



2024 ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

Pursuing **Truth** • Building **Trust**

President's words

In 2024, we aim to deepen our relationships with stakeholders, enhance our initiatives, and further integrate ESG principles into our core business strategies. We are excited to explore innovative solutions that empower individuals and communities, ensuring that our efforts translate into tangible benefits for those we serve. Our vision is to create a lasting legacy of selflessness and compassion, one that not only reflects our values but also contributes meaningfully to the world around us.

As we present this report, we invite you to join us in celebrating our progress while acknowledging the work that lies ahead. Together, we can continue to build a more equitable and sustainable future, where every individual has the opportunity to thrive. Let us move forward with renewed determination and a collective spirit of service as we strive to make a meaningful difference in the lives of others.



Our vision is to create a lasting legacy of selflessness and compassion, one that not only reflects our values but also contributes meaningfully to the world around us.

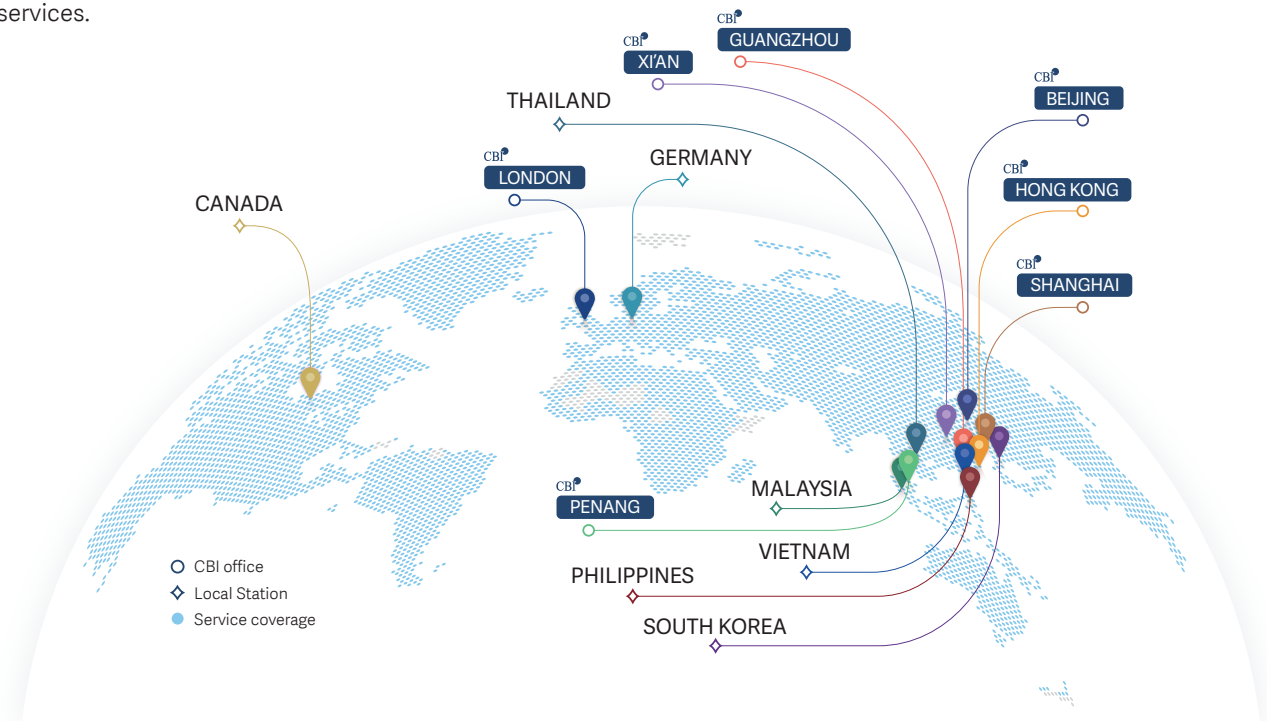
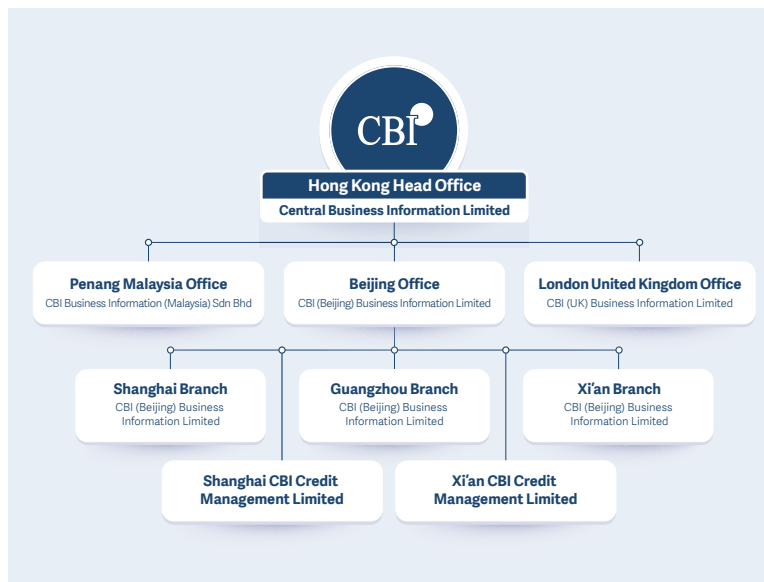


