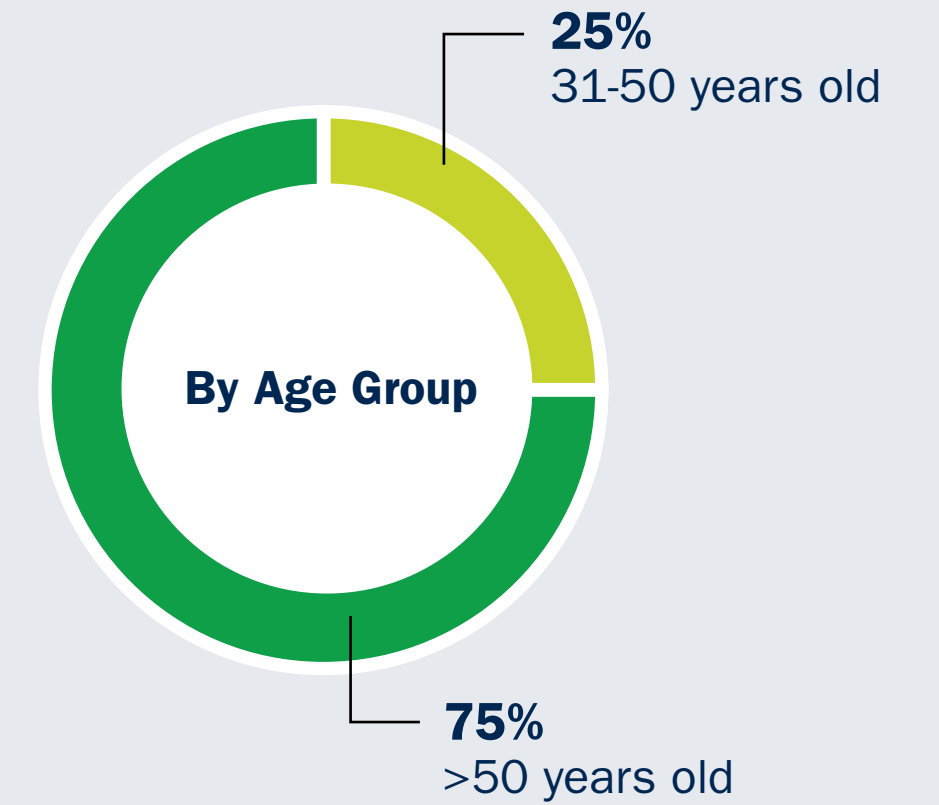
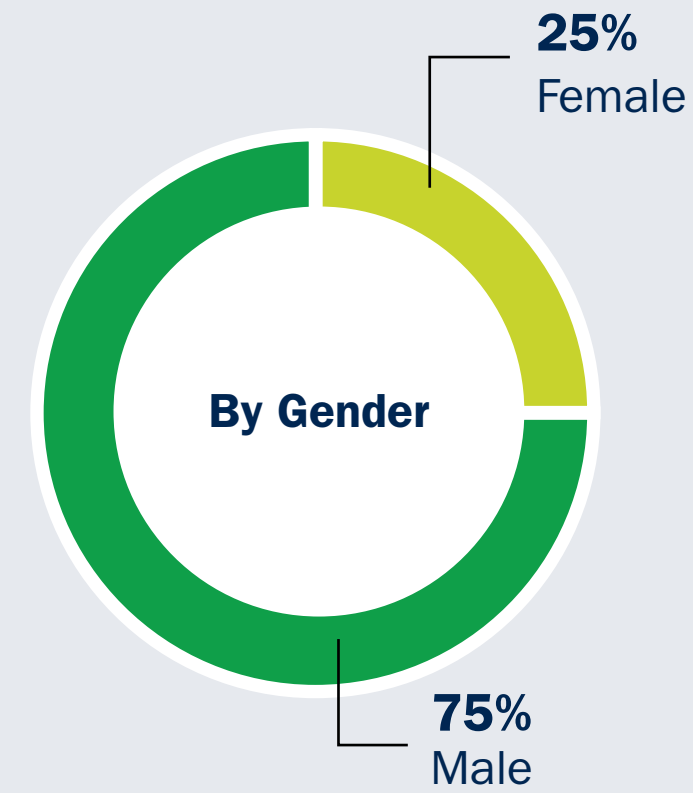
We adopt a robust corporate governance with transparency, fairness, integrity and accountability. Our governance principles and practices are embedded in all aspects of our business.

We have adopted a tiered leadership structure spearheaded by the Chairman of ALBA Group Asia Limited. The Board of Directors (the “Board”) of ALBA IWS was established to make key business decisions and oversee daily operations.

The four-member Board serves as the top governance body, responsible for ALBA IWS’s overall strategic direction, business development, and sustainability strategy. The Board oversees and ensures the effectiveness of policies, risk management, and internal control procedures, supported by senior management.

A rigorous selection process nominates Board members, considering diverse backgrounds, professional abilities, and experiences. The ALBA Group Asia’s Leadership Team reviews the Board’s performance against ALBA IWS’s performance, goals and objectives, market conditions, and other relevant factors.

Board positions held by women
25%



- **21%** Leadership
- **21%** Industrial knowledge
- **14%** Business development
- **14%** Finance and accounting
- **7%** Sustainable development
- **7%** Compliance and laws
- **7%** Risk management
- **7%** Other: Consultancy services

Note: As the figure presented are rounded, the sum of percentage may not be 100%.



