

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

ABOUT THIS REPORT

This report is prepared in accordance with Appendix 27 "Environmental, Social and Governance Reporting Guide" (the "ESG Reporting Guide") promulgated by the The Stock Exchange of Hong Kong Limited ("HKEX"). This report covers the policies, measures and performances of Far East Global Group Limited (the "Company") and its subsidiaries (collectively the "Group") in environmental, social and governmental aspects, allowing all stakeholders to better understand the progress and development direction of the Group. This report is available in both Chinese and English, and has been uploaded to the website of the Company (www.fareastglobal.com).

REPORTING BOUNDARY

This report focuses on the operation of the Group's glass façade business from 1st January 2018 to 31st December 2018. The reporting boundary covers the office of the Hong Kong headquarters, the production facility in Buffalo, NY, USA and the production facilities and offices at Shenzhen, Shanghai, Quebec, Canada and Miami, FL, USA ("each site of operation"). To enhance the Group's operational transparency, the Group improves the scope of disclosure of this report covering the offices and production facilities in all regions.

Region	Subsidiaries covered in the reporting boundary	Referred to as
Hong Kong	Far East Global Group Ltd Far East Aluminium Works Co Ltd	Hong Kong headquarters
Mainland China	Far East Façade Manufacturing (Shenzhen) Limited Netfortune (Shanghai) Aluminium Works Company Limited	Shenzhen production facility Shanghai production facility
Overseas	Gamma North Corporation Gamma USA, Inc. Gamma Windows and Walls International Inc.	Buffalo production facility Miami production facility Quebec production facility

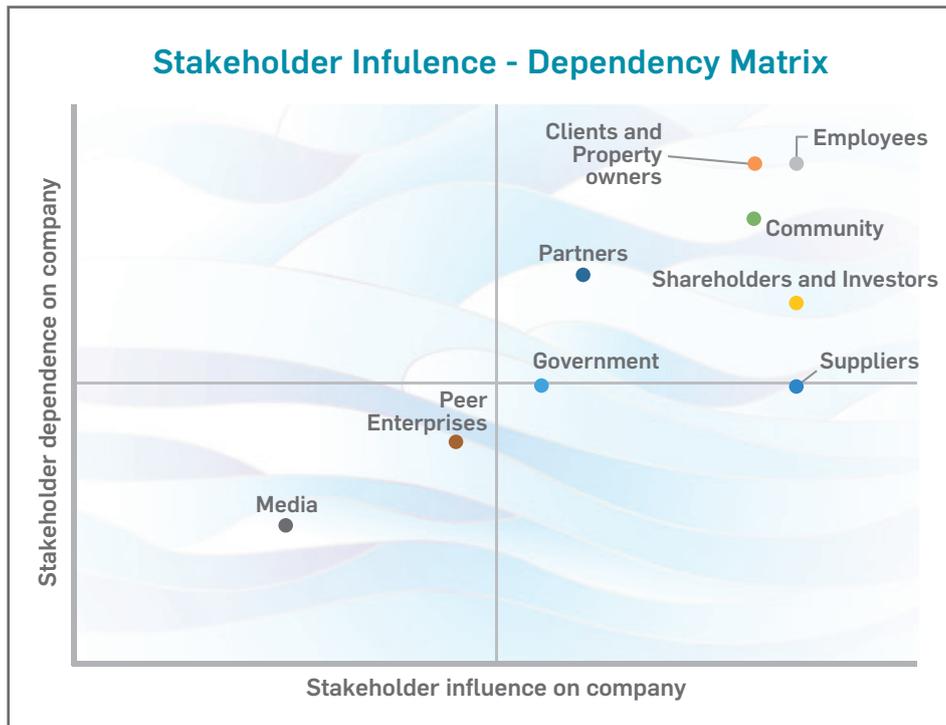
STAKEHOLDER ENGAGEMENT

The Group develops various internal and external communication channels and constantly communicates with key stakeholders to understand their needs. This helps the Group to review its business operation and company governance. The Group will consistently upgrade the communication channels to stay alert on expectations and opinions.

