





Sustainability Performance: Employee Management and Engagement

Topic	2020 Performance	Plan for 2021
 <p>Sustainability Indicator</p>	<ul style="list-style-type: none"> Established “CG Voice Score” as a performance indicator and target to achieve an employee engagement score of 75%. In 2020, the Company achieved an employee engagement score of 83% - a 14% increase from 2019 and surpassing the target by 11%. 	<ul style="list-style-type: none"> Establish “CG Voice Score” as a performance indicator and target to achieve an overall employee engagement score of 77% and a talent engagement score of 75%.
 <p>Recruitment and Talent Acquisition</p>	<ul style="list-style-type: none"> Carried out the Employer of Choice plan primarily through online channels. In addition, the Company, as part of Central Group, has been ranked among the country’s top 10 most attractive employers for young people. (www.workventure.com) No union members were employed and there were efforts to unionize. 	<ul style="list-style-type: none"> Implement the Employer of Choice plan.
 <p>Leadership and Employee Development</p>	<ul style="list-style-type: none"> Strengthened the capacity of shopping center general managers in business management and sustainability partnerships through implementing the GM Program. Monitored the implementation of the Individual Career Development Plan: ICDP in which 96% of target employees were making progress on their career path as planned. 	<ul style="list-style-type: none"> Implement the GM Program and use HCROI to measure the project outcome. Identify key n-3 positions and successor.
 <p>High Performance Organization</p>	<ul style="list-style-type: none"> Through implementing the employee engagement plan, employee voluntary turnover rate dropped considerably but remained within the normal range. The Company recorded no employee complaints or labor disputes. 	<ul style="list-style-type: none"> Conduct a study on organizational restructuring to support agile transformation. Build a corporate culture based on four core beliefs. Implement the Human Rights Roadmap 2020-2022, which covers three focus areas including safety, respect and fair.