Senior Management Team

[GRI 2-11,12]

ALBA IWS's Senior Management Team (the "Team"), is led by the General Manager/Operation Manager and comprises⁹ of seven members:

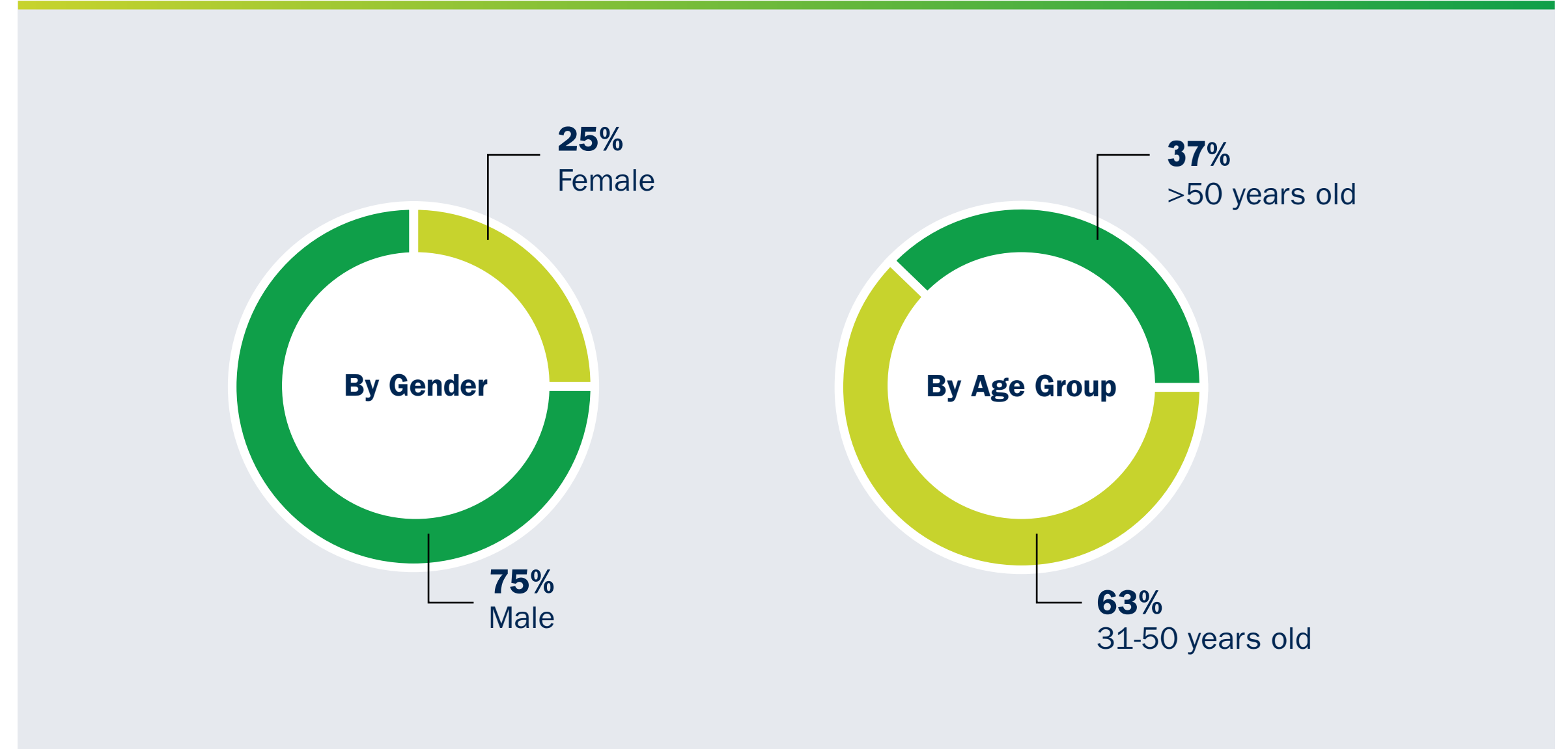
- Project Manager;
- Deputy General Manager;
- Deputy Operation Manager;
- People and Culture Manager;
- Chief Technical Officer;
- Head of Marketing and Partnership; and
- Finance Director

The Team is responsible for establishing long-term strategies and objectives, defining company policies, making key decisions, allocating resources, and overseeing financial aspects that include sustainability matters. Regular management meetings are held to facilitate effective communication and decision-making within the Team.

Our management team exhibits impressive diversity, with 25% female and 75% male representation. Notably, 63% of our team falls within the 31-50 age range, showcasing a vibrant and youthful composition. This blend of experience and fresh perspectives positions us well to tackle dynamic challenges and drive innovation.

63%

Senior management positions held by the age between 31-50 years old



⁹ The list shows the senior management team composition with effect from 1 Jan 2024.

Sustainability Governance

[GRI 2-13,14]

The Sustainable Development Steering Group (SDSG), chaired by the Project Manager, assists the Board in overseeing the Company’s sustainability strategies, goals, and prioritization of material environmental and social issues. It also supports implementation of relevant initiatives.

The SDSG comprises senior management representatives from key teams, including Corporate, Operations, Logistics, People and Culture, Innovation and Sustainability, Customer Development Management, and Finance.