Stakeholder Group	Stakeholder	Communication channel and means of stakeholder engagement
Internal stakeholder	Employees Board of Directors	<ul style="list-style-type: none"> • Publishes "Far East People" internal magazine • Provides trainings and workshops • Organises employee activities
External stakeholder	Clients and Property owners Suppliers Shareholders and Investors Government Community Partners Peer Enterprises Media	<ul style="list-style-type: none"> • Hiring standards and practices • Customer satisfaction survey • Provides diverse services and customised products • Provide professional after-sales service • Shareholders' meeting • Announcements/circulars, annual reports and financial statements • Implement state policies • Actively participate in community affairs • Factory inspection • Joins industry chambers and standard-setting organizations

MAJOR SUSTAINABILITY ISSUES

Through management meetings and the assistance of consultants, the Group discussed and identified the major issues of concern to stakeholders and derived a Stakeholder Influence – Dependency Matrix. The stakeholders at the top right of the matrix are most valued by the Group, and the Group will prioritise their interests when formulating policies.



SUSTAINABILITY GOVERNANCE

The Group understands the importance of environmental management and sustainable development, so it actively introduces a sustainable operation model. The Group established the Sustainability Governance Committee (the "Committee") in 2017 to implement sustainable policy. The Committee not only identifies material sustainability aspects, but also coordinates the communication with stakeholders. In the future, the Group will continue to improve and optimise environmental policies to reduce its environmental impact.

ENVIRONMENTAL POLICIES

In order to protect the environment, the Group takes the initiative to take up the environmental and social responsibility. The Group strictly abides by relevant environmental laws and regulations. In order to reduce environmental impact, utilise resources more efficiently and ensure the integration of the concept of sustainability into operation, the Group has set up different guidelines for various operational stages to enable employees to comply with and implement the guidelines to achieve green office and green production.

— Green office

The Group has already established the "Far East Global Group Green Office Environmental Proposal" and "Far East Global Group Green Office Guidelines" in 2016 and 2017 respectively. They are strictly implemented in all offices and production facilities to support the green office and green production culture. Apart from providing advice on waste disposal and the use of natural resources such as energy, water and paper, the Group also tries to raise the awareness of environmental protection through education and trainings. The Group always strives to create a green and low-carbon working environment. The Group has been awarded the "Green Office" logo from the World Green Organization for three consecutive years. The Group will continue to promote energy conservation and waste reduction in order to practice green culture in the future.

— Green production

The Group integrates the elements of sustainability into production as much as practical. The Group also strengthens the implementation of environmental policies through regulation.

Production stage	Sustainable development measures
Façade product design	Design with low-carbon and energy saving features: <ul style="list-style-type: none"> — High light transmission glass to allow more natural light into the room — Low heat reflecting glass to prevent ultraviolet light to stabilize room temperature — Mainly made of aluminium alloy, stainless steel and low-carbon metal, with the characteristics of high recyclability
Procurement	<ul style="list-style-type: none"> — Implement centralized procurement to reduce carbon emissions during transportation
Production	<ul style="list-style-type: none"> — Produce Façade products at the factory to reduce wastage at the construction site — Reduce aluminium waste from cutting phase by optimising aluminium product design software and improving production processes — Reuse remaining materials such as scraps of aluminium and metal in the production plant

— Energy use and air pollutants

Electricity is the most consumed energy of the Group. Main sources of consumption include production facilities and office lighting. Other energy consumption, such as diesel, gasoline, and petroleum gas, are mainly from raw materials transportation and commercial vehicles. Therefore, the Group is very strict about the selection of vehicles. At present, the Group mainly uses light goods vehicles with less than 2.5 tons to reduce air pollutant emissions during transportation.

— Water consumption and sewage discharge

The Group does not have any difficulties in sourcing water. The sewage discharge of the Group is mainly from domestic sewage of offices and production facilities and is discharged through the municipal drainage system. The Group understands the importance of water resources. Therefore, it advocates water efficiency plans through "Energy Conservation Management System", encouraging employees to save water and reduce wastewater. For example, when any leakage is found and reported, the responsible employee will fix it immediately.

— Waste management

The waste from production facilities will be collected by recycling companies, and a local environmental company will dispose of the non-recyclable waste. In terms of office waste disposal, the Group actively promotes conservation measures, such as reducing paper consumption, implementing paperless office and communication method. In addition, Hong Kong headquarters commissioned a registered waste recycling company to handle e-waste to reduce land pollution caused by landfills. The Group will continue to explore and optimise waste disposal methods in a more sustainable way.

