



Roma Group Limited

Incorporated in the Cayman Islands with limited liability
Stock Code: 8072



Content

02 Chairman's Statement

03 Awards and Achievement

03 Achievement

04 Green Campaigns

05 Awards

06 Our Business

08 Mission and Vision

09 Governance Structure

10 Sustainability Strategy

10 Sustainable Development Goals

11 Climate-related Financial Disclosures

12 Stakeholder Engagement

13 Materiality Assessment

14 Reporting Approach

16 Responsibility

17 Environmental Responsibility

17 Climate Change

21 Working Environment

22 Opportunity

23 Employee Communication

24 Equal Opportunities

25 Talent Attraction

26 Remuneration and Benefits

27 Work-life Balance

28 Professional Training

29 Health and Safety

30 Morality

31 Service Diversity

32 Service Quality

33 Customer Satisfaction and Company Reputation

34 Corporate Governance

34 Anti-corruption

37 Procurement Practices

38 Privacy Protection

39 Respect for Intellectual Property Rights

40 Ability

41 Community Participation

42 Performance Summary

44 HKEX ESG Content Index

46 GRI Content Index

“We remain steadfast in our continuous commitment to sustainable development.”



On behalf of Roma Group Limited, I am pleased to present the fourth ESG report of the Group for the year ended 31 March 2020. This report demonstrates our ongoing achievements and commitment to enhancing our sustainability performance in areas such as corporate governance, customer satisfaction, employee care, and community participation.

Our commitment to good ESG practices was epitomized by receiving, for the second year in a row, yet another international award. In April 2020, we were awarded the Silver Class in Asia's Best Sustainability Report (SME) at the Asia Sustainability Reporting Awards 2019, an international recognition that celebrates corporate reporting excellence. While we celebrate our achievements, we remain steadfast in our continuous commitment to sustainable development by taking a proactive approach in creating shared value and operating responsibly.

As threats occasioned by climate change intensify, Roma recognizes the dire need of addressing such pressing concern and has therefore considered the corresponding climate-related risks and opportunities brought to our business. Climate change also gave added impetus to our initiation of environmental campaigns. In addition, we enhanced our disclosure of the United Nations Sustainable Development Goals, fully reflecting our awareness of the growing importance of sustainability.

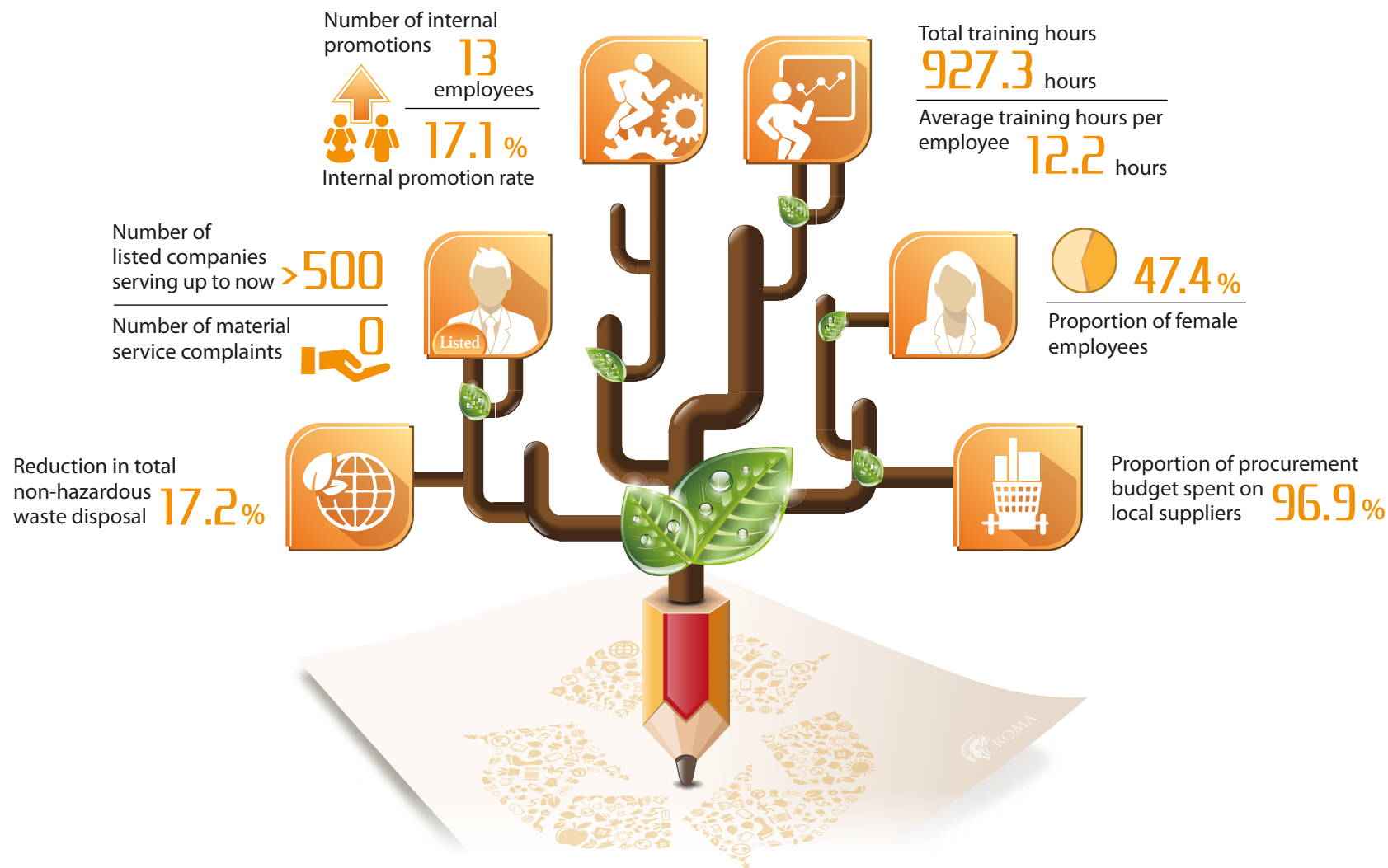
We are committed to fulfilling societal obligations by fostering a collaborative and inclusive workplace culture and creating a positive impact on the community where we operate. We increased representation of women to approximately 47.4% and reached a total of approximately 927.3 training hours. The proportion of procurement spending on local suppliers increased to approximately 96.9%. During the COVID-19 epidemic, we managed to source and provide our employees with surgical face masks despite global shortage. This year, we were awarded the Certificate of the Good Employer Charter 2020 by the Labor Department, exemplifying our ability to attract talent and provide a supportive workplace.

Our continuing success could not have been accomplished without the unreserved dedication of our employees. As we advance, we will continue to show our unfaltering commitment to understanding the needs of our stakeholders, delivering high-quality services to our clients, empowering the community where we operate, and more importantly, painting a sustainable future.