Ray Chan,
Founder and President of CBI Group

About CBI

Established in 1996, Central Business Information Limited (CBI) is a global business information company that operates in Hong Kong China, Mainland China, and 214 countries and regions, providing a comprehensive range of services. Our offerings include Enhanced Due Diligence, Business Credit, Employment Screening, Asset Search, Business Verification and Site Investigation, catering to various business sectors and industries. Our accurate, up-to-date, and extensive business intelligence consistently assists clients in making informed decisions and taking appropriate actions.

At CBI, we are dedicated to assisting our clients in establishing a secure and impartial business environment through our streamlined and focused information services.



About this Report



Reporting Period

This report covers Central Business Information Limited's ESG accomplishments and dedications from 1 January to 31 December 2024, as well as our ongoing initiatives to enhance our ESG performance.



Reporting Scope

This report encompasses the company's core businesses based in Hong Kong and Penang, namely due diligence, background check and site investigation operated through our local offices.

Highlights at a Glance

Community Investment



Served over **1979** voluntary hours annually
Equals to **5.4** hours daily

Served **89** beneficiary organisations

Team Development



10%
of staff was promoted in 2024

Diversity, Equity and Inclusion



6:4 Female to male staff ratio

Over **45%** of female in leadership

Corporate Governance



Three key policies have been enhanced, including the policies related to aspects of environmental sustainability and governance

Our Commitment



At CBI, our commitment for ESG (Environmental, Social, and Governance) is at the core of our mission.

We are deeply committed to fostering sustainable practices that protect our planet, promote social equity, and uphold ethical governance. Our dedication drives us to engage proactively with communities, implement innovative solutions, and champion diversity and inclusion.

We believe that by prioritizing these values, we can create meaningful, lasting change that benefits both our organization and society as a whole. This passion fuels our efforts to inspire others, amplify our impact, and build a future where everyone can thrive in harmony with the environment.



GOVERNANCE

Sustainability Governance Structure and Oversight Responsibilities

<p>Management Committee</p>	<p>Ensures that the Company complies with applicable laws, regulations, and industry standards. Assesses opportunities and risks, evaluates potential impacts, and makes informed choices to drive the Company's success</p>	
<p>Sub-Committee</p>	<p>Compliance Committee</p>	<p>Budget and Audit Committee</p>
	<p>Carry out policies and provide guidance to employees, monitor operations to align with compliance standards.</p>	<p>Oversee CBI's financial monitoring and internal control processes, to ensure that there are adequate systems in place to fulfill these duties.</p>
<p>Sustainability Drivers</p>	<p>ESG Working Group</p>	

These entities work collaboratively to safeguard governance practices and ensure that CBI remains fully compliant with regulatory standards.