— Greenhouse gas emission

The main source of the Group's carbon emission is purchased electricity and air business travel. To address the main source of carbon emission, the Group will continue implementing energy conservation measures to reduce electricity consumed. The Group will also optimise the business travel policy to reduce the amount of air travel.

— Environment and natural resources

The Group understands that the manufacture of façade products and the provision of related services will cause a certain impact on the environment and natural resources. Therefore, the Group actively adopts different environmental measures to limit the impacts from its operation. For example, the production facility provides regular training workshops on the production process for the employees or provides technical trainings on installing glasses to prevent breaking the glasses. These measures can reduce waste generated from production and installation phases. In addition to reducing waste generated at the source, the Group also puts resources and efforts on waste disposal, and tries to recycle and reuse the waste as much as possible.

EMPLOYMENT AND LABOUR PRACTICES

— Labour standards

The Group always comply with relevant laws and regulations to prevent child and forced labour. The Human Resources Department will check the applicant's identity during recruitment to ensure that the applicant meets the minimum legal employment age. In addition, there is overtime work compensation policy in the third chapter of the Employee Handbook to ensure that the employees are aware of the working guidelines. The Group also regularly reviews employment practices. The Group has already sent reminders to all staff again about attendance and overtime work arrangements in October. During the reporting period, the Group did not discover any non-compliance.

— Employment system

The Group specifies the company policies regarding compensation and dismissal, recruitment and promotion, hours of work, holiday arrangement, equal opportunities, diversity, anti-discrimination and other benefits to all employees through the employment contract and the Employee Handbook. The Group values the relationship and communication with its employees, so the Group has developed various communication channels. The Group strives to provide equal employment opportunities. The Group conducts annual performance appraisal at the end of the year in accordance with fairness and impartiality. The appraisal result will provide reference for salary adjustment and promotion. The Group has also established a "work place harassment prevention policy" to provide more detailed guidelines in terms of the definitions and forms of discrimination and harassment; if any employee encounters such situation, they can immediately report through whistleblowing channels.

— Development and training

The Group cares about employees' personal and career development. Apart from providing internal trainings, it also provides examination leave and subsidy for external training courses. The Group has also established subsidy for professional associations fees and special bonus for professional qualifications since 2017 to encourage employees to obtain professional qualifications. A total of 130 internal trainings were held during the reporting year. The Group also subsidised staff to join external courses to align themselves with latest professional knowledge.

	Training type	Training
Internal training	Company policy and culture introduction	Welcoming workshop
	Basic technique course	Basic course about façade
	Professional technique course	Latest law about Safety and Environment, management and implementation
	Quality assurance course	Optimizing communication skills through psychological personality
External training	Professional technique course	Technical Seminar: Code of Practice of Structural Use of Glass 2018
	Professional technique course	Technically Competent Person T1 Training Course

— Health and safety

The Group strives to create a safe and healthy working environment. The Group assigns certain employees as Corporate Safety Officer and Safety Supervisor. Their duties are mainly providing safety trainings and conducting daily inspection at the construction site. The Group also composed "Company Safety Management Manual — Internal Safety Code" and "Safety and Health Policy" and strictly followed them. The Group has also purchased medical insurance for all full-time employees to provide assurance.

In September, the devastating typhoon “Mangkhut” hit Hong Kong. The Group evaluated the site conditions immediately and then informed the staff of the work arrangements to avoid the risk of injury on the way to work and at the construction site.

— Employee activities

Employees are the most important asset for the Group’s development. The Group wishes to strengthen relationships among employees. In addition to the regular Staff Recreation Day and “Company Day”, there are also occasional events to achieve a harmonious company culture.

The Group held a traditional Chinese paper-cutting art workshop in April. It invited national first-class craft artist Li Yunxia's beloved student to be the workshop instructor. The workshop enhanced the knowledge of the attendees about Chinese culture and lifestyle.



Staff joined the Chinese paper-cutting art workshop showing their works



Staff enjoyed playing badminton on Staff Recreation Day



Bowling activity on the Staff Recreation Day



“Company Day” in Hong Kong headquarters

OPERATING PRACTICES

— Product responsibility

The Group has been using a smooth façade business process and carefully monitoring every production stage to provide customers with satisfactory and high-quality products.