Roma Group Limited

Yue Kwai Wa Ken
Executive Director,
Chief Executive Officer,
Chairman and Company Secretary

Achievements of Roma Group Limited in Corporate Sustainability



Green Campaigns

To echo with the management's direction on merging sustainability into the business, Roma Group Limited (the "Company", together with its subsidiaries, the "Group", "Roma" or "we") makes concerted efforts to reduce the environmental impact of its operations and to promote environmental protection within the Group. During the year ended 31 March 2020 (the "Reporting Period" or "2019/20"), our environmental, social and governance ("ESG") team has initiated several environmental campaigns.

Mid-Autumn Festival Collection Program

In September 2019, the Group supported the mooncakes and mooncake boxes recycling campaign organized by Swire Properties and Food Angel. As our first participation in the festive campaign, our employees were enthusiastic about the program and had donated 14 mooncake boxes and a few mooncakes. The unwanted mooncake boxes and surplus mooncakes were transferred to the collection point, where the mooncake boxes were recycled and the edible mooncakes were distributed to the needy afterward.



Computers Recycling

The Group has engaged in various computers recycling scheme to support the reusing and recycling of E-waste. Any obsolete electronic equipment was gathered and donated to the Caritas Computer Workshop, who will then distribute the computers to students in need. Defective computers were sent to WEEE-PARK of the Environmental Protection Department ("EPD"), where the E-waste will be transformed into valuable raw materials.

Red Pockets Reusing Program

To support waste reduction and to cultivate the employees' green habits, the Group launched its first red pockets reusing campaign in January 2020. The used and undamaged red pockets were collected and sent to Greeners Action, who will filter and distribute the "reborn" red pocket in the next Lunar New Year. Around 800 red pockets had been collected. The result had exceeded our expectations and successfully demonstrated the passion of our employees towards environmental protection.



Custom-made Reusable Straws

Throughout the year, we have distributed over 300 boxes of steel straws to our customers and employees. These reusable straws were tailor-made from Type 316 stainless steel, which has greater resistance to acidic and general corrosion, demonstrating life-long use, and were packed in containers made from wheat composites. We shared this environmentally-friendly product with our stakeholders, together with a message of building a plastic-less world.



In 2018/19, Roma was the proud receiver of the BDO ESG Awards 2019, namely Best in ESG, Best in Reporting and ESG Report of the Year. These awards serve as great encouragement and recognition to Roma's ESG reporting service. Up to the

publication date of this Environmental, Social and Governance Report (the "ESG Report"), we have received the following awards and recognitions to reflect our effort in promoting environmental and social well-being.



減廢證書
Wastewi\$e
—Certificate—

Roma has always attached great importance to environmental protection by demonstrating good practice in waste management strategy. In June 2020, we were awarded the Wastewi\$e Certificate by the Hong Kong Green Organization Certification Scheme. We will continue to advance our efforts in waste reduction and make contribution to sustainable development.



Asia Sustainability Reporting Awards
Asia's Best Sustainability Report (SME)
SILVER 2019

In April 2020, we are honored to receive Silver Class in Asia's Best Sustainability Report (SME) at the Asia's Best Sustainability Reporting Awards ("ASRA") 2019. ASRA is one of the most coveted international recognitions for sustainability reporting excellence and leadership. This award is organized by CSRWorks International, Singapore's most trusted sustainability services firm. Among other prize receivers are 3 well known Hong Kong-based companies, namely Airport Authority Hong Kong, New World Development Company Limited and Kerry Properties Limited. This award reaffirms our excellent performance in ESG management and our leading position in the provision of high-caliber ESG advisory and consulting services within the industry.



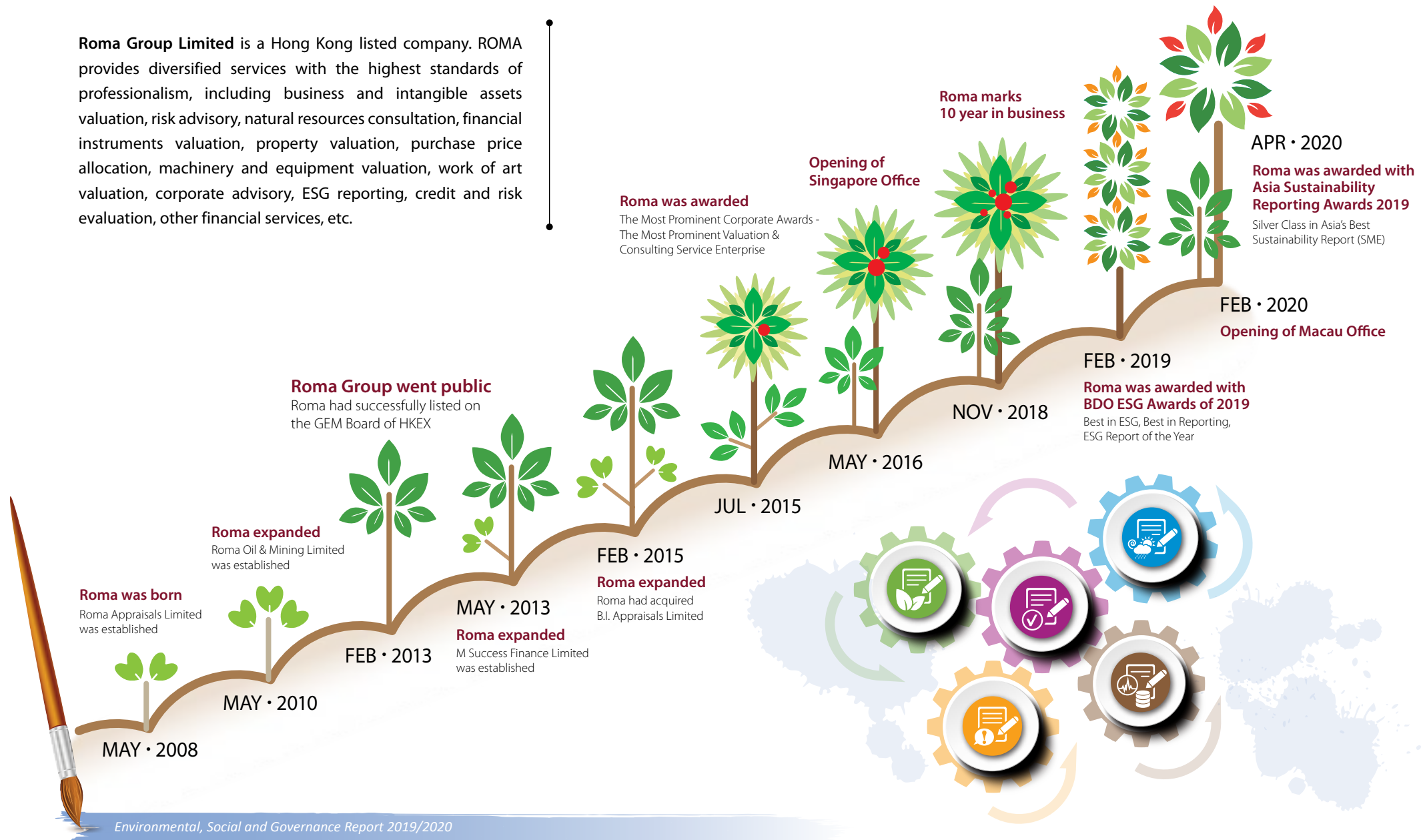
Certificate of the
Good Employer Charter
2020

Roma takes the physical and mental well-being of its employees seriously and continuously improves its remuneration package to retain talents. This year, Roma was awarded the Certificate of the Good Employer Charter 2020 issued by the Labor Department. This award serves as a great recognition to our effort in adopting employee-caring measures and progressive human resource management practices.