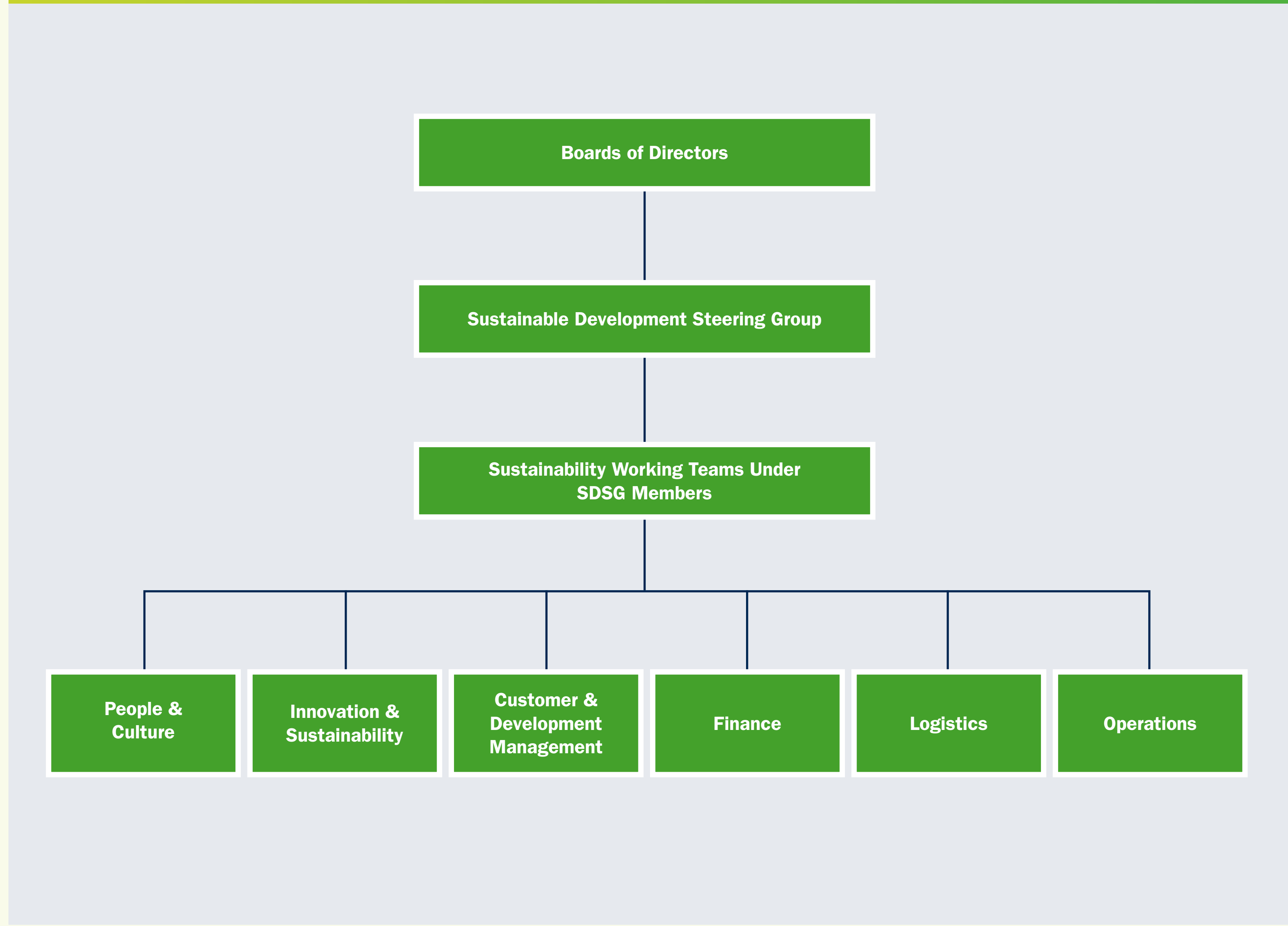
The SDSG meets at least twice yearly to review and monitor implementation and effectiveness of sustainability efforts.

The core functions of SDSG include:

- Prioritise and manage material sustainability issues
- Formulate and oversee sustainability policies, strategies, roadmaps and action plans
- Evaluate the Company’s sustainability performance and progress
- Manage the sustainability reporting process

At operational level, the SDSG members are responsible for the organisation, coordination and execution of the Company’s sustainability strategy, to ensure that sustainability is embedded in our business and daily operations.







Business Ethics

[GRI 2-15,16,24,3-3]

We are committed to maintaining best practices and high standards of business ethics with zero tolerance for unethical behaviour.

As part of our commitment to operating ethically, several controls have been implemented. *The Code of Conduct*, included in the *Employee Handbook* and available to all Directors and employees upon hire, outlines our values, principles and standards, clearly stating our expectations regarding employees’ legal and ethical obligations. It provides guidance on a range of issues, including:

- Prohibiting all forms of bribery and corruption
- Gifts, entertainment, and hospitality
- Procurement process
- Handling of company assets

Anti-corruption

[GRI 2-27, 205-2,3]

To promote honesty, fairness, and professional ethics in our operations, we provide training courses to equip our directors and employees with the knowledge of anti-corruption measures. We invite professional speakers from the Independent Commission Against Corruption (“ICAC”) to share insights on the latest anti-corruption legislation. These training sessions aim to provide clear guidance to our employees on professional ethics in the performance of daily duties.

During the reporting period, a total of 123 employees completed the anti-corruption training.

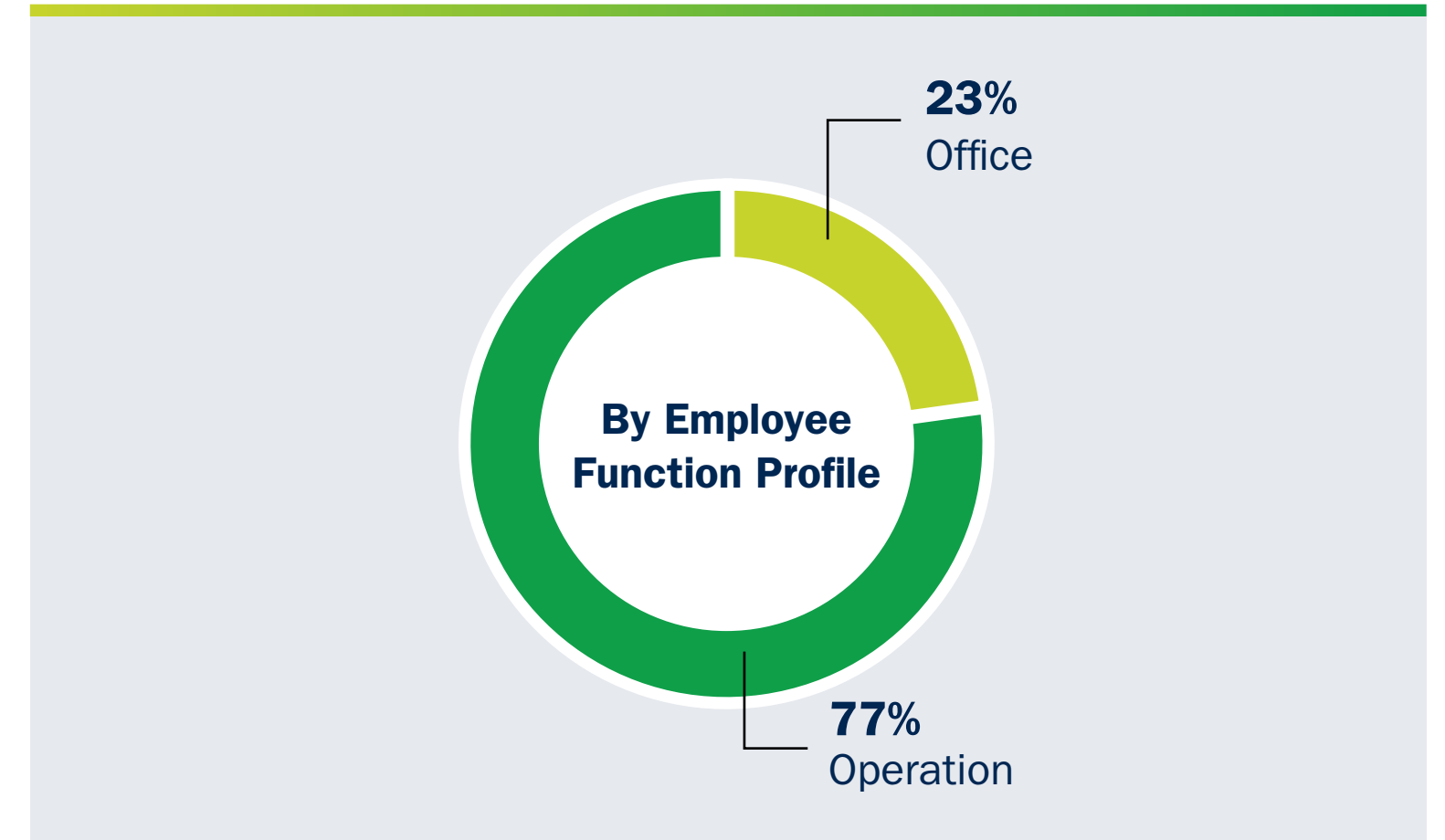
During the reporting period, no legal cases were recorded regarding corruption brought against the Company or our employees.