The Group complies with relevant laws and client's requirements and received ISO9001:2015 quality management system certification. Façade design follows relevant requirements, such as Code of Practice for Structural Use of Glass 2018, Code of Practice for the Structural Use of Steel 2011 and Code of Practice on Wind Effects in Hong Kong 2004. At the same time, the production standards could be changed according to different situation to be matched with Leadership in Energy and Environmental Design (LEED), BEAM Plus New Building (BEAM Plus), and customer's requirements for sound insulation and lighting. In the production process, the Group will carry out quality control on materials and semi-finished products before entering the next process. All products must pass a test before being delivered to the construction site for installation. Therefore, the Group is confident in the product quality.

The Group cares greatly about intellectual property rights, and the design department will check regularly whether any of the Group's design infringes intellectual property rights. Take the waterproof ventilation design as an example. This design has passed the US requirements and was granted a patent. After the design is completed, the design department will also periodically check whether the waterproof ventilation design on the market infringes the intellectual property rights of the Group. During the reporting period, the Shenzhen production facilities and the Shanghai production facilities received a total of 4 invention patents and 37 utility model patents.

— Cares for clients

If the projects department receives any complaint, they will immediately contact the customer and investigate the reported matter. In addition, the projects department and the procurement department will submit reports to the marketing department on a regular basis, and the marketing department will record and propose products that are more in line with customer's needs in the future bidding process. All obtained customer data will be stored on the company's internal server by the project team. To protect the customer's privacy, customer data can only be accessed and used under relevant management's permission. The Group values the maintenance of the property, employees regularly contact the customer to follow up façade condition. In case of any emergency such as the occurrence after any natural disasters, the Group will also check the condition of the façade for customers.

Type	Performance during the reporting year
Customer satisfaction survey	Average score is 86.74
Complaints from customers	Complaints about product quantity and quality is zero; only a few requests on waterproof check and glass replacement

— Supply chain management

The procurement department updates the supplier list every year, based on environmentally friendly production, safety, quality of supply, past performance and goodwill. This helps to ensure the quality and safety of the supply chain and reduce the environmental and social impacts of the Group's operation. Environmental factors are also taken into the Group's consideration, including the distance between the supplier and the production facilities, whether the supplier complies with local environmental regulations, and whether the supplier reuses the remaining materials.

The Group puts its concern on the integrity of the supply chain. The Group will confirm supplier's fair, equitable and safe operating practices when employing the supplier. The Group also prefers suppliers with ISO quality management system certification. The Group currently has 93 Chinese suppliers and one US supplier. When selecting a new supplier, the new supplier is required to complete a "Temporary Supplier Application Form" and the Group will conduct a factory inspection and one more evaluation to determine whether it can be added to the supplier list.

— Anti-corruption

The Group is committed to build an ethical working environment, without tolerance to any corruption or fraud to maintain the Group's corporate image. Beyond compliance with the law, the Group also has "Code of Ethics and Discipline of the Far East Global Group" and "Letter on the Integrity of the Company". In all circumstances, the Group do not allow staff to provide or accept gifts. If an employee encounters any violation of the Code, he or she can report it by phone, email and post.

COMMUNITY INVESTMENT

Apart from business operation, the Group also contributes to the community. The focus areas of contribution this year are education and community harmony. The Group hopes to promote love and harmony in the community as well as education by investing human resources and capital.

— Education

As a world's leading façade supplier, the Group cares about industry development and the cultivation of professions. This year, the Group and Xi'an University of Architecture and Technology utilised "Façade R&D Center" and "Graduate Practice Base" to apply the research results of the façade to the industry development. Also promoted technological innovation within the industry through technological innovation and industrial upgrades. Besides, the Group launched a 1.5-year "School Recruitment Training Scheme", which aims to attract talents through different channels. Then, the Group will appoint senior staff to provide technical training and support to the students.

— Community harmony

The Group collaborated with a registered charity "TREATS" to organise children activities, using the power of the company to bring children of different abilities and backgrounds together. The campaign aims to build a more friendly and inclusive society by raising the public awareness of the socially vulnerable children. In addition, the Group's employees formed a "Far East Caring" volunteer maintenance team to use their professional knowledge back to the community. Team members contact the affected community members and provide window repairing services to them for free.