* The above disclosure covers information up to the publication date of the ESG Report.



Roma Group Limited is a Hong Kong listed company. ROMA provides diversified services with the highest standards of professionalism, including business and intangible assets valuation, risk advisory, natural resources consultation, financial instruments valuation, property valuation, purchase price allocation, machinery and equipment valuation, work of art valuation, corporate advisory, ESG reporting, credit and risk evaluation, other financial services, etc.



We have a wide customer base of **over 500** listed companies, and **about 1,000** companies worldwide.

HONG KONG
(headquarter)  **2** offices

SINGAPORE  **1** office

MACAU  **1** office



ROMA GROUP
HKEx Stock Code: 8072

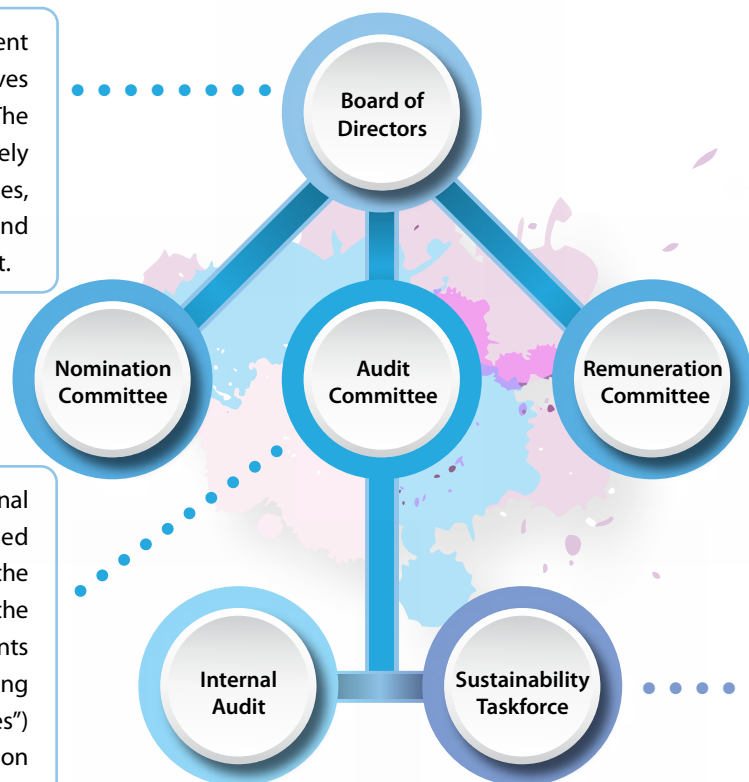




Governance Structure

Roma believes that maintaining excellent and efficient corporate governance paves the way for our continuous success. The board of directors (the "Board") is ultimately responsible for the Group's ESG strategies, decision making regarding ESG aspects and the effectiveness of ESG risk management.

The Group has in place a stringent internal control mechanism. We have established the audit committee of the Company (the "Audit Committee") to examine whether the Group's financial statements and accounts comply with the requirements of accounting standards, the Rules (the "GEM Listing Rules") Governing the Listing of the Securities on GEM of The Stock Exchange of Hong Kong Limited (the "Stock Exchange") and relevant laws and regulations, and monitor internal audit function.



SUSTAINABILITY GOVERNANCE

To demonstrate our commitment to sustainability, we have set up a Sustainability Taskforce (the "Taskforce") which comprises the executive director, the ESG team and core members from different departments of the Group. The Taskforce is responsible for monitoring and addressing ESG issues of the Group. Its functions include but are not limited to the followings:

- Formulate the Group's responsibilities, visions, strategies, framework, principles, and policies on sustainable development (including but not limited to ESG issues), and implement relevant policies;
- Review the effectiveness of policies and measures regularly by monitoring KPIs and setting targets;
- Identify, assess, monitor and report on climate-related issues;
- Identify sustainability issues arising from external development trends;
- Organize employees to participate in ESG trainings;
- Prepare the Group's ESG reports and submit it to the Board and the Audit Committee; and
- Report to the Board regarding the latest development issues within its scope of function and power, where necessary.

Sustainable Development Goals

In 2015, all member states of the United Nations ("UN") have adopted the 17 Sustainable Development Goals ("SDGs") to help eradicate poverty and address a range of inter-connected topics pertaining to the economic, social and environmental dimensions of sustainable development. The SDGs provide a focus for the governments and businesses to work hand-in-hand to promote a more sustainable future for the greater good.

Not all 17 SDGs are equally relevant to our business operations. Therefore, Roma has given due regard to identifying the current or potential impacts arising from our business operations. Apart from the three SDGs previously presented in the ESG Report 2018/2019, we also considered that "SDG 5 – Gender Equality" is not only a relevant topic but also aligns with our corporate mission.



We pride ourselves on female representation in the workplace, with an increase from approximately 43.5% in 2018/19 to approximately 47.4% in 2019/20. This is achieved by recognizing the importance of creating and maintaining a culture of inclusion in our workplace and implementing female and family-friendly incentives.



We strive to maintain a safe workplace for all employees, promote economic growth and create job opportunities for the younger generations. Related policies such as Employee Handbook and health and safety policies and guidelines have been implemented and are periodically reviewed with reference to industry best practices. Please refer to the section "Health and Safety" for further details.



Sustainable consumption and production are crucial to safeguarding the environment; concerted effort to ensure a responsible consumption pattern is of utmost importance. We remain highly conscious of our carbon footprint and have integrated sustainable practices into our operations, inter alia, purchasing pen refills and tea with traceable origin and/or Rainforest Alliance certification and posting eye-catching posters to remind our employees to reduce water and energy consumption. Please refer to the sections "Energy Management", "Water Management" and "Procurement Practices" for further details.



Anthropogenic greenhouse gas ("GHG") emissions contribute to climate change which in turn affects not only the livelihoods of the population but also brings about potential risks and opportunities to the Group's business operations. We have integrated climate change as one of the factors into the Group's risk management system and future development to strengthen our resilience and adaptive capacity to the potential climate change impacts in the future. In addition, we have formed an ESG team to provide professional advisory and consultancy services and strive to be a sustainability leader within the industry. Please refer to the section "Climate Change" for further details.