Whistleblowing Mechanism

[GRI 2-25,26]

All employees are required to uphold the highest levels of integrity, honesty, and fairness across all business operations. Employees who have concerns about suspected or actual workplace improprieties are encouraged to report them.

Each report will be handled confidentially to protect the whistleblower’s identity and interests, ensuring a proper and fair investigation. During the reporting period, all whistle-blower cases received a timely investigation and resolution.





Sustainability Key Performance Indicators

Indicators	Unit	2023
Social		
Workforce of ALBA IWS		
Total number of employees	Person	185
By gender		
Male	Person	138
Female	Person	47
By employment type		
Full-time	Person	180
Part-time	Person	5
By contract type		
Permanent	Person	183
Temporary	Person	2
By age groups		
< 30 years old	Person	15
31-50 years old	Person	97
> 50 years old	Person	73
By functional type		
Office	Person	50
Operation	Person	135

Indicators	Unit	2023
By nationality		
Chinese	Person	174
Nepalese	Person	4
Nigerian	Person	3
Australian	Person	1
Indian	Person	1
Rwandan	Person	1
Somalia	Person	1
New employee hires¹⁰		
By gender		
Male	%	16
Female	%	15
By age groups		
< 30 years old	%	29
31-50 years old	%	17
> 50 years old	%	12

¹⁰ New hires apply to permanent employees only. It is calculated as the number of new employee hires (permanent employees) in the specified category ÷ the number of employee (permanent employees) in the specified category ×100.



Sustainability Key Performance Indicators

Indicators	Unit	2023
Employee turnover rate¹¹		
By gender		
Male	%	10
Female	%	21
By age groups		
< 30 years old	%	29
31-50 years old	%	13
> 50 years old	%	11

Parental leave		
Total number of employees that were entitled to parental leave		
By gender		
Male	Person	136
Female	Person	44
Total number of employees that took parental leave		
Male	Person	2
Female	Person	0
Total number of employees that returned to work in the reporting period after parental leave ended		
Male	Person	2
Female	Person	0

¹¹ Turnover applies to permanent employees who have completed their probationary period. It is calculated as the number of employees leaving employment (permanent employees who have completed their probationary period) in the specified category ÷ the number of employee (permanent employees) in the specified category ×100.

Indicators	Unit	2023
Total number of employees that returned to work after parental leave ended that were still employed 12 months after their return to work, by gender.		
Male	Person	2
Female	Person	0
Return to work rate ¹²	%	100
Retention rate ¹³	%	100
Total number of workers who are not employees		
Subcontractor (Operation) ¹⁴	Person	25

¹² Return to work rate = total number of employees that did return to work after parental leave ÷ total number of employees due to return to work after taking parental leave x100.

¹³ Retention rate = total number of employees retained 12 months after returning to work following a period of parental leave ÷ total number of employees returning from parental leave in the prior reporting period x100.

¹⁴ The number of workers who are not employees are counted as the end of the reporting period and they are covered by our health and safety management system.



Sustainability Key Performance Indicators

Indicators	Unit	2023
Training and Development		
Average hours of training by gender		
Male	Hours	5
Female	Hours	4
Average hours of training by functional type		
Office	Hours	9
Operation	Hours	4
Performance review¹⁵		
By gender		
Male	%	93
Female	%	91
By functional type		
Office	%	90
Operation	%	94
Anti-corruption training		
By functional type		
Office	Person	28
Operation	Person	95

¹⁵ Percentage of employees receiving performance review = Number of specific categories received performance review ÷ total number of specific category employees x100.

Indicators	Unit	2023
Health and Safety		
Total working hours	Hours	365,679
Number of deaths caused by occupational injury	Cases	0
Rate of death caused by occupational injury	%	0
Number of high consequences ¹⁶ injuries	Cases	0
Rate of high consequences injuries	%	0
Number of work-related ill health	Cases	0
Total number of work-related recordable incidents (TRI)	Cases	1
Total recordable incident rate – TRIR ¹⁷	%	2.7
Total number of work-related lost-time incidents (LTI)	Cases	7
Lost-time incident rate – LTIR ¹⁸	%	19.1

¹⁶ High consequence: work-related injury that results in a fatality or in an injury from which the worker cannot, does not, or is not expected to recover fully to pre-injury health status within six months.