GOVERNANCE
Sustainability Policies

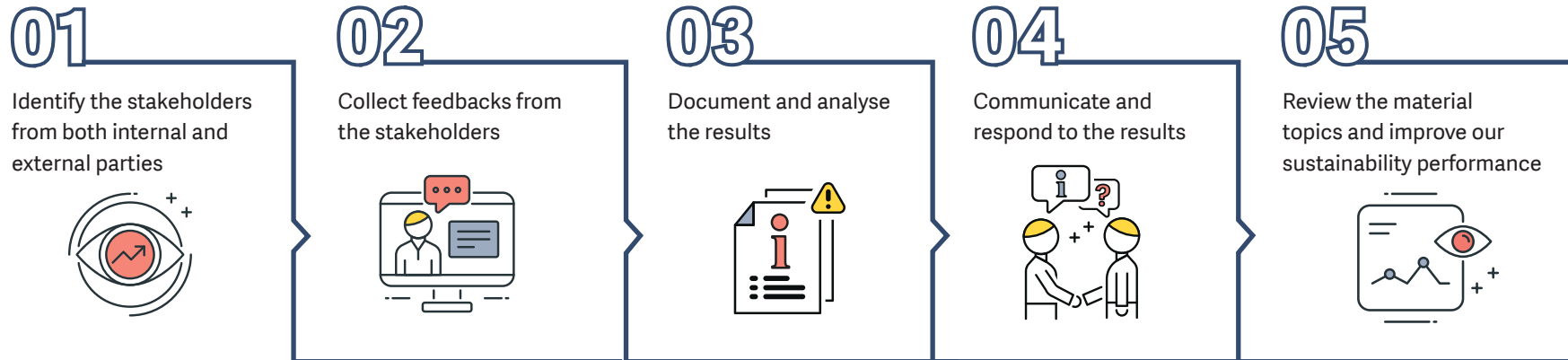
Aspects	Policies
 <p>Sustainability Management Approach</p>	<ul style="list-style-type: none"> • Code of Business Conduct • Corporate Social Responsibility Policy
 <p>Governance</p>	<ul style="list-style-type: none"> • Anti-Bribery and Corruption Policy • Statement of Anti-Bribery and Corruption Policy (For External) • Anti-Money Laundering and CounterTerrorist Financing Policy • Board Diversity Policy • Corporate Incident Response Plan • Information Technology Security Policy • Whistleblower Policy

Aspects	Policies
 <p>Customer and Marketplace</p>	<ul style="list-style-type: none"> • Fraud and Security Incident Management Policy • Intellectual Property Rights Policy • Personal Data Privacy Policy • Privacy Statement • Sensitive Information Monitoring Policy
 <p>Employment</p>	<ul style="list-style-type: none"> • Human Resources Policy Manual • Statement of Safety and Health Policy
 <p>Environment</p>	<ul style="list-style-type: none"> • Energy and Water Management Policy and Guidelines

GOVERNANCE Stakeholder Engagement

CBI has actively engaged with stakeholders regularly to identify material ESG topics and prioritise ESG initiatives based on stakeholders' needs and expectations. We conduct various communication channels to engaged different stakeholders at least quarterly.

Stakeholder Engagement Processes



Communication Channels

Management and employees

- Face-to-face meetings
- Sharing sessions
- Social media

Non-Governmental Organisations (NGOs)

- Corporate volunteering
- Collaborative projects

Customers

- Service hotlines
- Website and social media
- Customer satisfaction survey

GOVERNANCE

Materiality Matrix and Result

01 Identification

CBI has identified a list of material topics through

- gathering opinions collected via our communication channels;
- incorporating the result from megatrend and peer analysis; and
- engaging in discussions with internal stakeholders.

02 Prioritisation

CBI has collected and considered feedbacks from both internal and external stakeholders, focusing on two aspects – financial materiality and impact materiality. This was achieved through one on-one interviews and an online survey. Based on this feedback, we have developed a revised materiality matrix.

03 Validation

CBI has validated these findings by sharing and discussing the results with our management team, ensuring our approach aligns with our strategic direction and goals.



ENVIRONMENTAL

Save our earth

Lights off 1-hour (daily)



1

Abandoned paper carton drinks



4

FSC paper



7

Installed water saver



2

Recycling Boxes



5

Beach and Trail Clean Up



8

Save energy



3

Think before you print



6

Enhancing Products and Services (Paperless)



9

ENVIRONMENTAL Initiatives

LIGHTS OFF 1-HOUR (DAILY)

CBI recognizes that our everyday actions can significantly impact the environment. One of our key initiatives aimed at minimizing our ecological footprint is our "Lights Off" campaign. This simple yet powerful action not only contributes to energy conservation but also plays a crucial role in protecting our planet and promoting a culture of sustainability within our organization.

INSTALLED WATER SAVER

CBI recognizes the vital role that water conservation plays in promoting sustainability and protecting our environment. As part of our commitment to responsible resource management, we have implemented the installation of water-saving devices throughout our facilities. These initiatives are designed to reduce water consumption, minimize waste, and contribute to the overall health of our ecosystems.



SAVE ENERGY

CBI understands that energy conservation is not just a choice; it is an imperative for protecting our planet and ensuring a sustainable future. Our commitment to saving energy is a cornerstone of our environmental strategy, and we actively promote practices that help reduce greenhouse gas emissions and mitigate climate change.