To echo with international concerns on climate change, we have partially adopted the Recommendations of the Task Force on Climate-related Financial Disclosures ("TCFD") in developing voluntary and consistent climate-related financial risk disclosures.

Governance

Since 2018/19, the Board has assessed and subsequently included climate change as one of the material ESG topics. The Board, which meets quarterly, is responsible for the general direction of the Group's ESG strategies and decision-making process regarding ESG aspects, including climate change. Appointed by the Board, the Audit Committee is set up to ensure compliance of ESG aspects as required by the GEM Listing Rules and relevant laws and regulations. The Board has also assigned the Sustainability Taskforce in identifying, assessing, monitoring, and reporting on climate-related issues. The progress against goals and targets are reported to the Board. For more details, please refer to the section "Governance Structure" on page 9 of this ESG Report.

Risk Management

Roma is increasingly concerned with climate-related risks, both transition and physical, into how we manage and oversee risks internally. To fully assess climate-related risks, we have considered and incorporated climate change as one of the risks into our risk inventory under the Group's Enterprise Risk Management ("ERM") mechanism. ERM is facilitated annually by the Group's internal audit function to ensure the management takes risk-informed decisions by having fully considered the current and potential risks, in particular medium and long term climate-related risks. Risk prioritization is currently conducted based on matrices considering the probability of occurrence and the level of impact. Our exposure to climate-related risks is expected to evolve over time once we develop new climate-related metrics.

Metrics and Targets

Roma has been measuring and reporting our environmental and social performance, as well as our Scope 1, 2, and 3 emissions in accordance with global standards including the GHG Protocol. Please refer to sections "Responsibility" and "Performance Summary".

Strategy

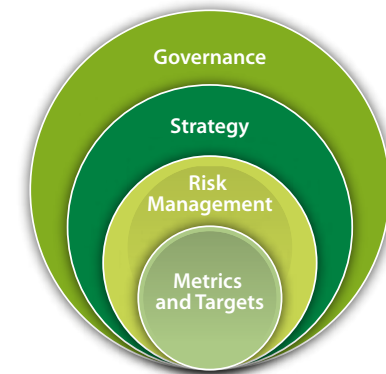
Climate change was identified as one of the risk factors for Roma. Related risks were identified and evaluated in the short (1-2 years), medium (3-5 years), and long term (over 5 years) by the Group since 2018/19 through annual reporting. We identified the material impacts on Roma's business arising from the following risks.

Market and reputation risk: Subject to the increasingly stringent environmental standards and legislations together with the shift in client investment preferences, our natural resources valuation and technical advisory service faces a certain level of impact on our business development strategy.

Physical risks: The fluctuation in temperature could contribute towards an increase in energy consumption and associated costs for our operation. The increase in the number of extreme weather events such as heavy precipitation and severe typhoons is also likely to result in the change of operating model.

Opportunities: Despite the risks identified, opportunities are explored in response to climate change. Realizing the potential shift in client bases, we have expanded our value chain by diversifying our services. Our natural resources valuation and technical advisory service has expanded their scope of services provided such as ESG framework advisory projects. The development and subsequent expansion of the Group's ESG advisory and consulting services was also a result of a higher demand for external professional ESG consultants as the ESG disclosure requirements tightened.

We have incorporated the climate-related risks and opportunities into our strategic plan by continuing to identify and report risks to the management and the Board. Although the identified risks are not creating immediate impacts to our business growth, we will continue to monitor and evaluate the risks to ensure they can be mitigated or transferred.









Stakeholders play a critical role in the Group's establishment of the ESG management system and decision-making process. Understanding and responding to different stakeholders' concerns do not only help to access the impact of our decisions for ESG matters, but also shape and adjust our direction of development and growth.

We actively manage our relationship with stakeholders and always maintain close communication with them. We take different stakeholders into consideration, including individuals and organizations who affect, or are affected by our business directly and indirectly.

The Group communicates with different stakeholders, including but not limited to employees; investors and shareholders; customers; suppliers and consultants; government and regulatory bodies; communities, non-governmental organizations ("NGOs") and the media through different channels, and proactively responds to the opinions and requests of stakeholders in practice. The Group's key stakeholders, their interests and concerns, communication channels with respective frequency are set out on the right.

Interests and Concerns 	Key Stakeholders 	Communication Channels 	Frequency 
<ul style="list-style-type: none"> - Career development - Remuneration and benefits - Equal opportunities - Working environment 	Employees	Regular performance evaluations	Annually
		Training and seminars	Regularly and when required
		Departmental meetings	Weekly
		Internal email	Regularly
<ul style="list-style-type: none"> - Business strategies and performances - Compliant and sustainable operations - Investment returns - Corporate governance 	Investors and shareholders	Annual general meeting	Annually
		Financial reports	Annually, biannually, and quarterly
		Announcements and circulars	Regularly and when required
<ul style="list-style-type: none"> - Service quality - Customer data and privacy protection 	Customers	Business development manager	Daily
		Conferences and company visits	Regularly
		Social media platforms	Weekly
		Hotline and email	Daily
<ul style="list-style-type: none"> - Payment schedule - Fair and open selection process - Business integrity and ethics 	Suppliers and consultants	Meetings and telecommunications	Regularly and when required
		Site visits	When required
<ul style="list-style-type: none"> - Performance in compliance with relevant laws and regulations - Business integrity and ethics 	Government and regulatory bodies	Announcements and circulars	Regularly and when required
		Financial reports	Annually, biannually, and quarterly
<ul style="list-style-type: none"> - Corporate governance - Environmental protection - Community engagement 	Communities, NGOs and the media	Donations and participation	Regularly
		Newsletters	Regularly
		ESG reports	Annually

Materiality Assessment

The Group has adopted a systematic approach in evaluating our materiality topics.

stage 1

Identification

20 highly relevant topics have been identified by referencing the Group's business development strategies, 2018/19 materiality assessment result, and industrial practices.