¹⁷ TRIR = TRI ÷ total number of hours worked x 1000000.

¹⁸ LTIR = LTI ÷ total number of hours worked x 1000000.



Sustainability Key Performance Indicators

Indicators	Unit	2023
Environmental		
Energy Consumption		
Direct Consumption		
Fuel	GJ	7,418.65
Diesel	L	188,136.97
Petroleum	L	13,780.99
Indirect Consumption		
Purchased electricity	MWh	2,502.03
	GJ	9,007.31
Solar energy	MWh	221.46
	GJ	797.26
Total energy consumption	GJ	17,223.23
Total energy intensity	GJ/T WEEE	0.81
Water Consumption		
Water consumption (third-party water)	m ³	4,157.38
Water intensity (third-party water)	m ³ /employee	22.47
Emissions		
Air Pollutant		
Nitrogen oxides (NO _x)	kg	1,486.37
Sulphur oxides (SO _x)	kg	2.03
Particulate matter (PM)	kg	140.14

Indicators	Unit	2023
Material		
Hazardous material	Tonnes	646
Hazardous material intensity	Tonnes/ T WEEE	0.030
Non-hazardous material	Tonnes	20,710
Non-hazardous material intensity	Tonnes/ T WEEE	0.97
Diverted from disposal		
Hazardous		
Recycling	Tonnes	347
Non-hazardous		
Recycling	Tonnes	18,126
Direct to disposal		
Hazardous		
Incineration (without energy recovery)	Tonnes	30
Landfilling	Tonnes	269
Non-hazardous		
Landfilling	Tonnes	2,584
GHG Emissions¹⁹		
Scope 1 ²⁰	tCO ₂ e	645.97
Scope 1 intensity	tCO ₂ e/ T WEEE	0.030
Scope 2 ²¹	tCO ₂ e	977.84
Scope 2 intensity	tCO ₂ e/ T WEEE	0.046
Scope 3 ²²	tCO ₂ e	26.82
Scope 3 intensity	tCO ₂ e/ T WEEE	0.0013
Total GHG Emissions	tCO ₂ e	1,650.63
Emission intensity	tCO ₂ e/ T WEEE	0.077

¹⁹ GHG calculations are referenced from ISO 14064 and Greenhouse Gas Protocol.

²⁰ Scope 1 emissions comprise CO₂, CH₄ and N₂O emissions from fuel consumed and emissions from our private vehicles and operation facilities. The global warming potentials (GWP) used for calculation are adopted from Intergovernmental Panel on Climate Change (“IPCC”) Sixth Assessment Report.

²¹ Scope 2 emissions are generated from the electricity consumed by our operation facilities. The global warming potentials (GWP) used for calculation are adopted from IPCC Sixth Assessment Report.

²² Scope 3 emissions are generated from water consumption and discharge, paper purchased and air travel.



External Assurance

We have engaged independent assurance provider HKPC to provide an independent assurance on our greenhouse gas emissions during the reporting period. The statement of assurance is provided as follows.

**CONSULTANCY SERVICES ON
CARBON VERIFICATION FOR 2023 –
ALBA INTEGRATED WASTE SOLUTIONS
(HONG KONG) LTD.**


(Project No. 10015636)

Greenhouse Gas Verification Statement – 2023

Prepared for

ALBA Integrated Waste Solutions (Hong Kong) Ltd.

by



Green Living and Innovation Division
Hong Kong Productivity Council

Consultancy Services on Carbon Verification for 2023
ALBA Integrated Waste Solutions (Hong Kong) Ltd. Greenhouse Gas Verification Statement – 2023

1. Brief Description of Verification Process

The Hong Kong Productivity Council (HKPC) has been contracted by the ALBA Integrated Waste Solutions (Hong Kong) Ltd., Lot P2, P3 and P4 of EcoPark, Area 38, 133 Lung Mun Road, Tuen Mun (ALBA IWS) for the independent third-party verification of Scope 1, 2 and 3 carbon dioxide equivalent (CO₂-e) emissions and energy consumption as reported by ALBA IWS in their sustainability report for the period of 1 January 2023 to 31 December 2023.

The management of ALBA IWS is responsible for the organization’s GHG information system, the development and maintenance of records and reporting procedures in accordance with that system, including the calculation and determination of GHG emissions information and the reported GHG emissions.

It is HKPC’s responsibility to express an independent GHG verification opinion on the CO₂-e assertion and energy consumption as provided in ALBA IWS’s sustainability report for the period of 1 January 2023 to 31 December 2023.

HKPC conducted a third-party verification following the requirements of ISO 14064-3 of the provided CO₂-e assertion during May - June 2024.

The assessment included a desk review of the CO₂-e assertion, energy consumption and supporting data presented. The verification was based on the verification scope, objectives and criteria as agreed between ALBA IWS and HKPC on 10 May 2024.

2. Level of Assurance and Materiality

The level of assurance agreed is that of limited level of assurance. A materiality level of 5% was applied.

3. Objectives

The objectives of the verification were, by review of objective evidence, to independently review whether any CO₂-e emissions and savings, and energy consumption are as declared by the organization’s CO₂-e assertion and energy consumption statistics respectively; and that the data reported are accurate, complete, consistent, transparent and free of material error or omission.

4. Scope

ALBA IWS has commissioned HKPC to independently verify the reported CO₂-e emissions and energy consumption resulting from their activities, which encompass WEEE collection, RCC operation, and WEEE.Park operation. This includes a total of five regional collection centres

1 of 4



(RCCs) and one office. During the verification period, one RCC ceased its operation in May 2023, while another RCC relocated within the same district. Additionally, there is one functioning WEEE park. The verification aims to ensure compliance with the "Guidelines to Account for and Report on Greenhouse Gas Emissions and Removals for Buildings (Commercial, Residential, or Institutional Purposes) in Hong Kong," 2010 Edition, published by the Electrical and Mechanical Services Department (EMSD) and Environmental Protection Department (EPD) of the HKSAR government. The scope of the verification is outlined below and includes assessing the CO₂-e savings achieved through the recovery of target materials for reuse and refrigerants for reuse or destruction. Data and information supporting the CO₂-e assertion and energy consumption were historical in nature and proven by evidence.