BEACH AND TRAIL CLEAN UP

CBI's unwavering commitment to sustainability and environmental stewardship inspires us to take meaningful actions that protect and preserve our natural surroundings. One such initiative is our active involvement in beach and trail clean-up efforts. By dedicating time and resources to these activities, we aim to reduce pollution, conserve ecosystems, and foster a deeper sense of responsibility towards our planet. This effort not only aligns with our environmental goals but also reflects our dedication to creating a cleaner, healthier world for future generations.

ENVIRONMENTAL Initiatives

RECYCLING BOXES

CBI recognizes the critical importance of sustainable practices in today's world, and we are committed to making a positive impact on the environment through our comprehensive recycling program, particularly focusing on recycling boxes. Our efforts not only contribute to reducing waste but also play a significant role in promoting a circular economy, where materials are reused and repurposed rather than discarded.



ABANDONED PAPER CARTON DRINKS

CBI's commitment to sustainability and responsible resource management drives us to continuously evaluate our practices and make informed decisions that align with our environmental goals. One significant step we have taken is the decision to abandon paper carton drinks in the office. This initiative reflects our dedication to reducing waste, conserving resources, and promoting a culture of sustainability within our organization.

THINK BEFORE YOU PRINT

CBI firmly believe that reducing waste at the source is one of the most effective strategies for promoting sustainability and protecting our environment. One of the key initiatives we have implemented to support this belief is our "Think Before You Print" campaign. This initiative emphasizes the importance of mindful printing practices and encourages our employees to consider the environmental impact of their printing habits.



FSC PAPER

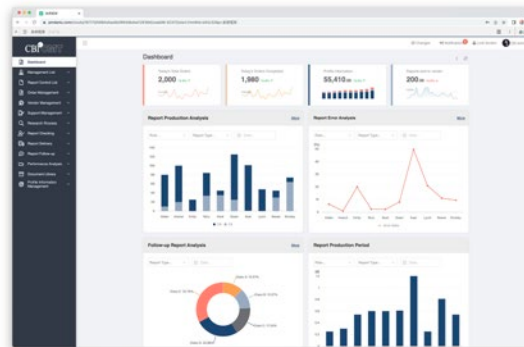
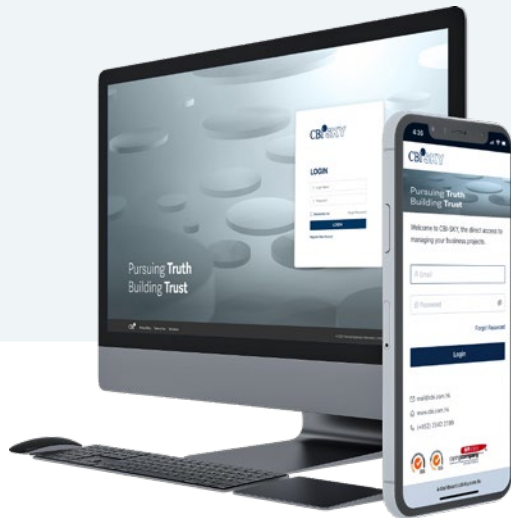
CBI is committed to sustainability in every aspect of our operations, including the materials we choose for our corporate gifts. One of the key components of our sustainability strategy is our use of Forest Stewardship Council (FSC) certified paper for corporate gifting. By prioritizing paper sourced from responsibly managed forests, we not only support environmentally sound practices but also promote social responsibility and contribute to the well-being of communities around the globe.



ENVIRONMENTAL Enhancing Products and Services (Paperless)

Digital Transformation

At CBI, our unwavering commitment to innovation drives us to enhance our products and services, with the ultimate goal of achieving a paperless future. To realize this vision, our team developed CBI CMT, a global business information giga-factory that transforms traditional workflows into efficient digital processes. This powerful platform optimizes internal research workflows, significantly reducing paper usage and helping us achieve our paperless goal.