stage 2

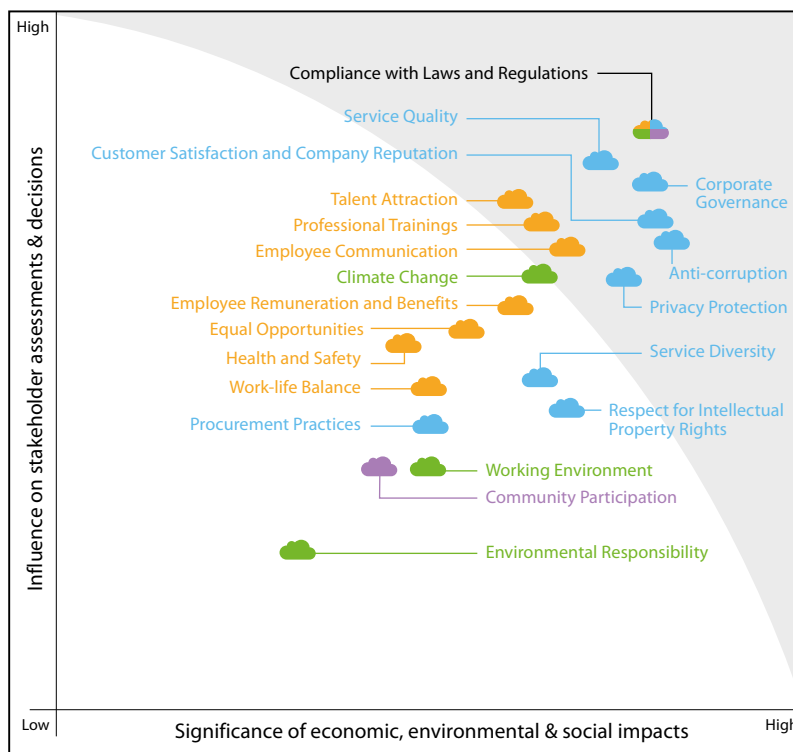
Assessment

Stakeholders including employees, management, investors, customers, suppliers and consultants were invited to participate in the materiality survey, rating the potential material topics and responding to open-ended questions.

stage 3

Review

Results of the materiality survey were analyzed and presented as a materiality matrix. Stakeholders' concerns were reviewed and discussed with the management, while the identified material topics are disclosed in the ESG Report.



Responsibility



Opportunity



Morality



Ability



Compliance with Laws and Regulations

The Group's effort in ensuring strict compliance with laws and regulations can be found throughout the ESG Report.

The most concerned material topic of the Group is compliance with laws and regulations, following by topics related to business operations such as service quality, corporate governance as well as customer satisfaction and company reputation. Most of the employment and social related topics are of relative importance.

The Group regards the result to be an important indicator for its future planning as an office-based valuation and advisory service provider and policy formation in the ESG aspects. We have set out a series of targets, aiming to enhance the Group's ESG strategies and drive continuous improvement in sustainable development.

During the Reporting Period, the Group confirmed that it has established appropriate and effective management policies for ESG issues and internal control system and confirmed that the information disclosed complies with the requirements of the ESG Reporting Guide.

Reporting Approach

INTRODUCTION

This ESG Report summarizes the initiatives, plans and performance of Roma Group Limited in ESG aspects and demonstrates its commitment to sustainable development.

This ESG Report underwent an internal review process and was reviewed by the Audit Committee. The previous ESG report was published on 4 September 2019 and covered the reporting period of 1 April 2018 to 31 March 2019 ("2018/19").



REPORTING SCOPE

This ESG Report mainly covers the Group's core businesses located in Hong Kong, reporting on its subsidiaries, including but not limited to the following entities covered in the consolidated financial statements of the Group, namely Roma Appraisals Limited, Roma Oil and Mining Associates Limited, Roma Surveyors and Property Consultants Limited, Roma Credit and Risk Evaluation Limited, Roma Strategic Marketing Limited, Roma Risk Advisory Limited, M Success Finance Limited, B.I. Appraisals Limited, Excellent Success Investments Limited and Leo Asset Management Limited. The Group will strengthen its sustainability performance in the future and continue to expand its scope of disclosure where necessary.

REPORTING PERIOD

This ESG Report detailed the activities, challenges and measures taken by the Group with respect to ESG aspects for the year ended 31 March 2020.

REPORTING FRAMEWORK

This ESG Report has been prepared in accordance with the GRI Standards: Core option. It is also prepared in compliance with all applicable provisions set out in the Environmental, Social and Governance Reporting Guide (the "ESG Reporting Guide") contained in Appendix 20 of the GEM Listing Rules of the Stock Exchange.

The Group's governance structure and practices have been set out in the Corporate Governance Report on pages 19 to 31 of the Annual Report 2019/2020 and the "Governance Structure" section of this ESG Report.

CONTACT US

We welcome stakeholders to provide their opinions and suggestions. You can provide valuable advice in respect of the ESG Report or our performance in sustainable development by emailing to esg@romagroup.com.






Responsibility

Fulfilling social responsibility of protecting the environment

HIGHLIGHTS:

- Reduced non-hazardous waste disposal by **17.2%**
- Organized **2** waste reduction campaigns

Targets in 2018/19	Status
Reducing total GHG emissions intensity by at least 10% in 2020/21 compared to 2017/18.	
Maintain or reduce total waste disposal.	
Maintain or reduce petrol and electricity consumption intensity.	

Targets in 2019/20

Reducing total GHG emissions intensity by at least 10% in 2020/21 compared to 2017/18.

Maintain or reduce intensity of waste disposal.

Maintain or reduce intensity of petrol and electricity consumption.





Opportunity

Empowering our talents to reach their full potential

HIGHLIGHTS:

- Achieved **47.4%** female representation
- Reached **927.3** total training hours
- Turnover rate reduced to **15.79%**

Targets in 2018/19	Status
Zero incidents of discrimination and harassment.	
Achieve 15 hours of training per employee.	

Targets in 2019/20

Zero incidents of discrimination and harassment.

Zero incidents of work-related fatality or serious physical injury.

Achieve 15 hours of training per employee.




Morality

Accomplishing social responsibility along the value chain with integrity

HIGHLIGHTS:

- Spent **96.9%** of procurement budget on local suppliers
- Zero** material service complaints received

Targets in 2018/19	Status
Zero incidents of corruption and bribery.	

Targets in 2019/20

Over 90% of procurement budget on local suppliers.

Zero material complaints on our service.



Ability

Enriching the community and contributing to our society

HIGHLIGHTS:

- Participated in at least **5** community events
- Supported **2** green campaigns held by non-profit organizations