MAJOR AWARDS AND RECOGNITIONS IN 2018

It is a great honour for the Group to gain recognition from different organizations. The recognition encourages the Group to keep improving and striving for a more sustainable operation.

Category	Time	Award or recognition	Awarding Organization
Environmental protection	November	Green Office 3+ Awards and Eco-Healthy Workplace Labelling Scheme	World Green Organisation
Social responsibility	March	Caring Company Scheme 2017/18	HK Council of Social Service
	May	Talent-Wise Employment Charter and Inclusive Organisations Recognition Scheme	Labour and Welfare Bureau
	June	Happy Company 2018 logo	Promoting Happiness Index Foundation and Hong Kong Productivity Council
	July	Outstanding Corporate Social Responsibility Award	"The Mirror" Monthly Journal
	December	Family-Friendly Employer Award	Home Affairs Bureau and Family Council
	December	Hong Kong Corporate Citizenship Award	Hong Kong Productivity Council and Committee on the Promotion of Civic Education

LAWS AND REGULATIONS

The Group's business complies with all relevant environmental and social laws, regulations and policies, including but not limited to the following laws and regulations.

Environment	Environmental Protection Law of the People's Republic of China, Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Waste, Hong Kong "Noise Control Ordinance", Hong Kong "Waste Disposal Ordinance", etc.
Employment	Hong Kong "Employment Ordinance", Hong Kong "Sex Discrimination Ordinance", Hong Kong "Occupational Safety and Health Ordinance", Hong Kong "Prevention of Bribery Ordinance", People's Republic of China Safety Production Law, Labour Law of the People's Republic of China, etc.
Clients	Hong Kong "the Trade Descriptions Ordinance", Hong Kong "Personal Data (Privacy) Ordinance", etc.
Supply Chain	Hong Kong "The Sales of Goods Ordinance", etc.

ENVIRONMENTAL PERFORMANCE

Category		Emission this year(tonne)
Exhaust gas	Sulphur oxides	47
	Nitrogen oxides	9,488
	Particulate matter	0.17

Scope	Source of emission	GHG emission this year (tonne CO ₂ -e)	
Scope 1: Direct GHG Emissions	Combustion of fossil fuel – gasoline	1855	2,245
	Combustion of fossil fuel – diesel	197	
	Combustion of fossil fuel – liquefied petroleum gas	64	
	Combustion of fossil fuel – towngas	74	
	HFC and PFC emissions	55	
Scope 2: Energy Indirect GHG Emissions	Purchased energy	2,699	2,716
	Purchased towngas	17	
Scope 3: Other Indirect GHG Emissions	Electricity for municipal drinking water treatment	14	318
	Electricity for municipal wastewater treatment	7	
	Waste paper	84	
	Business travel by air	213	
Total GHG emission		5,279	
GHG intensity (tonnes CO ₂ -e/employee)		2.27	

Category	Total amount (tonne)	Intensity (tonne/employee)
Hazardous waste	0.003	0.000001
Non-hazardous waste	801	0.34

Category		Energy consumption of this year (1,000 kWh)		
Energy use	Direct energy	Gasoline	5,506	6,302
		Diesel	664	
		Liquefied petroleum gas	132	
	Indirect energy	Electricity	4,564	4,914
		Towngas	350	
	Total energy consumption		11,216	
Energy intensity (1,000 kWh/employee)		4.81		
Resource use	Total water consumption (tonne)		32,037	
	Water consumption intensity (tonne/employee)		13.75	
	Total packing material used (tonne)	Packaging strap	4.40	389.10
		Wrap film	3.80	
		Edge board	1.60	
		Bubble film	0.02	
		Tape	0.07	
		PVC film	1.05	
		Paper	522.30	
	Packing material used intensity (tonne/employee)		0.40	

ENVIRONMENTAL POLICIES ACHIEVED RESULTS

The Group has been striving to move its operations towards sustainable development. The Group expanded the reporting scope this year. Although the overall figure has increased, compared with the same reporting scope of last year, the Group's various environmental policies have brought certain positive results.