Order No.	Status	Country	Report Type	Status	Report	Action Items
1010000001	Completed	USA	Annual Report	Completed	Annual Report 2023	Review and Archive
1010000002	Pending	UK	Quarterly Report	Pending	Quarterly Report Q3 2023	Request Data
1010000003	Failed	Canada	Monthly Report	Failed	Monthly Report Oct 2023	Check System Logs
1010000004	In Progress	Australia	Special Report	In Progress	Special Report: Market Analysis	Monitor Progress
1010000005	Completed	India	Annual Report	Completed	Annual Report 2023	Review and Archive
1010000006	Pending	Japan	Quarterly Report	Pending	Quarterly Report Q2 2023	Request Data
1010000007	Completed	South Korea	Annual Report	Completed	Annual Report 2023	Review and Archive
1010000008	Failed	France	Monthly Report	Failed	Monthly Report Nov 2023	Check System Logs
1010000009	In Progress	Germany	Special Report	In Progress	Special Report: Environmental Impact	Monitor Progress
1010000010	Completed	Italy	Annual Report	Completed	Annual Report 2023	Review and Archive
1010000011	Pending	Spain	Quarterly Report	Pending	Quarterly Report Q4 2023	Request Data
1010000012	Completed	USA	Annual Report	Completed	Annual Report 2023	Review and Archive
1010000013	Failed	UK	Monthly Report	Failed	Monthly Report Dec 2023	Check System Logs
1010000014	In Progress	Canada	Special Report	In Progress	Special Report: Sustainability	Monitor Progress
1010000015	Completed	Australia	Annual Report	Completed	Annual Report 2023	Review and Archive
1010000016	Pending	India	Quarterly Report	Pending	Quarterly Report Q1 2024	Request Data
1010000017	Completed	Japan	Annual Report	Completed	Annual Report 2023	Review and Archive
1010000018	Failed	South Korea	Monthly Report	Failed	Monthly Report Jan 2024	Check System Logs
1010000019	In Progress	Germany	Special Report	In Progress	Special Report: Innovation	Monitor Progress
1010000020	Completed	Italy	Annual Report	Completed	Annual Report 2023	Review and Archive

ENVIRONMENTAL Calendar and Red Packets Production

At CBI, we take pride in our two major yearly productions: the annual calendar and red packets, both of which are crafted with purpose and creativity. For 2024, our calendar is inspired by the theme of nature, titled Dreamy Clouds, serving as a gentle reminder of the importance of protecting the environment to preserve the beauty

of natural wonders like the clouds. Both the calendar and red packets are produced using FSC-certified paper, reflecting our commitment to sustainable practices. These initiatives align with our broader environmental goals, ensuring that our creations contribute to a greener future while celebrating tradition and innovation.

Client Feedback

Calendar 2024

Surprised and expressed appreciation for the innovative concept and design.

CPA Firm - Ms Sammi & Ms Coty

Expressed how she loves the environmental protection concept of resuing the stand for the following year.

Commercial Bank - Ms Carmen

Expressed her appreciation for the exceptional quality and meaningful nature of the gifts.

CPA Firm - Ms Fiona



Red Packets 2024

Always excited for the yearly red packets design. Can see the dedication from the design team. Lead the trend on incorporating chinese new year wishes with environment friendly elements of the ESG.

Ms Connie



SOCIAL 2024 Summary in Numbers

Service formats

Animal Caring, Sports Events, Rehabilitation, Family Visits, Trash Cleaning, Food Collection, Heritage & Cultural Protection, Blood Donation, Charity Run, Development of Smart Ageing Cities



10

Man hours contributed



1,979

Hours per day



5.4

Events



450

Participants



513

Service recipients

Children, Youths, Elderlies, Families, Animals, Women, Education, Charity Organizations, People in Need, Homeless, Healthcare, Environment, General Support



13

Beneficial organisations



89

Annual donation from company and staff



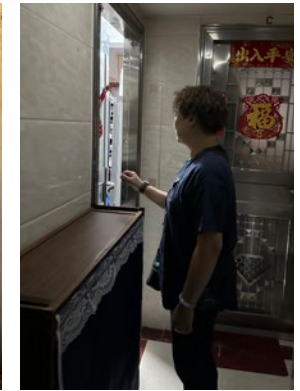
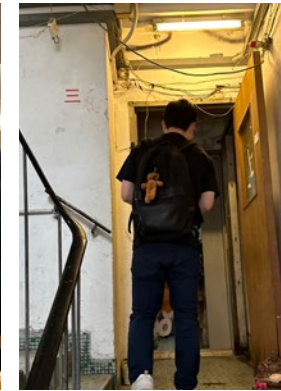
\$55,650

SOCIAL Caring for the Community

VISITING SUB-DIVIDED UNITS



CBI volunteers visited families residing in subdivided units in Tsuen Wan, where we collaborated with Urban Peacemaker to gain insight into the challenging living conditions these families face while offering them care and support. The families' heartfelt stories about their struggles left a lasting impact on us. Through these visits, we aim to inspire reflection on how everyone can play a role in supporting underprivileged families and contributing to positive change in their lives.