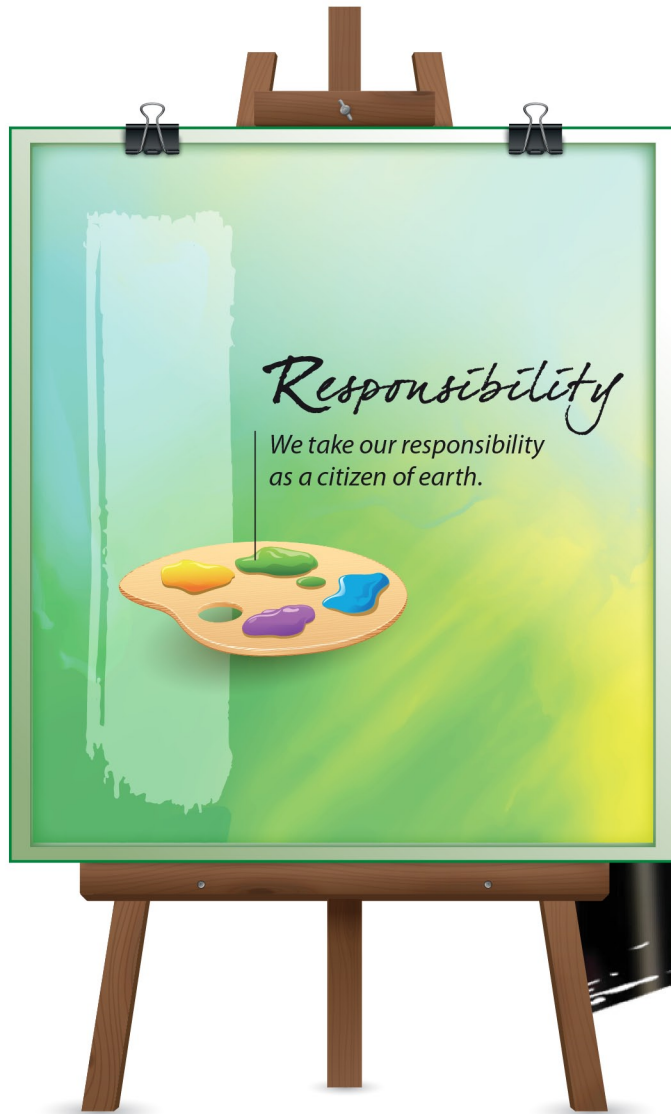
Targets in 2019/20

Participate in at least 2 charitable events.

Support at least 2 green campaigns in the community.

Keys:  Target achieved  Progress on-going







As environmental threats brought on by climate change become imminent, demands for urgent action through concerted efforts grew ever stronger. We understand the potential environmental impacts of our business activities, therefore we take the initiative to shoulder the responsibility of protecting our environment and adhere to the mission of “giving back to our environment and society”. We formulated and implemented environmental protection policies which focus on waste management and emission reduction, and set up relevant environmental protection internal control mechanisms in our workplace. We also actively introduce environmentally friendly business practices into our operations to enhance our employees’ awareness of environmental protection and comply with related laws and regulations.

Over the course of our business operation, we are committed to upholding the principles of “Reduce”, “Reuse”, “Recycle” and “Replace” (“4Rs”) and to minimizing negative environmental impacts using the 4Rs principle. Meanwhile, we constantly seize the opportunities to devise and implement environmental protection measures within our policy framework to improve our environmental performance. Through implementing measures on energy conservation, emission reduction, and efficient use of resources, we believe we have set a good model for fulfilling corporate social responsibilities and established a corporate image of promoting environmental protection and low-carbon operation.

During the Reporting Period, the Group was not aware of any non-compliance with local environmental laws and regulations including but not limited to the Air Pollution Control Ordinance and the Waste Disposal Ordinance that would have a significant impact on the Group.



We realize that climate change poses various risks and opportunities in our operation. To identify and monitor the associated risks and opportunities, we have considered climate change as one of the factors in our development and have included climate change as one of our material topics. We have responded to related climate change issues through the approaches of mitigation and adaptation, and we will continue to explore such risks and opportunities to our businesses.



Exhaust Gas Emissions

Due to our business nature, we are not involved in any industrial production or possess any factory facilities; therefore, the Group does not generate a material amount of exhaust gas emissions during our operation.


Greenhouse Gas Emissions

The GHG emissions of the Group are mainly generated from petrol consumption of vehicles (Scope 1), electricity consumption (Scope 2), and business travels (Scope 3). The Group has actively adopted the following measures to reduce GHG emissions and promote energy conservation, these measures include:

- Encouraging employees to replace business travels with telephone conferences or video conferences whenever possible to reduce related GHG emissions; and
- Adopting environmentally-friendly measures to conserve energy and water. Related measures are described in the sections headed "Energy Management" and "Water Management" under "Responsibility".

Through these measures, employees' awareness of emission reduction has been improved. During the Reporting Period, the intensity of total GHG emissions increased by approximately 1.8% from approximately 1.6 tCO₂e per million revenue in 2018/19 to approximately 1.7 tCO₂e per million revenue in 2019/20. We aim to make continuous efforts in working towards the target of reducing the total GHG emissions intensity by at least 10% over the next three reporting years since 2017/18.

The Group's GHG emissions were as follows:

Indicator ¹	Unit	2019/20	2018/19
 Direct GHG emissions (Scope 1) – Petrol Consumption	tCO ₂ e	36.55	32.10
Energy indirect GHG emissions (Scope 2) – Electricity Consumption	tCO ₂ e	80.31	70.03
Other indirect GHG emissions (Scope 3) – Business Trips ²	tCO ₂ e	10.28	12.66
Total GHG emissions (Scope 1, 2 and 3)	tCO ₂ e	127.14	114.79
Intensity ^{3, 4}	tCO ₂ e/ million revenue	1.67	1.64
	tCO ₂ e/ employee	1.67	1.66

- Note: 1. GHG emission data is presented in terms of carbon dioxide equivalent and are based on, including but not limited to, "The Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standards" issued by the World Resources Institute and the World Business Council for Sustainable Development, "How to prepare an ESG Report – Appendix II: Reporting Guidance on Environmental KPIs" issued by the Stock Exchange, the latest released emission factor of HK Electric Investments Limited, and the "Global Warming Potential Values" from the IPCC Fifth Assessment Report, 2014 (AR5).
2. Business trip data includes business trips taken by the Group's employees, suppliers or contractors and reimbursed by the Group. It does not include business trips reimbursed by clients.
3. As at 31 March 2020, the Group had a total of 76 full-time employees; while as at 31 March 2019, the Group had a total of 69 full-time employees. These data are used for calculating other intensity data.
4. During 2019/20, the Group's total revenue was approximately HK\$76,172,000; while during 2018/19, the Group's total revenue was approximately HK\$70,150,000.



Hazardous Waste

Due to the business nature, the Group's operations do not directly generate hazardous waste.

Non-hazardous Waste

The Group adheres to the 4Rs principles and is committed to properly manage and dispose of the non-hazardous waste generated from its operations. Due to our business nature, a relatively large amount of paper is consumed for printing valuation and consultancy reports. In order to minimize paper consumption, we have regularly monitored our paper consumption, and have implemented the following waste reduction initiatives and measures:

- Setting up waste paper recycling boxes;
- Reducing paper consumption in the workplace through duplex printing;
- Promoting "paperless office" by encouraging employees to utilize electronic communication means; and
- Recycling used paper, cardboard box, envelopes, and folders.

Waste management is a joint responsibility of our employees and staff from the property management company. During the Reporting Period, we have initiated two waste reduction campaigns to educate employees on the importance of environmental protection. Please refer to the section "Campaigns" on page 4 of this ESG Report for further details. Through the above waste reduction initiatives and measures, employees' waste management awareness has improved.



The intensity of total non-hazardous waste disposal decreased by approximately 23.8% from approximately 15.3 kg per million revenue in 2018/19 to approximately 11.6 kg per million revenue in 2019/20. We aim to make continuous efforts to maintain or reduce the total waste disposal in the following year.

