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## **HKEX ESG Reporting Guide**

HKEX ESG R	eporting Aspects	Reporting Section	Remarks
Governance Structure	A statement from the board containing the following elements:  (i) a disclosure of the board's oversight of ESG issues;  (ii) the board's ESG management approach and strategy, including the process used to evaluate, prioritise and manage material ESG-related issues (including risks to the issuer's businesses); and  (iii) how the board reviews progress made against ESG-related goals and targets with an explanation of how they relate to the issuer's businesses.	Chairman's Message (p.3) Focusing on What Matters (p.12) Purpose-driven Organisation (p.16)	
Reporting Principles	A description of, or an explanation on, the application of the following Reporting Principles in the preparation of the ESG report:  Materiality: The ESG report should disclose: (i) the process to identify and the criteria for the selection of material ESG factors; (ii) if a stakeholder engagement is conducted, a description of significant stakeholders identified, and the process and results of the issuer's stakeholder engagement.  Quantitative: Information on the standards, methodologies, assumptions and/or calculation tools used, and source of conversion factors used, for the reporting of emissions/energy consumption (where applicable) should be disclosed.  Consistency: The issuer should disclose in the ESG report any changes to the methods or KPIs used, or any other relevant factors affecting a meaningful comparison.	About This Report (p.5) Vitasoy Sustainability Framework (p.11) Focusing on What Matters (p.12)	There were no changes to methods or metrics affecting meaningful comparison during the reporting period.
Reporting Boundary	A narrative explaining the reporting boundaries of the ESG report and describing the process used to identify which entities or operations are included in the ESG report. If there is a change in the scope, the issuer should explain the difference and reason for the change.	About This Report (p.5)	There was no change of scope during the reporting period.
A. Environm	ental		
Aspect A1: E	missions		
Aspect A1: Emissions	<ul> <li>General Disclosure Information on:</li> <li>(a) the policies; and</li> <li>(b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.</li> <li>Note: Air emissions include NOx, SOx, and other pollutants regulated under national laws and regulations. Greenhouse gases include carbon dioxide, methane, nitrous oxide, hydrofluorocarbons, perfluorocarbons and sulphur hexafluoride. Hazardous wastes are</li> </ul>	Decarbonisation (p.35) Improving Energy Efficiency (p.38) Moving towards zero waste to landfill (p.40)	There were no instances of material non-compliance with laws and regulations relating to emissions, discharges or waste during the reporting period.

those defined by national regulations.

HKEX ESG Re	porting Aspects	Reporting Section	Remarks
KPI A1.1	The types of emissions and respective emissions data	Decarbonisation (p. 35) Sustainability Performance Table (p.60)	Scope 1, 2 and 3 greenhouse gas emissions include CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs. The greenhouse gas calculation is in line with the Greenhouse Gas Protocol.  SOx and NOx emissions are not material issues.
KPI A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Decarbonisation (p.35)  Sustainability Performance Table (p.60)  Climate and Nature Disclosure Statement (p.64)	
KPI A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Zero manufacturing waste to landfill (p.40) Sustainability Performance Table (p.60)	
KPI A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Zero manufacturing waste to landfill (p.40) Sustainability Performance Table (p.60)	
KPI A1.5	Description of emissions target(s) set and steps taken to achieve them.	Decarbonisation (p.35) Improving Energy Efficiency (p.38) Climate and Nature Disclosure Statement (p.64)	
KPI A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.	Zero manufacturing waste to landfill (p.40)	
Aspect A2: U	se of Resources		
Aspect A2: Use of Resources	General Disclosure Policies on the efficient use of resources, including energy, water and other raw materials.  Note: Resources may be used in production, in storage, transportation, in buildings, electronic equipment, etc.	Improving Energy Efficiency (p.38)  Mitigating Water Risk (p.38)  Moving towards zero waste to landfill (p.40)  Reducing Food Waste (p.42)	
KPI A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).	Improving Energy Efficiency (p.38) Sustainability Performance Table (p.60)	
KPI A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	Mitigating Water Risk (p.38) Sustainability Performance Table (p.60)	
KPI A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	Improving Energy Efficiency (p.38)	