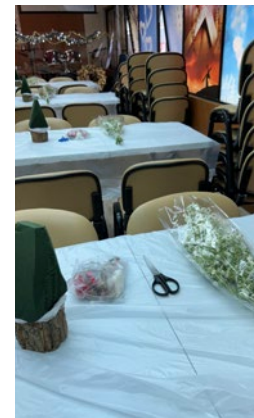


SOCIAL Caring for the Community

DIY CHRISTMAS TREE WORKSHOP



The CBI Volunteer Committee collaborated with Hong Kong Peacemaker to host a workshop for low-income families in Tuen Mun, where we prepared special gift bags filled with sweets to spread holiday cheer. We extend our heartfelt gratitude to Floral Studio for guiding the families in creating beautiful Christmas trees, fostering a snowy and festive atmosphere together. This event not only brought joy but also strengthened community bonds during the holiday season.



SOCIAL
Caring for the Community
BLOOD DONATION



We regularly organize Blood Donation Day to encourage our employees and community members to participate in this vital initiative, highlighting the importance of contributing to a life-saving cause. Each donation has the potential to help multiple patients in need, and we strive to raise awareness about the critical demand for blood while providing support to ease any concerns potential donors may have. By fostering a spirit of community and compassion through these events, we aim to empower individuals to recognize that their willingness to donate can make a significant difference in the lives of others.



SOCIAL Caring for the Community

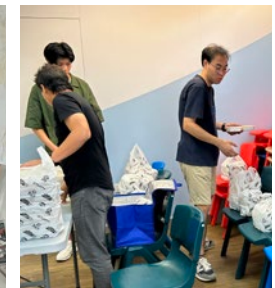
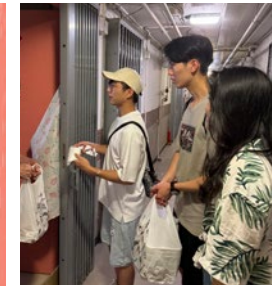
REGULAR VISIT TO ELDERLIES IN CHUK YUEN ESTATE



On the first Saturday of each month, our dedicated volunteer team, in collaboration with The Salvation Army, visits the elderly residents of Chuk Yuen Estate to deliver nourishing lunch boxes generously provided by New Forrest Restaurant. These regular visits not only provide essential sustenance but also strengthen the bonds between volunteers and the seniors, fostering a sense of familiarity and trust that offers comfort to the beneficiaries. We recognize that even small actions, such as delivering a meal or engaging in a brief conversation, can significantly impact someone's life by brightening their day and reminding them that they are valued. Through our efforts, we aim to create meaningful connections and show the elderly residents that they are not alone and that their community genuinely cares for them.



DELIVERING Lunchboxes and visiting elders by CBI Volunteer Committee





SOCIAL
Caring for the Community
FOODSPORT RUN

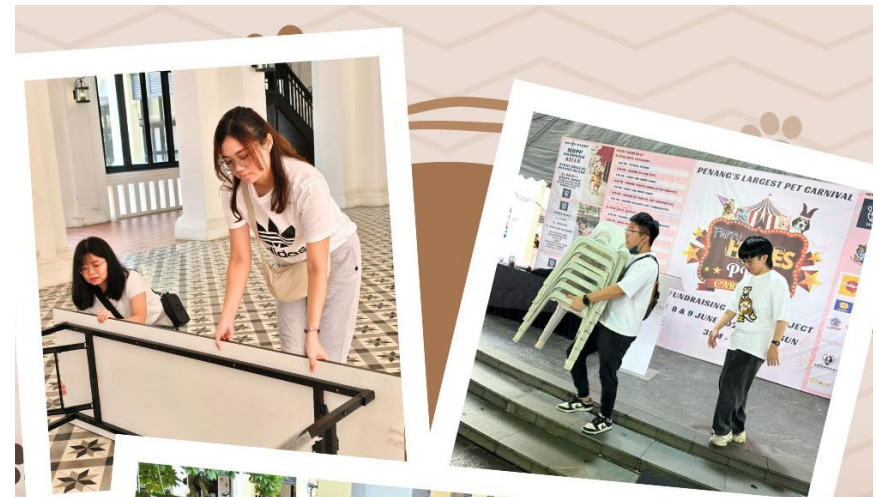


CBI Volunteer and Sports Committee jointly organized the “Ma On Shan Promenade 5km Community Run” with the FoodSport Hong Kong Foundation. Nearly 50 runners participated which ended up turning 31,900 calories burned into an equivalent amount of food. With sponsorship from CBI, the FoodSport Foundation donated double the calories we burned, which is similar to 228 bowls of rice, to RUN Hong Kong to help people in need rebuild better lives.