The Group's non-hazardous waste disposal was as follows:

Types of non-hazardous waste	Unit	2019/20	2018/19
Paper	kg	885.65	1,070.27
Intensity	kg / million revenue	11.63	15.26
	kg / employee	11.65	15.51





The Group's major energy consumption is petrol consumption by vehicles and electricity consumption.



The Group regularly monitors the usage of energy to achieve consumption efficiency. The Group has formulated a series of policies and measures to achieve electricity conservation and energy efficiency. The specific measures are as follows:

- Reminding employees to switch off idling lights and electrical appliances when not in use or after work;
- Monitoring energy consumption on a monthly basis and investigate any notable difference;
- Using energy-efficient functions of office equipment and computers;
- Maintaining and repairing electronic equipment to keep them at the best condition and achieve energy efficiency;
- Maintaining vehicles regularly to avoid low-efficiency petrol consumption or abnormal operation; and
- Purchasing standard petrol for vehicles, and checking vehicles annually to ensure relevant emissions standards are met.



Through these energy-saving measures, employees' energy-saving awareness has improved. During the Reporting Period, the intensity of total petrol consumption increased by approximately 5.9% from approximately 1,651.4 kWh per million revenue in 2018/19 to approximately 1,748.2 kWh per million revenue in 2019/20. Meanwhile, the intensity of total electricity consumption increased by approximately 5.6% from approximately 1,247.8 kWh per million revenue in 2018/19 to approximately 1,318.0 kWh per million revenue in 2019/20. We aim to make continuous efforts to maintain or reduce both petrol and electricity consumption intensity in the following year.

The Group's petrol and electricity consumption were as follows:

Types of energy	Unit	2019/20	2018/19
 Direct energy – Petrol	kWh	133,160.71	115,847.52
	kWh / million revenue	1,748.16	1,651.43
	kWh / employee	1,752.11	1,678.95
 Indirect energy – Electricity	kWh	100,392.00	87,532.00
	kWh / million revenue	1,317.96	1,247.78
	kWh / employee	1,320.95	1,268.58

Water Management

Due to the Group's business nature, we do not consume significant water resources in our operation. Therefore, our operation does not generate a material amount of sewage.

The water supply and drainage facilities of our offices are managed by the property management company, therefore the Group did not have water consumption and water recycling record during the Reporting Period. Due to the business nature and operating locations of the Group, we do not encounter any significant issue in sourcing water that is fit for purpose.

The Group is dedicated to promoting behavioral changes in water usage at offices and encourage water conservation. Water conservation slogans and environmental signages on water-saving messages are posted in prominent places to remind employees to conserve water.



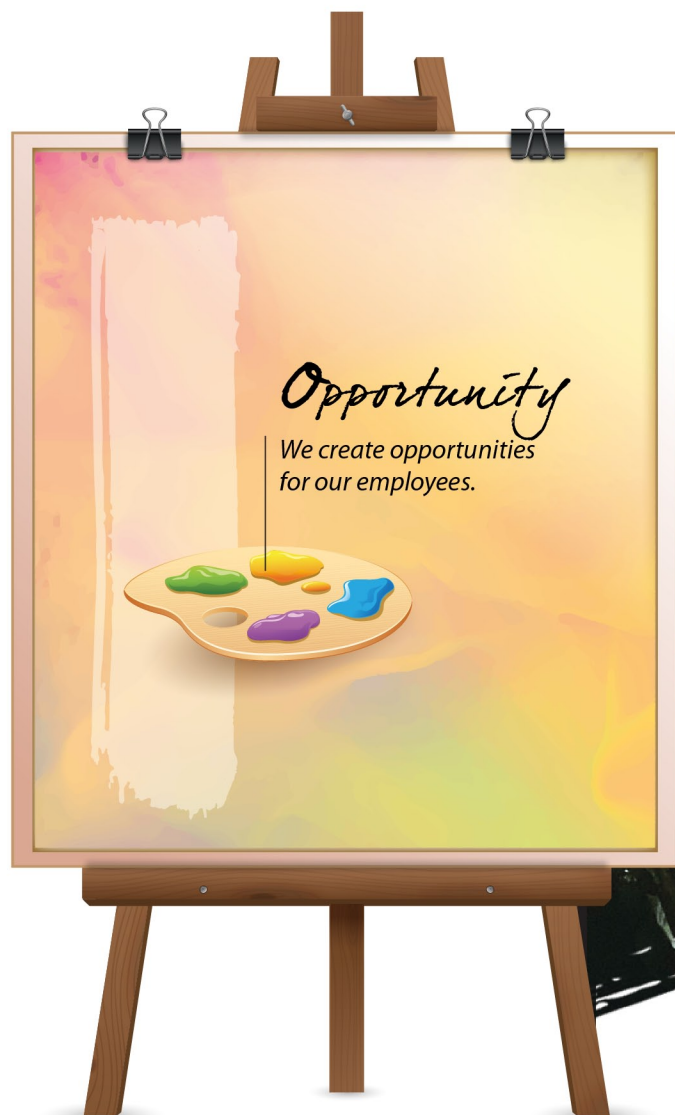
Use of Packaging Materials

Due to the Group's business nature, we do not consume a significant amount of product packaging materials as we do not have any industrial productions nor any factory facilities.

Working Environment



The Group is committed to providing employees with a comfortable and green working environment to increase work efficiency. We strive to maintain a hygienic and neat environment in the workplace. Representatives from both the Group and the property management company inspect the office area regularly to ensure a clean and tidy working environment is maintained. Problems within the workplace will be identified in a timely manner and preventative measures will be taken to minimize potential hazards. In addition, the Group monitors the indoor air quality of the workplace regularly and is dedicated to maintaining sound indoor air quality by cleaning the air-conditioning system regularly.



Our Philosophy

As an enterprise engaging in the provision of valuation and advisory services, the Group understands that employees are the most valuable asset, and realizes that employees are one of the most critical elements for our continuous success. We always adhere to the mission of “empowering our employees to reach their full potential”, and has adopted a people-oriented human resource management strategy, which focuses on attracting and retaining talents as well as investing in professional trainings. We also realize the importance of establishing employees’ belongingness to the Group’s long-lasting and stable growth. We place a strong focus on creating a comfortable working environment where our employees feel respected, aiming to maintain a unifying and harmonious corporate culture, thus allowing employees to optimize their potentials and utilize their strength to grow with Roma.

The Group respects and is committed to safeguarding the legitimate interests of every employee. We proactively comply with local laws and regulations including but not limited to the Employment Ordinance, the Minimum Wage Ordinance, and the Employees’ Compensation Ordinance of Hong Kong. During the Reporting Period, the Group was not aware of any material non-compliance with employment related laws and regulations that would have a significant impact on the Group.

