



COMMUNICATION ON PROGRESS 2022

United Nations Global Compact



1 APRIL 2021 – 28 MARCH 2022

GENERAL INTERNATIONAL AGENCY LIMITED

HONG KONG

Chief Financial Officer's Statement

28 March 2022

Dear stakeholders,

Following our initial registration and membership of the United Nations Global Compact in July 2017, I am delighted to share with you that for the past year, we have introduced new measures to meet the challenges of Covid-19 such as conducting zoom team meetings and encouraging workers to work from home utilizing cloud technology, which make us a more responsible corporate citizen.

I am pleased to confirm that General International Agency Limited reaffirms its continued support of the Ten Principles of the United Nations Global Compact in the areas of Human Rights, Labour, Environment and Anti-Corruption.

In this annual Communication on Progress, we describe our actions to continually improve the integration of the Global Compact and its principles into our business strategy, culture and daily operations. We also commit to sharing this information with our stakeholders using our primary channels of communication.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Teresa Yuen May So', written in a cursive style.

Teresa Yuen May So
Chief Financial Officer
General International Agency Limited

I. Human Rights Principles

General International Agency Limited (“GIA”) respects and subscribes to fundamental human rights as internationally agreed in the Universal Declaration of Human Rights, and GIA expects the same from our associates and customers.

Principle/ Measurements	1. Business should support and respect the protection of internationally proclaimed human right. 2. Make sure that they are not complicit in human rights abuses.
Policies	GIA sets up policies to include its commitment to ethical and sustainable business practices.
Clear set of standards	GIA provides a clear set of standards for its business conduct which <ul style="list-style-type: none"> - Ensure workers are provided safe, suitable and sanitary work facilities - Protect workers from workplace harassment, including physical, verbal, sexual or psychological harassment, abuse or threats
Daily operations	GIA takes into account of the interests of our associates, customers and a broad group of stakeholders; we respect and protect Human Rights in our daily operations and encourage our associates to do the same. Activities supported and sponsored by our Company include <ul style="list-style-type: none"> - Insurance policy donation - Charity run - Scholarship for students in rural China - Caring Company (for 16 years) launched by the Hong Kong Council of Social Service (“HKCSS”) - Selling paper flag stickers raising funds for charities - Funding, preparing and distributing anti-pandemic kits to people with disabilities - Founding charitable funds to help people in need such as scholarship for students from low income families

II. Labour Principles

GIA strives to ensure that the freedom of association and the right to collective bargaining are upheld. In addition, GIA does not engage in forced and compulsory labour or child labour. Furthermore, GIA works to ensure diversity and non-discrimination in respect of employment and occupation. We are an equal opportunity employer.

Principle/ Measurements	3. Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining. 4. The elimination of all forms of forced and compulsory labour. 5. The effective abolition of child labour. 6. The elimination of discrimination in respect of employment and occupation.
Policies	GIA sets up policies to include attracting, retaining and captivating the right people, offering them extensive scope for training and development, and facilitating a healthy work-life balance.
Clear set of standards	GIA provides a clear set of standards for our business which <ul style="list-style-type: none"> - Ensure that the company does not participate in any form of forced labour - Comply with minimum wage standards - Ensure that employment-related decisions are based on relevant and objective criteria
Daily operations	GIA takes into account of the interests of our associates. We provide our associates with the right skills via mentorship and training sessions. GIA also communicates our values by carrying them out in actions. Activities supported and sponsored by our Company include <ul style="list-style-type: none"> - Provide training to staff to upgrade their standards and competitiveness - Provide leisure activities to staff and family members - Provide medical vaccination to staff and family members

	<p>During Covid-19, GIA implements new measures</p> <ul style="list-style-type: none">- Check temperatures of employees and guests upon arrival in office- Fill in questionnaire on health conditions and travel history upon arrival in office- Provide employees and guests with face masks and disinfectants- Install air purifiers- Disinfect office areas regularly within short intervals- Ensure all employees possess home equipment such as laptops for working from home comfortably- Maintain only essential staff on site and all other workers are working from home utilizing cloud technology for documents sharing and keeping most up-to-date Company information- Arrange flexible working hours for workers who need to take care of young children at home (since schools have stopped classroom classes)- Conduct zoom team meeting, training sessions and online client seminars to avoid mass gathering
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III. Environmental Principles

GIA aspires to be a good steward of nature and the environment by preventing waste and limiting negative impacts. And that our associates and customers recognize that they themselves can also contribute to mitigate the effects of climate change.

Principle/ Measurements	7. Businesses should support a precautionary approach to environmental challenges. 8. Undertake initiatives to promote greater environmental responsibility. 9. Encourage the development and diffusion of environmentally friendly technologies
Policies	GIA sets up policies to put special focus to undertake the initiatives and responsibility to promote the environmental and social well-being.
Clear set of standards	GIA provides a clear set of standards for our business which <ul style="list-style-type: none"> - Avoid any unnecessary printing - Recycle unused papers - Participate in iRecycle, a subsidiary of Baguio Green Group Hong Kong to recycle plastic and glass materials - Recommend use of emails or digital presentation materials instead of printing paper in the workplace - Switch off lights when meeting rooms/training rooms are not in use - Conduct paperless meetings <ul style="list-style-type: none"> ✧ Printed documents will not be available at meeting ✧ Pre-session documents will be made available on Company website ✧ In-session documents (such as conference room papers) will be available electronically via intranet or memory stick only ✧ Each staff should bring a laptop computer containing basic applications, including Microsoft Office Word, Excel and PowerPoint, Adobe Acrobat Reader and updated antivirus software

Daily operations	Protecting the environment is a day-to-day business and the responsibility of every associate. GIA ensures that our associates and customers are more aware of the consequences of climate change through our daily interactions.
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IV. Anti-Corruption Principles

GIA is committed to counteracting all forms of corruption. All GIA associates are expected to abide by the prevailing laws, regulations and ethical standards.

Principle/ Measurements	10. Businesses should work against corruption in all its forms, including extortion and bribery.
Policies	GIA sets up policies to commit to the concept of Compliance, Professionalism, Integrity, and Justice, and requires all associates to strictly abide with the discipline of financial professionals and hold reverence toward discipline.
Clear set of standards	GIA provides a clear set of standards for our business which <ul style="list-style-type: none"> - All associates cannot accept incentives, gifts or remuneration outside of the agreed policy - The Independent Commission Against Corruption (“ICAC”) of Hong Kong sets clear standards which our Company will observe and adhere closely. There are Continuing Professional Development (“CPD”) classes conducted for our associates on these topics
Daily operations	GIA continues to strengthen the anti-corruption and compliance education of our associates, and ensure that internal procedures support our anti-corruption commitment.