HKEX ESG Re	porting Aspects	Reporting Section	Remarks
KPI A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them.	Mitigating Water Risk (p.38)  Climate and Nature Disclosure Statement (p.64)	
KPI A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	Transforming Product Packaging (P.28) Sustainability Performance Table (p.60)	
Aspect A3: T	ne Environment and Natural Resources		
Aspect A3: The Environment and Natural Resources	General Disclosure Policies on minimising the issuer's significant impacts on the environment and natural resources.	Decarbonisation (p.35) Improving Energy Efficiency (p.38) Mitigating Water Risk (p.38) Moving towards zero waste to landfill (p.40) Reducing Food Waste (p.42) Sustainable Farming (p.46)	
KPI A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Climate and Nature Disclosure Statement (p.64)  Decarbonisation (p.35)  Improving Energy Efficiency (p.38)  Mitigating Water Risk (p.38)  Moving towards zero waste to landfill (p.40)  Reducing Food Waste (p.42)  Sustainable Farming (p.46)  Engaging the community (p.31)  Climate and Nature Disclosure Statement (p.64)	
Aspect A4: C	limate Change		
Aspect A4: Climate Change	General Disclosure Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.	Group Climate Change Policy  Decarbonisation (p.35)  Climate and Nature Disclosure Statement (p.64)	
KPI A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them.	Decarbonisation (p.35)  Climate and Nature Disclosure Statement (p.64)	

HKEX ESG Reporting Aspects		Reporting Section	Remarks
B. Social			
Aspect B1: En	ployment		
Aspect B1: Employment			There were no instances of material non-compliance with laws and regulations relating to employment during the reporting period.
KPI B1.1	Total workforce by gender, employment type (for example, full- or part- time), age group and geographical region.	One Vitasoy (p.49) Sustainability Performance Table (p.60)	
KPI B1.2 Employee turnover rate by gender, age group and geographical region.  One Vitasoy (p.49)  Sustainability Perform		One Vitasoy (p.49) Sustainability Performance Table (p.60)	
Aspect B2: He	ealth and Safety		
Aspect B2: Health and Safety	General Disclosure Information on:  (a) the policies; and  (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	Group Safety and Health Policy Thrive (p.54)	There were no instances of material non-compliance with laws and regulations relating to occupational health and safety.
KPI B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	Sustainability Performance Table (p.60)	
KPI B2.2	Lost days due to work injury.	Sustainability Performance Table (p.60)	
KPI B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored.	Thrive (p.54)	
Aspect B3: Do	evelopment and Training		
Aspect B3: Development and Training	General Disclosure Information on:  (a) the policies; and  (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.	Lead (p.51) Grow (p. 52)	
KPI B3.1	Description of measures to review employment practices to avoid child and forced labour.	Sustainability Performance Table (p.60)	
KPI B3.2	Description of steps taken to eliminate such practices when discovered.	Sustainability Performance Table (p.60)	

HKEX ESG Re	porting Aspects	Reporting Section	Remarks
Aspect B4: Lo	abour Standards		
Aspect B4: Labour Standards	General Disclosure Information on:  (a) the policies; and  (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.	Group Fair Labour Practices Policy	There were no instances of material non-compliance with laws and regulations relating to child and forced labour.
KPI B4.1	Description of measures to review employment practices to avoid child and forced labour.	Managing ESG risks in our supply chain (p. 45)	
KPI B4.2	Description of steps taken to eliminate such practices when discovered.	Managing ESG risks in our supply chain (p. 45)	
Aspect B5: Su	upply Chain Management		1
Aspect B5: Supply Chain Management	General Disclosure Policies on managing environmental and social risks of the supply chain.	Making Products the Right Way – Supply chain (p.43)	
KPI B5.1	Number of suppliers by geographical region.		Number of suppliers by geographical region is considered commercially sensitive and not disclosed.
KPI B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored.	Sustainable Farming (p. 46)	
KPI B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	Managing ESG risks in our supply chain (p.45)	
KPI B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	Managing ESG risks in our supply chain (p.45) Sustainable Farming (p. 46)	
Aspect B6: Pi	roduct Responsibility		
Aspect B6: Product Responsibility	General Disclosure Information on:  (a) the policies; and  (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	Product quality and safety (p.19) Encouraging Healthier Choices (p.26)	There were no confirmed incidents of non-compliance with related laws and regulations that had a significant impact on the Group during the reporting period.
KPI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.		There was no product recall case in relation to food safety and health reason during the reporting period.