This engagement covers verification of emissions from anthropogenic sources of GHG and savings from reuse of recovered target materials and reuse or destruction of recovered refrigerants included within the organization's boundary and meets the requirements of "Guidelines to Account for and Report on Greenhouse Gas Emissions and Removals for Buildings (Commercial, Residential or Institutional Purposes) in Hong Kong".

- The nature of ALBA IWS is for waste electrical and electronic equipment collection, treatment and recycling purposes with locations in Hong Kong.
- The organizational boundary was established following the operational control approach.
- The physical infrastructure, activities, technologies and processes of the organization included: waste collection facilities, waste treatment facilities and waste recycling facilities.
- The scope of this engagement covered the assessment of 100% of agreed GHG sources and sinks. GHG sources and sinks **included**:
 - *Scope 1 Emissions*
 - Stationary combustion sources
 - Mobile combustion sources
 - *Scope 2 Emissions*
 - Purchased electricity consumption
 - *Scope 3 Emissions*
 - Paper consumption
 - Electricity used for processing fresh water and sewage
 - Business air travel
 - *GHG sinks*
 - Recovery of target materials for reuse, including iron, plastics, glass, concrete, and non-ferrous metals
 - Recovery of refrigerant for reuse or destruction, including R-134A, R-22, R-410A and Cyclopentane
- Types of GHGs included (where applicable): CO₂, N₂O, CH₄, HFCs.
- GHG information for the following period was verified: 1 January 2023 to 31 December 2023.

5. Criteria

Criteria against which the verification assessment was undertaken were the requirements of the "Guidelines to Account for and Report on Greenhouse Gas Emissions and Removals for Buildings (Commercial, Residential or Institutional Purposes) in Hong Kong", 2010 Edition, published by EMSD and EPD of the HKSAR government.

6. Conclusion

ALBA IWS provided the CO₂-e assertion and energy consumption based on the requirements of the "Guidelines to Account for and Report on Greenhouse Gas Emissions and Removals for Buildings (Commercial, Residential or Institutional Purposes) in Hong Kong". The GHG and energy consumption information for the period, as listed below, were verified by HKPC to a limited level of assurance, consistent with the agreed verification scope, objectives and criteria.

Table 1 – CO₂-e Assertion

	01/01/2022 – 31/12/2022 (tCO ₂ -e)
Scope 1 Emissions	645.97
Scope 2 Emissions (company-specific factor)	977.84
Scope 3 Emissions (paper consumption, electricity used for processing fresh water and sewage, and business air travel)	26.82
Gross Emissions	1,650.63
GHG sinks	83,090.56
Net Emissions (subtract GHG sinks)	-81,439.92

Table 2 – Energy Consumption

	01/01/2022– 31/12/2022 (GJ)
Total Energy Consumption	17,223.23

HKPC's approach is risk-based, drawing on an understanding of the risks associated with calculating GHG emission and energy consumption information and the controls in place to mitigate these risks. Our examination included assessment, on a sample basis, of evidence relevant to the voluntary reporting of GHG emission and energy consumption information.

HKPC concludes with limited level of assurance that no evidence has been found that the presented CO₂-e assertion and energy consumption are not materially correct, are not a fair representation of

the CO₂-e and energy consumption data and information, and are not prepared following the criteria listed above.

HKPC planned and performed our work to obtain the information, explanations and evidence that we considered necessary to provide a limited level of assurance that the CO₂-e assertion and energy consumption for the period of 1 January 2023 – 31 December 2023 were fairly stated.

This statement shall be interpreted with the CO₂-e assertion and energy consumption statistic of ALBA IWS as a whole.

Attestation:

Lead Assessor: Fong Man-wah

Authorized by:

CHOW Chi-yin, Edward
Quality Service Provider (QSP)
Head, Carbon and Environmental Excellence
Green Living and Innovation Division
Hong Kong Productivity Council

Verification Statement Date: 13 June 2024

No member of the verification team has a business relationship with the ALBA Integrated Waste Solutions (Hong Kong) Ltd., its Directors or Managers beyond that required of this assignment. We conducted this verification independently and to our knowledge there has been no conflict of interest.



We have engaged independent assurance provider SGS to provide an independent assurance on our sustainability report during the reporting period. The report of assurance is provided as follows.



ASSURANCE STATEMENT

SGS HONG KONG LIMITED'S REPORT ON SUSTAINABILITY ACTIVITIES IN THE SUSTAINABILITY REPORT 2023 OF ALBA INTEGRATED WASTE SOLUTIONS (HONG KONG) LIMITED

NATURE OF THE ASSURANCE/VERIFICATION

SGS Hong Kong Limited (hereinafter referred to as SGS) was commissioned by ALBA Integrated Waste Solutions (Hong Kong) Limited (hereinafter referred to as ALBA IWS) to conduct an independent assurance of the "Sustainability Report 2023" (hereinafter referred to as the Report). The reporting period of the Report is 1 January 2023 to 31 December 2023.

INTENDED USERS OF THIS ASSURANCE STATEMENT

This Assurance Statement is provided with the intention of informing all ALBA IWS's Stakeholders.

RESPONSIBILITIES

The information in the Report and its presentation are the responsibility of the directors, governing body and the management of ALBA IWS. SGS has not been involved in the preparation of any of the material included in the Report.

Our responsibility is to express an opinion on the text, data, graphs and statements within the scope of verification with the intention to inform all ALBA IWS's stakeholders.