SOCIAL
Caring for the Furry Friends
PET CARNIVAL 2024 IN PENANG



It is the second year for CBI Penang team to join the IAPWA Furry Hopes Pet Carnival. Our dedicated team helped with stage set up, general support and charity haircut support. Through collective efforts, we helped create a memorable and impactful event that celebrated the bond between humans and their furry companions.



SOCIAL

Caring for the Furry Friends

CHARITY PAW-A-THON

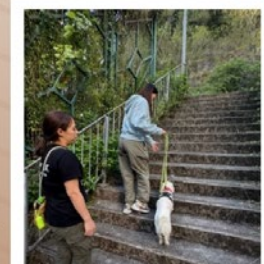
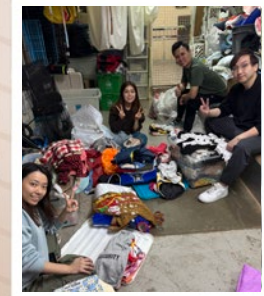
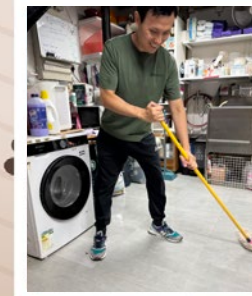


The CBI Penang team volunteered at the annual charity Paw-a-thon organized by Bworth Fur Kids Home and Persatuan Kebajikan Lingkaran Harapan to raise funds for pets in need. Our volunteers assisted with setting up booths, selling food and goods for charity, and helping during the prize-giving ceremony. With the belief that "It is more blessed to give than to receive," their efforts brought a positive impact to this meaningful event and helped create a warm and loving environment for stray animals.



SOCIAL
Caring for the Furry Friends

WORK WITH DOGS AT LAP'S DOG ADOPTION CENTRE



The CBI Volunteer Team visited the Lifelong Animal Protection Charity (LAP) in Tsuen Wan, where they provide food and medical services to abandoned animals. Our team participated by walking the dogs, cleaning cages, and gaining insights into the organization's history and daily operations. We aspire to offer not only our hard work but also our love to these animals, helping them gradually lower their defenses and find caring owners who will cherish them.

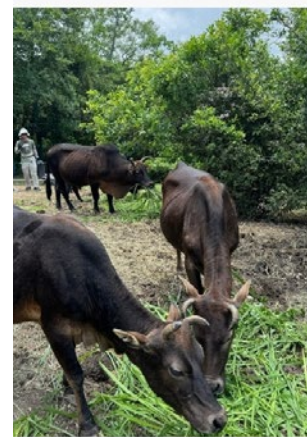


SOCIAL Caring for the Furry Friends

TAP MUN COWS



The living conditions of the cows in Tap Mun have been severely compromised due to the actions of visitors, putting their lives at risk. It is the third time for our team coming together to provide fresh greens for the cows, transport liters of water uphill, and clean up trash from the beach. This experience was not only unforgettable but also served as a powerful reminder of the importance of protecting our natural habitats.