HKEX ESG Re	porting Aspects	Reporting Section	Remarks
KPI B6.2	Number of products and service related complaints received and how they are dealt with.		We received zero complaint that leads to any product recall in FY2023/2024. We have a standard operating procedure for handling complaints.
KPI B6.3	Description of practices relating to observing and protecting intellectual property rights		We have internal mechanisms and standard procedures which monitor issues relating to the observation and protection of intellectual property rights.
KPI B6.4	Description of quality assurance process and recall procedures.	Product quality and safety (p.19)	
KPI B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored.	Information security and data privacy (p.18)	
Aspect B7: A	nti-corruption		
Aspect B7: Anti- corruption	General Disclosure Information on:  (a) the policies; and  (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	Corporate Governance (p.18)	There were no instances of material non-compliance with laws and regulations relating to bribery or corruption.
KPI B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases		There were no concluded legal cases regarding corrupt practices brought against the Group or its employees during the reporting period.
KPI B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	Ethics and Integrity (p.18)	
KPI B7.3	Description of anti-corruption training provided to directors and staff.	Ethics and Integrity (p.18)	
Aspect B8: C	ommunity Investment		
Aspect B8: Community Investment	General Disclosure Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	Making Products the Right Way - Community (p.56)	
KPI B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	Making Products the Right Way - Community (p.56)	
KPI B8.2	Resources contributed (e.g. money or time) to the focus area.	Making Products the Right Way - Community (p.56)	
		Sustainability Performance Table (p.60)	

## **GRI Standards**

Vitasoy International Holdings Limited has reported with reference to the GRI Standards for the period 1st April 2023 to 31st March 2024.

eneral Disclosures 2021 Organisational details		
Organisational details		
	About This Report (p.5)	
Entities included in the organization's sustainability reporting	About This Report (p.5)	All entities are included in the Annual Report 2023/24.
Reporting period, frequency, and contact point	About This Report (p.5)	
Restatements of information		There have been no restatements of information.
External assurance	Independent Assurance Report (p.59)	
Activities, value chain and other business relationships	About Vitasoy (p.7)	There has been no significant changes in the Group's value
	Focusing on What Matters (p.12)	chain compared to the previous reporting period.
Employees	One Vitasoy (p.49)	
	Sustainability Performance Table (p.60)	
Workers who are not employees		Not disclosed
Governance structure and composition	Purpose-driven Organisation (p.16)	For details, please refer to our <u>Annual Report</u>
Nomination and selection of the highest governance body		For details, please refer to our <u>Annual Report</u>
Chair of the highest governance body		For details, please refer to our <u>Annual Report</u>
Role of the highest governance body in overseeing the	Purpose-driven Organisation (p.16)	
management of impacts	Focusing on What Matters (p.12)	
	Climate and Nature Disclosure Statement (p.64)	
Delegation of responsibility for managing impacts	Purpose-driven Organisation (p.16)	
Role of the highest governance body in sustainability reporting	Purpose-driven Organisation (p.16)	
	Climate and Nature Disclosure Statement (p.64)	
Conflicts of interest	Corporate Governance (p. 18)	
Communication of critical concerns	Purpose-driven Organisation (p.16)	
	Ethics and Integrity (p.18)	
Collective knowledge of the highest governance body		For details, please refer to our <u>Annual Report</u>
Evaluation of the performance of the highest governance body		For details, please refer to our <u>Annual Report</u>
1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Restatements of information External assurance Activities, value chain and other business relationships Employees  Workers who are not employees Governance structure and composition Nomination and selection of the highest governance body Chair of the highest governance body Role of the highest governance body in overseeing the management of impacts  Delegation of responsibility for managing impacts Role of the highest governance body in sustainability reporting  Conflicts of interest  Communication of critical concerns  Collective knowledge of the highest governance body	Restatements of information  External assurance  Activities, value chain and other business relationships  About Vitasoy (p.7) Focusing on What Matters (p.12)  One Vitasoy (p.49) Sustainability Performance Table (p.60)  Workers who are not employees  Governance structure and composition  Nomination and selection of the highest governance body  Chair of the highest governance body  Role of the highest governance body in overseeing the management of impacts  Purpose-driven Organisation (p.16)  Focusing on What Matters (p.12)  Climate and Nature Disclosure Statement (p.64)  Purpose-driven Organisation (p.16)  Conflicts of interest  Corporate Governance (p. 18)  Communication of critical concerns  Purpose-driven Organisation (p.16)  Ethics and Integrity (p.18)