Environmental index	Degree of declining
Scope 2: Energy Indirect GHG Emissions	25%
GHG intensity (tonne CO ₂ -e/employee)	37%
Energy intensity (1,000 kWh/employee)	30%
Water consumption intensity (tonne/employee)	31%

SOCIAL PERFORMANCE — EMPLOYMENT AND LABOUR PRACTICES

Ranking	Total workforce	Employee turnover	Ratio to total workforce in the category
By Region			
Hong Kong	345	54	16%
Mainland China	1,911	670	35%
America	247	9	4%
Canada	232	28	12%
By Age			
Below 30	781	350	45%
31-40	866	251	29%
41-50	706	124	18%
Above 51	382	36	9%
By Employment type			
General staff	1,715	597	35%
Entry level	785	141	18%
Middle management	192	22	11%
Senior management	43	1	2%
By Gender			
Male	2,373	655	28%
Female	362	106	29%
Total	2,735	761	28%

	Region	Employment type	Average hours of training of male employee	Ratio of trained male employee	Average hours of training of female employee	Ratio of trained female employee
			(hour)		(hour)	
Average hours of training of employee and ratio of trained employee	Hong Kong	General staff	0	0%	0	0%
		Entry level	11.3	56%	9.2	70%
		Middle management	6.4	63%	18	100%
		Senior management	11.2	100%	9	100%
	Mainland China	General staff	54	78%	49	87%
		Entry level	50	95%	50	71%
		Middle management	28	80%	34	81%
		Senior management	24	100%	14	100%
	America	General staff	10	95%	10	90%
		Entry level	3	90%	3	100%
		Middle management	20	100%	20	100%
		Senior management	20	100%	0	0%
	Canada	General staff	1.04	25%	1.04	39%
		Entry level	1	23%	0	0%
		Middle management	1.23	40%	0	0%
		Senior management	2.6	30%	0	0%

REPORT INDEX

Main aspect	Description	Page/Remarks
A1 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 air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste	43-45
A1.1	The types of emissions and respective emission data (tonne)	49
A1.2	Greenhouse gas emissions in total (tonne) and intensity (tonne CO ₂ -e/employee)	49
A1.3	Total hazardous waste produced (tonne)	49
	Total hazardous waste intensity (tonne/employee)	49
A1.4	Total non-hazardous waste produced (tonne)	49
	Total non-hazardous waste intensity (tonne/employee)	49
A1.5	Description of measures to mitigate emissions and results achieved	43-45 & 50
A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved	43-45
A2 General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials	43-45
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	Direct energy consumption	49
	Indirect energy consumption	49
	Energy intensity (1,000 kWh/employee)	49
A2.2	Water consumption in total (tonne)	49
	Water consumption intensity (tonne/employee)	49
A2.3	Description of energy use efficiency initiatives and results achieved	43-45 & 50
A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved	44 & 50
A2.5	Total packaging material used for finished products (tonne)	49
A3 General Disclosure	Policies on minimising the issuer's significant impact on the environment and natural resources	43-45
A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them	43-45
B1 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 compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare	45-46
B1.1	Total workforce	50
	Total workforce by gender, employment type, age group and geographical region	50
B1.2	Employee turnover rate	50
	Employee turnover rate by gender, age group and geographical region	50
B2 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	45-46
B2.1	Number and rate of work-related fatalities	0%
B2.2	Lost days due to work injury	772 days
B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored	45-46
B3 General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities	45
B3.1	The percentage of employees trained	50
	The percentage of employees trained by gender and employee category	50
B3.2	The average training hours completed per employee	50
	The average training hours completed per employee by gender and employee category	50
B4 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	45
B4.1	Description of measures to review employment practices to avoid child and forced labour	45
B4.2	Description of steps taken to eliminate such practices when discovered	45
B5 General Disclosure	Policies on managing environmental and social risks of the supply chain	47
B5.1	Number of suppliers by geographical region	47
B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored	47
B6 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	47
B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons	0%
B6.2	Number of products and service related complaints received and how they are dealt with	47
B6.3	Description of practices relating to observing and protecting intellectual property rights	47
B6.4	Description of quality assurance process and recall procedures	47
B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored	47
B7 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	48
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	0
B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored	48
B8 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	48
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B8.2	Resources contributed (e.g. money or time) to the focus area	48