



Our Customers and Community

At a Glance – Our Community Highlights



934.25
hours of staff
volunteering



HK\$
1.929M
in donations to
local charities



718 visitors
to our plant from 23
schools, NGOs and
corporate organizations

As Hong Kong's leading provider of cement and cement-based products, we are well placed to have a positive and lasting impact on the communities in which we operate. One of our core values, providing quality products and services reflects our desire to do right by our customers and the communities in which we operate. This starts by building relationships and understanding the changing needs of customers and local communities and then finding

ways to position ourselves as a force for good.

Improving the customer experience and caring for the communities in which we operate is critical to the sustainability of our business and the ongoing relevance and reputation of our brand, products and services. We also truly value the relationships that have been built over decades with our loyal customers and local communities.

Customer Privacy

We are committed to protecting the data privacy of our customers, as stated in our Customer Data Privacy Policy. All personal data collected through our customer service department, marketing activities or online platforms is handled in an appropriate manner in accordance with local regulatory requirements and can only be accessed by authorized persons at the Company. Should an issue arise, our Customer Complaints Handling Procedure outlines the obligations of GIC staff when handling customer complaints associated with company products or services.

Product Quality Control

Our manufacturing processes have ISO9001 accreditation, and our Portland Cement adheres to the British Standard BS12:1996 and BS EN 197-1:2000 while our Pulverized-Fuel Ash adheres to BS3892:Part 1:1997.

For use throughout the Group, our Quality Control Regulations for Cement Manufacturers outlines requirements and procedures for ensuring quality on topics such as:

- Cement standard consistency water consumption, setting time, stability test methods
- Cement sampling methods
- Cement mortar strength test method
- Quality Management System Requirements

GIC's Mainland China operations make use of the Groups' Quality Management System Requirements and Cement Production Enterprise Quality Management Regulations, which ensure that a sound quality management and quality assurance system has been established. Additionally, a comprehensive management manual for quality, environment and occupational health and safety has been launched and a full-time quality management department and quality management manual have been implemented. Our Mainland China operations utilize advanced quality inspection equipment and facilities as well as a training plan for quality management personnel and quality inspection personnel has been developed. These investments aim to ensure that all our employees remain safe at work, and our products and services meet our rigorous quality standards.

Community Engagement

GIC cares for our community and we believe that strong relationships with the communities in the areas we operate are indispensable to our success. We are particularly compassionate towards supporting children and encourage our staff to volunteer with local children's groups. Starting in 2018, the Company has granted one day off to employees who have participated in 40 or more hours of community voluntary service, as a token of appreciation and to act as encouragement and recognition of their efforts.

The Group also provides charitable contribution to several fund-raising activities including the Community Chest of Hong Kong and the Construction Industry Council. We like to think that by making this voluntary commitment to society, we strengthen community ties and achieve long-term socio-economic added value for the communities to which our staff belong in Hong Kong and Yun Fu.