ASSURANCE STANDARDS, TYPE AND LEVEL OF ASSURANCE

The SGS ESG & Sustainability Report Assurance protocols used to conduct assurance are based upon internationally recognised reporting and assurance guidance and standards including the principles of reporting process contained within the Global Reporting Initiative Sustainability Reporting Standards (GRI Standards) GRI 1: Foundation 2021 for report quality, GRI 2 General Disclosure 2021 for organisation's reporting practices and other organizational detail, GRI 3 2021 for organisation's process of determining material topics, its list of material topics and how to manage each topic, and the guidance on levels of assurance contained within the AA1000 series of standards and International Standard on Assurance Engagements 3000 (Revised) - Assurance Engagements Other Than Audits or Reviews of Historical Financial Information (ISAE 3000).

The assurance of this report has been conducted according to the following Assurance Standards:

Assurance Standard	Level of Assurance
A SGS ESG & SRA Assurance Protocols (based on GRI Principles and guidance in AA1000)	N/A
B ISAE 3000	Limited

SCOPE OF ASSURANCE AND REPORTING CRITERIA

The scope of the assurance included evaluation of quality, accuracy and reliability of specified performance information and evaluation of adherence to the following reporting criteria:

Reporting Criteria
GRI Standards 2021 (In Accordance with)

ASSURANCE METHODOLOGY

The assurance comprised a combination of pre-assurance research, interviews with relevant employees, documentation and record review as well as data validation.

The procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for, a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed.

LIMITATIONS AND MITIGATION

Financial data drawn directly from independently audited financial accounts has not been checked back to source as part of this assurance process. Note here any other specific limitations for the assurance engagement and actions taken to mitigate those limitations.

Some statements and data within the scope were not assured due to lack of accessible records during the timescale allowed for assurance.

STATEMENT OF INDEPENDENCE AND COMPETENCE

The SGS Group of companies is the world leader in inspection, testing and verification, operating in more than 140 countries and providing services including management systems and service certification; quality, environmental, social and ethical auditing and training; environmental, social and sustainability report assurance. SGS affirms our independence from ALBA, being free from bias and conflicts of interest with the organisation, its subsidiaries and stakeholders.

The assurance team was assembled based on their knowledge, experience and qualifications for this assignment, and comprised auditors and sustainability professionals specializing in the Environmental, Social and Governance (ESG), environmental and carbon fields.

FINDINGS AND CONCLUSIONS

ASSURANCE/VERIFICATION OPINION

On the basis of the methodology described and the verification work performed, nothing has come to our attention that causes us to believe that the specified performance information included in the scope of assurance is not fairly stated and has not been prepared, in all material respects, in accordance with the reporting criteria.

We believe that ALBA IWS has chosen an appropriate level of assurance for this stage in their reporting.

Signed:

For and on behalf of SGS Hong Kong Limited

Miranda Kwan
Director
Business Assurance
21th June 2024

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GRI Content Index



For the Content Index – Advanced Service, GRI Services reviewed that the GRI content index has been presented in a way consistent with the requirements for reporting in accordance with the GRI Standards, and that the information in the index is clearly presented and accessible to the stakeholders. The service was performed on the English version of the report.

Statement of use	ALBA Integrated Waste Solutions (Hong Kong) Limited has reported in accordance with the GRI Standards for the period 1 January 2023 to 31 December 2023.
GRI 1 used	GRI 1: Foundation 2021
Applicable GRI Sector Standard(s)	N/A

GRI Standard/ Other Source	Disclosure	Location	Page No.	Direct Answer	Reasons for Omission
General Disclosures					
GRI 2: General Disclosures 2021	2-1 Organizational details	This is ALBA IWS	p.7		
	2-2 Entities included in the organization's sustainability reporting	About the Report	p.6		
	2-3 Reporting period, frequency and contact point	About the Report	p.6		
	2-4 Restatements of information	-	-	This is the first report, so there is no restatement of information.	
	2-5 External assurance	About the Report	p.6		
		External Assurance	p. 73-75		
	2-6 Activities, value chain and other business relationships	This is ALBA IWS • Measuring Our Impact	p.13		

GRI Standard/ Other Source	Disclosure	Location	Page No.	Direct Answer	Reasons for Omission
	2-7 Employees	People • Recruitment, Promotion and Dismissal	p.48		
		Sustainability Key Performance Indicators	p.68-70		
	2-8 Workers who are not employees	Sustainability Key Performance Indicators	p.69		
	2-9 Governance structure and composition	Governance • Corporate Governance	p.63		
	2-10 Nomination and selection of the highest governance body				
	2-11 Chair of the highest governance body	Governance • Corporate Governance • Senior Management Team	p.63-64		
	2-12 Role of the highest governance body in overseeing the management of impacts				
	2-13 Delegation of responsibility for managing impacts	Governance • Sustainability Governance	p.65-66		
	2-14 Role of the highest governance body in sustainability reporting	Approach to Sustainability • Materiality Assessment	p.21		
		Governance • Sustainability Governance	p.65		
	2-15 Conflicts of interest	Governance • Business Ethics	p.67		
	2-16 Communication of critical concerns				



GRI Content Index

GRI Standard/ Other Source	Disclosure	Location	Page No.	Direct Answer	Reasons for Omission
	2-17 Collective knowledge of the highest governance body	Governance • Corporate Governance	p.63		
	2-18 Evaluation of the performance of the highest governance body				
	2-19 Remuneration policie	People • Remuneration and Benefits	p.49		
	2-20 Process to determine remuneration				
	2-21 Annual total compensation ratio	-	-		Confidentially constraints According to <i>Employee Handbook</i> , the compensations of employees are confidential and protected under our employee practice.
	2-22 Statement on sustainable development strategy	Message from Chairman of ALBA Group Asia	p.4-5		
	2-23 Policy commitments	This is ALBA IWS	p.8		
	2-24 Embedding policy commitments	People • Employee Health and Safety • Health and Safety Management Unit • Talent Acquisition and Engagement • Training, Learning & Development • Governance • Business Ethics	p.41-42 p.47 p.52 p.67		

GRI Standard/ Other Source	Disclosure	Location	Page No.	Direct Answer	Reasons for Omission
	2-25 Processes to remediate negative impacts	Approach to Sustainability • Stakeholder engagement	p.16-19		
	2-26 Mechanisms for seeking advice and raising concerns	Community • Customer Satisfaction Governance • Whistleblowing Mechanism	p.57 p.67		
	2-27 Compliance with laws and regulations	Environmental • Environmental Compliance Governance • Anti-corruption	p.39 p.67		
	2-28 Membership associations	Approach to Sustainability • Membership and Affiliations	p.20		
	2-29 Approach to stakeholder engagement	Approach to Sustainability • Stakeholder engagement	p.16-19		
	2-30 Collective bargaining agreements	-			Our employees are fully located in Hong Kong, where there is no statutory recognition of collective bargaining agreements.