GRI Standards		Reporting Section	Remarks
2-22	Statement on sustainable development strategy	Chairman's Message (p.3)	
		Vitasoy Sustainability Framework (p.11)	
2-23	Policy commitments	<u>Vitasoy Policies</u>	Vitasoy have developed and implemented policies and guidelines to help steer and formalise our existing practices around ESG issues. Our policy commitments for responsible business conduct stipulate due diligence, applying the precautionary principle and respecting human rights in accordance with the International Bill of Human Rights.
2-24	Embedding policy commitments	Purpose-driven Organisation (p.16)	
		Managing ESG risks in our supply chain (p.45)	
		Sustainable Farming (p. 46)	
2-26	Mechanisms for seeking advice and raising concerns	Ethics and Integrity (p.18)	
2-27	Compliance with laws and regulations		There were no confirmed incidents of non-compliance with laws and regulations, significant fines or non-monetary sanctions for noncompliance that had a significant impact on the Group during the reporting period.
2-28	Membership associations		The Company actively participated in community groups promoting environmental and social sustainability. For example, the Company, at where it is headquartered, has been a member of the Business Environment Council and the Caring Company Scheme organised by Hong Kong Council of Social Service.
2-29	Approach to stakeholder engagement	Focusing on What Matters (p.12)	
2-30	Collective bargaining agreements		Employees are not restricted from forming or joining collective bargaining agreements and the Company does not actively track such information.
GRI 3: N	Material Topics 2021		
3-1	Process to determine material topics	Focusing on What Matters (p.12)	
3-2	List of material topics	Focusing on What Matters (p.12)	
GRI 301	l: Materials 2021		
3-3	Management of material topics	Making the Right Products - Packaging (p.27)	
301-1	Materials used by weight or volume	Making the Right Products - Packaging (p.27)	Only packaging data is included.
		Sustainability Performance Table (p.60)	

GRI Sta	ndards	Reporting Section	Remarks
GRI 30	2: Energy 2016		
3-3	Management of material topics	Making Products the Right Way - Manufacturing (p.33)	
		Improving Energy Efficiency (p.38)	
302-1	Energy consumption within the organization	Decarbonisation (p.35)	
		Sustainability Performance Table (p.60)	
302-3	Energy intensity	Improving Energy Efficiency (p.38)	
		Sustainability Performance Table (p.60)	
302-4	Reduction of energy consumption	Decarbonisation (p.35)	
		Improving Energy Efficiency (p.38)	
GRI 30.	3: Water and Effluents 2018		
3-3	Management of material topics	Making Products the Right Way - Manufacturing (p.33)	
		Mitigating Water Risk (p.38)	
303-3	Water withdrawal	Mitigating Water Risk (p.38)	100% of the water we use in our manufacturing processes within the scope of this report comes from municipal water sources except for our production plant in the Philippines.
303-5	Water consumption	Mitigating Water Risk (p.38)	Our production plant in Shanghai is the only factory
		Sustainability Performance Table (p.60)	exposed to high water stress according to WRI's Aqueduct.
GRI 101	: Biodiversity New standard introduced 2024		
3-3	Management of material topics	Making Products the Right Way - Supply chain (p.43)	
101-1	Policies to halt and reverse biodiversity loss	Making Products the Right Way – Manufacturing (p.33)	
		Climate and Nature Disclosure Statement (p.64)	
		Sustainable Farming (p. 46)	
101-2	Management of biodiversity impacts	Making Products the Right Way - Manufacturing (p.33)	
		Climate and Nature Disclosure Statement (p.64)	
		Sustainable Farming (p. 46)	
101-4	Identification of biodiversity impacts	Sustainable Farming (p.46)	
		Climate and Nature Disclosure Statement (p.64)	

