

OUR CUSTOMERS AND COMMUNITY

AT A GLANCE – OUR COMMUNITY HIGHLIGHTS



994

hours of
staff volunteering



HK\$2.167 million

in donations to
local charities



CUSTOMER SERVICE AND PRIVACY

We continue to build a lasting relationship with our customers through the provision of quality products and services. By fostering innovation and further improving our services, we also strive to create new value beyond our customers' expectations. We ensure quality service and our Customer Complaints Handling Procedure outlines our obligations in handling customer complaints associated with our products or services.

We understand the importance of customer privacy and are committed to protecting our customer data as stated in our Customer Data Privacy Policy, while all personal data is appropriately handled in accordance with local regulatory requirements. We safeguard customer data in our sales computing system which is managed by our IT Department through the protection of firewalls. Only authorized staff at GIC can access personal data that has been collected through our customer service department, marketing activities or online platforms.

In addition to basic cyber-security measures like firewalls and anti-malware software, we have also implemented a suite of security measures including a secure internet gateway, email threat protection, 2FA in email/VPN, SIEM, network access control and NGAV/EDR (in selected endpoints) to defend against cyber threats. We will continue to expand the coverage of NGAV/EDR to enhance resilience against ransomware and also upgrade the mail security solution to improve protection against phishing emails.



PRODUCT QUALITY ASSURANCE

As one of our core commitments in the Integrated Policy of Quality, Environmental, Safety and Health, we strive to manufacture products which meet or exceed industry standards. Likewise our comprehensive management manual for quality, environment and occupational health and safety ensures that we implement our quality management measures. Our manufacturing processes maintain ISO 9001 accreditation, and our Portland Cement adheres to BS EN197-1:2011 while our Pulverized-Fuel Ash adheres to BS3892:Part 1:1997 and BS EN450-1:2002, and our Ground Granulated Blast-furnace Slag ("GGBS") adheres to BS EN15167-1:2006. Our Portland Cement Products are also granted independent Product Certification since May 2011. Since December 2020, the scope of HOKLAS accreditation of our Quality Control Laboratory was expanded to cover the testing of GGBS.

Our Quality Control Regulations for Cement Manufacturers outlines the requirements and procedures to ensure quality throughout all business units, across areas including:

- Cement standard consistency, stability test methods
- Cement sampling methods
- Cement mortar strength test methods
- Quality Management System Requirements

In our Mainland China operations, we maintain stringent procedures to ensure that sound quality management and assurance protocols are in place. These include Quality Management System Requirements and Cement Production Enterprise Quality Management Regulations. We also continue to utilize advanced quality inspection equipment and facilities and maintain training plans for personnel in quality management and quality inspection.



A Plant Visit for students of the Caritas Yuen Long Chan Chun Ha Secondary School



A visit to the Caritas Yuen Long Chan Chun Ha Secondary School



Fundraising activities for the Community Chest of Hong Kong

CARING FOR OUR COMMUNITY

As part of our core values, we continue to care for the community where we operate. We maintain a number of ongoing voluntary programmes, work closely with NGOs and invest our efforts to support those in need. Our focus continues to support children and we encourage our staff to organize voluntary service to volunteer with local children's groups.

We reviewed our Voluntary Services Compensation Leave Policy in January 2019. Employees who participate in community voluntary services for 40 hours or more in his/her leisure time are eligible for one day paid leave. We also continued to organize Volunteer Services Awards in 2020 to foster staff volunteering at GIC.

In July 2019, GIC participated in the Hong Kong General Chamber of Commerce ("HKGCC") Business-School Partnership Programme and organized a one-day Job Shadowing Programme for 12 students from Baptist Wing Lung Secondary School. Students were attached to various departments at GIC such as Production, HR & Administration and Group Safety, in which they learnt about our business and operations, to enhance their interest in and awareness of our industry. In addition, we continue to provide charitable contributions with the Community Chest of Hong Kong and participate in community activities.



A One-day Job Shadowing Programme for Baptist Wing Lung Secondary School

SUPPORTING OUR LOCAL COMMUNITY IN MAINLAND CHINA

At GIC, we continue to support our community to demonstrate our social responsibility. Following the unprecedented hardship brought about by COVID, GICYF donated RMB1 million in January 2020 to support COVID relief measures in Yunan District, Yunfu, Mainland China. We also maintained a suite of regular community investment initiatives. In particular, we actively engaged with local villages to support their needs. We donated RMB30,000 to enhance tap water supply system in the community and also donated cement through the initiative "Building Beautiful Villages", to help enhance local infrastructure. We further organized a number of voluntary initiatives through our labour union, including visits to homes for the elderly and blood donations.



At GICYF, in January 2020 we donated RMB1 million to support COVID-19 response measures in the local community



"Our employees echo the social responsibility we uphold at GIC and are always passionate about participating in voluntary activities that show their care for the community. Participating in these activities was a very meaningful experience."

Cai He

General Manager of Production Operations and Assistant to the Managing Director – GGGIC

"We help to build a good corporate image through community investment initiatives. It is also a good opportunity to get to know different colleagues through participating in meaningful activities."

Elaine Chen

Secretary to Managing Director and Administration – GGGIC