GRI Content Index

GRI Standard/ Other Source	Disclosure	Location	Page No.	Direct Answer	Reasons for Omission
Material Topics					
GRI 3: Material Topics 2021	3-1 Process to determine material topics	Approach to Sustainability • Materiality Assessment	p.21		
	3-2 List of material topics		p.21		
Business Ethics					
GRI 3: Material Topics 2021	3-3 Management of material topics	Governance • Business Ethics	p. 67		
GRI 205: Anti- corruption 2016	205-2 Communication and training about anti-corruption policies and procedures	Governance • Anti-corruption Sustainability Key Performance Indicators	p. 67		
	205-3 Confirmed incidents of corruption and actions taken		p. 70		
GHG Emissions					
GRI 3: Material Topics 2021	3-3 Management of material topics	Environment • Greenhouse Gas (GHG) Emissions	p. 36-37		

GRI Standard/ Other Source	Disclosure	Location	Page No.	Direct Answer	Reasons for Omission
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	Environment • Greenhouse Gas (GHG) Emissions	p. 36-37		
	305-2 Energy indirect (Scope 2) GHG emissions		p. 71		
	305-3 Other indirect (Scope 3) GHG emissions	Sustainability Key Performance Indicators			
	305-4 GHG emissions intensity				
	305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	Sustainability Key Performance Indicators	p.71		
Waste & Hazardous Materials Management					
GRI 3: Material Topics 2021	3-3 Management of material topics	Environment • Materials Management	p. 25-33		
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	Environment • Materials Management • Recycled Materials • The Material Circularity in Action	p. 25-33		
	306-2 Management of significant waste-related impacts				
	306-3 Waste generated	Environment • Materials Management Sustainability Key Performance Indicators	p. 25-26		
	306-4 Waste diverted from disposal		p. 71		
	306-5 Waste directed to disposal				



GRI Content Index

GRI Standard/ Other Source	Disclosure	Location	Page No.	Direct Answer	Reasons for Omission
Employee Health and Safety					
GRI 3: Material Topics 2021	3-3 Management of material topics	People	p.41-46		• Employee Health and Safety
GRI 403: Occupational Health and Safety	403-1 Occupational health and safety management system	People	p.41		• Employee Health and Safety
	403-2 Hazard identification, risk assessment, and incident investigation	People	p.42-46		• Health and Safety Risk Assessment
	403-3 Occupational health services				• Health and Safety Education and Training
	403-4 Worker participation, consultation, and communication on occupational health and safety	People	p.42		• Health and Safety Management Unit
	403-5 Worker training on occupational health and safety			p.46	• Health and Safety Education and Training
	403-6 Promotion of worker health				
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	People	p.42-45		• Health and Safety Risk Assessment
				p.46	• Health and Safety Education and Training
403-8 Workers covered by an occupational health and safety management system	People	p.41		• Employee Health and Safety	

GRI Standard/ Other Source	Disclosure	Location	Page No.	Direct Answer	Reasons for Omission
	403-9 Work-related injuries	People	p.42-45		
	403-10 Work-related ill health	• Health and Safety Risk Assessment	p.70		
Sustainability Key Performance Indicators					
Customer Services					
GRI 3: Material Topics 2021	3-3 Management of material topics	Community	p.55-56		• Customer Feedback and Complaint Handling
GRI 417: Marketing and Labeling 2016	417-2 Incidents of non-compliance concerning product and service information and labeling	Community	p.55-56		• Customer Feedback and Complaint Handling
Topics are not considered as majority material issues, but are included for the purpose of additional disclosure in order to provide comprehensive reporting.					
Energy					
GRI 302: Energy 2016	302-1 Energy consumption within the organization	Environment	p.34-35		• Energy Consumption
	302-3 Energy intensity		p.71		
Sustainability Key Performance Indicators					
Water and effluents					
GRI 303: Water and Effluents 2018	303-3 Water withdrawal	Environment	p.38		• Water Consumption
Sustainability Key Performance Indicators					



GRI Content Index

GRI Standard/ Other Source	Disclosure	Location	Page No.	Direct Answer	Reasons for Omission
Employment					
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	People <ul style="list-style-type: none"> Recruitment, Promotion and Dismissal Sustainability Key Performance Indicators	p.48 p.68-69		
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	People <ul style="list-style-type: none"> Remuneration and Benefits 	p.49		
	401-3 Parental leave	Sustainability Key Performance Indicators	p.69		
Training and Education					
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	Sustainability Key Performance Indicators	p.70		
	404-2 Programs for upgrading employee skills and transition assistance programs	People <ul style="list-style-type: none"> Training, Learning & Development 	p.52-53		
	404-3 Percentage of employees receiving regular performance and career development reviews	Sustainability Key Performance Indicators	p.70		

GRI Standard/ Other Source	Disclosure	Location	Page No.	Direct Answer	Reasons for Omission
Diversity and Equal Opportunity					
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	People <ul style="list-style-type: none"> Diversity, Equity & Inclusion Sustainability Key Performance Indicators	p.50-51 p.68		
	Non-Discrimination				
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	People <ul style="list-style-type: none"> Diversity, Equity & Inclusion 	p.50-51		
Child Labor					
GRI 408: Child Labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	People <ul style="list-style-type: none"> Recruitment, Promotion and Dismissal 	p.48		
Forced or Compulsory Labor					
GRI 409: Forced or Compulsory Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	People <ul style="list-style-type: none"> Recruitment, Promotion and Dismissal 	p.48		
Local Communities					
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	Community <ul style="list-style-type: none"> Community Development 	p.58-61		