GRI Sto	andards	Reporting Section	Remarks
GRI 30	5: Emissions 2016		
3-3	Management of material topics	Decarbonisation (p.35)	
305-1	Direct (Scope 1) GHG emissions	Decarbonisation (p.35) Sustainability Performance Table (p.60)	The GHG emissions include CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, and did not involve emissions from biogenic sources. The GHG calculation is in line with the Greenhouse Gas Protocol.
305-2	Energy indirect (Scope 2) GHG emissions	Decarbonisation (p.35) Sustainability Performance Table (p.60)	The GHG emissions include CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs. The GHG calculation is in line with the Greenhouse Gas Protocol.
305-3	Other indirect (Scope 3) GHG emissions	Decarbonisation (p.35) Sustainability Performance Table (p.60)	The Group's operation did not involve biogenic CO <sub>2</sub> emissions. For this reporting period some scope 3 emission categories (8, 10, 13, 14, 15) are excluded as it is not relevant with Vitasoy's business.
305-4	GHG emissions intensity	Sustainability Performance Table (p.60)	The group emission did not include biogenic emission.
GRI 30	6: Waste 2020		
3-3	Management of material topics	Transforming Product Packaging (P.28)	
		Making Products the Right Way - Manufacturing (p.33)	
		Vitasoy's manufacturing waste footprint (p.40)	
		Moving towards zero waste to landfill (p.40)	
306-1	Waste generation and significant waste-related impacts	Focusing on What Matters (p.12)	
		Zero manufacturing waste to landfill (p.40)	
306-2	Management of significant waste-related	Making the Right Products - Packaging (p.27)	
	impacts	Zero manufacturing waste to landfill (p.40)	
306-3	Waste generated	Zero manufacturing waste to landfill (p.40)	
		Sustainability Performance Table (p.60)	
306-4	Waste diverted from disposal	Zero manufacturing waste to landfill (p.40)	
		Sustainability Performance Table (p.60)	
GRI 30	8: Supplier Environmental Assessment 2016		
3-3	Management of material topics	Managing ESG risk in our supply chain (p.45)	
308-1	New suppliers that were screened using environmental criteria	Managing ESG risk in our supply chain (p.45)	

GRI Sta	ndards	Reporting Section	Remarks
GRI 40	1: Employment 2016		
3-3	Management of material topics	Making Products the Right Way - Workplace (p.48)	
		One Vitasoy (p.49)	
401-1	New employee hires and employee turnover	Sustainability Performance Table (p.60)	
GRI 40.	3: Occupational Health and Safety 2018		
3-3	Management of material topics	Making Products the Right Way - Workplace (p.48)	
		Thrive (p.54)	
403-1	Occupational health and safety management system	Thrive (p.54)	
403-2	Hazard identification, risk assessment and incident investigation	Thrive (p.54)	
403-3	Occupational health services	Thrive (p.54)	
403-4	Worker participation, consultation, and communication	Thrive (p.54)	
403-5	Worker training on occupational health and safety	Thrive (p.54)	
403-6	Promotion of worker health	Thrive (p.54)	
403-7	Prevention and mitigation of occupational health and safety impacts directly linked to business relationships	Managing ESG risk in our supply chain (p.45)	
403-8	Workers covered by OHSMS	Thrive (p.54)	
403-9	Work-related injuries	Sustainability Performance Table (p.60)	
GRI 40	4: Training and Education 2016		
3-3	Management of material topics	One Vitasoy (p.49)	
		Lead (p.51)	
		Grow (p.52)	
404-1	Average hours of training per year per employee	Sustainability Performance Table (p.60)	
GRI 40	5: Diversity and Equal Opportunity 2016		
3-3	Management of material topics	Making Products the Right Way - Workplace (p.48)	
		One Vitasoy (p.49)	
405-1	Diversity of governance bodies and employees	Vitasoy's employment profile (p.50)	For details, please refer to our <u>Annual Report</u>

GRI St	andards	Reporting Section	Remarks
GRI 41	4: Supplier Social Assessment 2016		
3-3	Management of material topics	Ethics and Integrity (p.18)	
		Managing ESG risks in our supply chain (p.45)	
		Sustainable Farming (p.46)	
414-1	New suppliers that were screened using social criteria	Managing ESG risks in our supply chain (p.45)	
GRI 41	6: Customer Health and Safety 2016		
3-3	Management of material topics	Offering healthier products (p.24)	
		Encouraging Healthier Choices (p.26)	
416-1	Assessment of the health and safety impacts of product and	Offering healthier products (p.24)	
	service categories	Encouraging Healthier Choices (p.26)	
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services		There were no non-compliance cases concerning the health and safety impacts of our products and services during the reporting year.
GRI 41	7: Marketing and Labeling 2016		
3-3	Management of material topics	Encouraging Healthier Choices (p.26)	
417-1	Requirements for product and service information and labeling	Encouraging Healthier Choices (p.26)	
417-2	Incidents of non-compliance concerning product and service information and labeling		There were no non-compliance cases concerning product and service information and labeling during the reporting year.
417-3	Incidents of non-compliance concerning marketing communications		There were no non-compliance cases concerning product and service information and labeling during the reporting year.
GRI 41	8: Customer Privacy 2016		
3-3	Management of material topics	Ethics and Integrity (p.18)	
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data		There were no substantial complaints concerning breaches of customer privacy and losses of customer data during the reporting year.