SOCIAL

Beneficial Organisations


Bworth Fur Kids Home	Read-Cycling 書送快樂	兒童脊科基金CCF	基督教協基會
Children's Heart Foundation	Red Cross	兔協	基督教勵行會
Children's Thalassemia Foundation	SAA保護遺棄動物協會	屈臣氏集團	基督教勵行會 x 香港房屋委員會
Circle of Hope Foundation	Self-initiate	房協 青協	深愛殘障兒童福利中心
Crossroads Foundation	The HandsOn Hong Kong	社企苗青少年跆拳道大賽暨結業典禮	善導會
Foodsport	The Hong Kong Society for Rehabilitation (HKSR)	長者安居協會	尊賢會
Fun Channel 開心頻道	Vera R. Desai - Mind Delight Memory & Cognitive Training Centre (Christian Family Service Centre)	青協坪石青年空間	循道衛理中心
Georgetown Heritage	Volunteer Self-Initiated Projets	保良局八八觀塘工場	童心展亮基金會
HK Saving Cat And Dog Association	Women's Centre for Change (WCC)	保良局綠在東區	黃金時代基金會
Hong Kong Society for the Protection of Children (HKSPC)	Yan Chai Hospital	城市睦福	新森林 x 救世軍竹園綜合服務竹園長者中心
Hospital Pulau Pinang/ Penang General Hospital	Zuni Icosahedron	風雨蘭	聖雅各福群會
IAPWA	城市睦福	香港文化體育及旅遊局	漁農自然護理署
ImpactHK	中國香港健美總會	香港青少年發展聯會	綠在大埔
LAP	仁愛堂	香港青年協會	綠在東區
Law Ting Pong Secondary School	民社服務中心	香港消防處	綠創館
Let's talk ADHD	生命樂章慈善基金	香港神託會青少年綜合服務中心	樂餉社
LumiVoce	生命熱線	香港救兔之家	凝動香港體育基
Penang Green Council (PGC)	光愛中心	香港復康會	學前弱能兒童家長會
Penang Hospice Society	關懷殘障福利中心	香港導盲犬協會	膳動衡 FOODSPORT
Penang Race for Vision	匡智會	書送快樂	賽馬會
Plastic Free Seas (無塑海洋)	防止虐待兒童會	耆康會	賽馬會葵芳青年空間
		國際女子網球協會WTA	願望成真基金
		國際四方福音會	

SOCIAL Partner's Words - Habitat for Humanity

CBI's partnership with Habitat for Humanity Hong Kong reaffirms our shared commitment to making a positive impact. As a vital partner, CBI provides independent and enhanced due diligence services, including detailed background checks, verification, assessments, investigations, and continuous monitoring. Through this invaluable pro-bono partnership, Habitat for Humanity Hong Kong continues to thrive as a sustainable organization dedicated to addressing housing challenges in the community.

Habitat for Humanity Hong Kong acknowledged our instrumental role in providing independent and enhanced due diligence services, including detailed background checks, verification, assessment, investigation, and continuous monitoring. They emphasized how CBI's quick response, comprehensive approach, and tailored solutions have empowered them to effectively manage risks and strengthen their governance and compliance processes.

We are honored by their recognition and proud to support their mission through our pro-bono partnership.



“ We appreciate that CBI always responds quickly and customizes comprehensive solutions to meet our unique needs. Their professionalism is truly reliable and makes our lives easier! ”



CBI Awards



Digital Transformation Corporate - Outstanding Award

Since its establishment 27 years ago, CBI has focused on delivering comprehensive Due Diligence across various industries, helping clients minimize risks and make informed decisions. Through innovative digital transformation, CBI has evolved its operational model from primarily Mainland China and Hong Kong to 14 countries and regions worldwide, offering global Due Diligence solutions.



Hong Kong Volunteer Award 2024

CBI was awarded the "Corporate - Top Ten Highest Volunteer Hours" by Hong Kong Volunteer Award 2024 for three consecutive years. It is a great recognition and encouragement of our hard work, thank you for the continuous contributions from CBI Volunteer Committee and colleagues from the past year.



The Racial Diversity & Inclusion Workplace Certification

CBI has been awarded The Racial Diversity & Inclusion Workplace certification by the Equal Opportunities Commission. This certification recognises our commitment to building a diverse and inclusive workplace in all aspects, where everyone feels valued and respected, to build a harmonised and caring environment for our colleagues.



Good MPF Employer 2014-2024

It is the 10th consecutive years for CBI to be honored as a "Good MPF Employer" and presented with the "e-Contribution Award" and "MPF Support Award"



Caring Company 2016-2024

CBI has been awarded Caring Company for eight consecutive years to acknowledge the company's efforts and contributions for the wellbeing of the communities and the environment.



ESG Pledge Scheme

As a participant in the scheme, CBI is committed to implementing and promoting sustainable development practices. We are dedicated to creating a positive impact on the environment, society, and economy.



Colleagueus Feedback

Environmental stewardship, social responsibility, and strong governance are not just ideals—they are the pathways to meaningful and lasting impact.

By investing in people, preserving the planet, and practicing good governance, we create value that transcends generations.



The power of one person is limited, what we do as a corporate is much more impactful.

Pauline Leung

Associate Director – Product Development



The time you have contributed is worth way more than you think.

Terry Tse

Lead Specialist – Investigative Due Diligence



Our efforts not only contribute to a healthier planet and stronger communities but also showcase the power of ethical leadership in driving positive change.

Natalie Lam

Senior Marketing Officer – Marketing



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