Employee Communication

The Group encourages communication between employees and the management. We advocate the open door policy to encourage employees to share their opinions, raise questions, discuss and collaborate with the management to resolve problems; thereby building a trusting, cooperative, and equal atmosphere between employees and management. The Group also acknowledges employees’ efforts and accomplishments by honoring their work through appreciation messages and organizing team gatherings. Through adopting relevant policies, we aim to enhance the sense of belonging of our employees, thus foster an encouraging workplace. During the Reporting Period, the Group recognized the long-term contribution of 4 employees and rewarded them with the 10-year service prize for their loyalty.

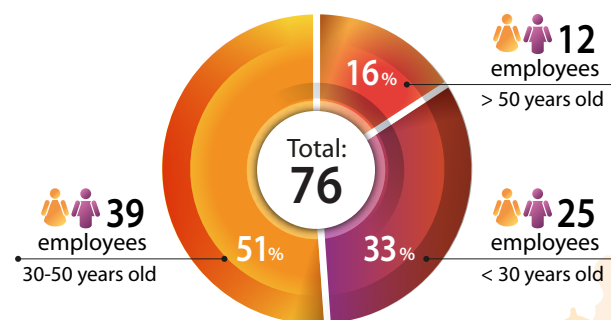




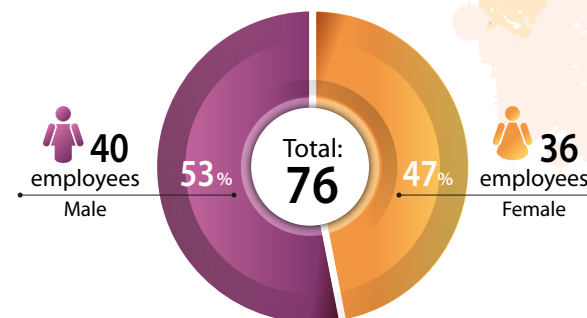
Building and maintaining an inclusive and collaborative workplace is our long-standing commitment. We uphold the principles of equal opportunities and anti-discrimination in every aspects of our employees' career, including recruitment, remuneration, promotion, and termination. We have formulated the Equal Employment Opportunity Policy and the Non-discrimination and Anti-harassment Policy, which are documented in the Employee Handbook. The Equal Employment Opportunity Policy ensures employment is based upon personal capabilities and qualifications without any discrimination of protected characteristics as established by law. The Non-discrimination and Anti-harassment Policy has clearly defined harassment and provided guidelines for employees to report such incidents when they encounter any forms of harassment in workplace.

We require all employees to respect each other and do not tolerate any discrimination, such as sexual harassment, verbal attack and assault, regardless of age, sex, race, colour, social status, nationality, religious belief, disability, marital status, pregnancy, sex orientation, union member, political association, and other factors. Any employees violating the Equal Employment Opportunity Policy and the Non-discrimination and Anti-harassment Policy will be subjected to disciplinary actions up to termination of employment contract.

Total Number of Employees by Age



Total Number of Employees by Gender



Talent Attraction

Recruitment

The Group's success depends heavily on our ability to attract and retain talents. The principles of fairness, openness, and impartiality are upheld during the recruitment processes in interviews and written tests. Apart from posting job vacancies on online recruitment platforms, we also explore the potential of young talents by offering internship programs and recruiting undergraduate students from local universities. During the Reporting Period, we participated in several career sharing program and internship programs with local secondary schools and universities. Through these programs, we provide opportunities for the new generation to realize their full potential. Please refer to the section "Community Participation" on page 39 of this ESG Report for further details.

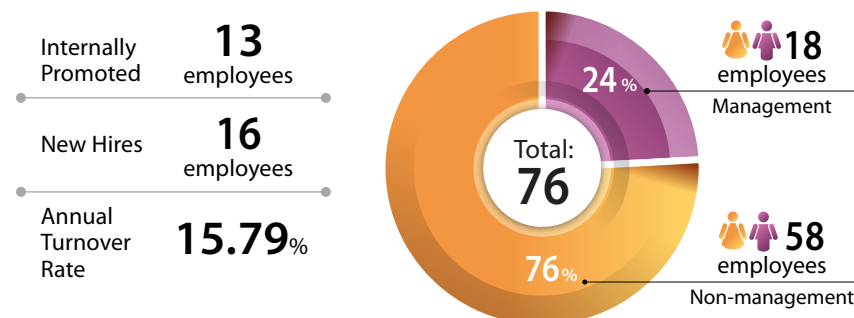
Dismissal

The dismissal process will only proceed with a reasonable basis. A warning letter must be issued prior to the dismissal and official dismissal will only be considered when the employee fails to show improvement after receiving a warning letter in order to protect employees' interests and from unjustifiable dismissal.

Promotion

Aside from rewarding outstanding employees through salary increment, we also provide a smooth career advancement path for our talents. A fair internal performance evaluation and promotion system is in place to recognize the contributions of employees. We review employees' performances and conduct evaluations through an annual appraisal, which covers criteria including work efficiency, work quality, organizational capability, learning capability, problem-solving capability, personal quality, communication skill, team spirit, and innovative capability.

Total Number of Employees by Employee Category



Remuneration and Benefits

To attract and retain talents for the Group's long-lasting and stable growth, we have developed a comprehensive remuneration, reward, and performance evaluation framework. Our salary and remuneration framework are developed with reference to the market practice within the industry. The Group provides its talents with competitive remuneration package, which includes basic salary and rewards. Our salary level is evaluated based on the industry and regional standards; while employee remuneration is determined according to employees' personal performance, contribution to the Group, and the Group's overall performance. Corresponding remuneration adjustments are subjected to the changes of the Group's development strategy and the Group's annual performance.

In addition to salary and remuneration, our full-time employees are also entitled to enjoy benefits including health care coverage, group insurance program, retirement provision and stock ownership through share option scheme and share award plan. Different leave types are also provided for our full-time employees, such leave types include annual leave, paid sick leave, study leave, parental leave and compassionate leave. Apart from benefits provided to full-time employees, we also provide sufficient benefit coverage to our part-time employees.

All 76 full-time employees are entitled to enjoy parental leave. During the Reporting Period, 1 employee had taken parental leave and had returned to work after the leave ended. In 2018/19, there were 2 employees took parental leave and all of them were still employed during the Reporting Period. The retention rate of employees that took parental leave was 100%.

Labor Standards

The Group is devoted to upholding ethical labor standards and forbidding the employment of child labor and forced labor. Applicants are required to provide real and precise personal information during the recruitment process. Recruiters will scrutinize such information including identity documents and academic credentials in order to avoid employing child labor. Moreover, to prevent non-compliance with labor standards, overtime working of employees is on a voluntary basis, which provides an effective protection for their interests. Any infringement will be handled according to the circumstances as clearly stated in the Group's Employee Handbook. In order to prevent child labor and forced labor in our value chain, the Group also prevents engagement with suppliers and consultants having such record in their operations. During the Reporting Period, the Group did not identify suppliers or consultants who employ child labor or arrange young workers to execute risky work or employ forced or compulsory labor.

The Group strictly abides by relevant employment regulations including but not limited to the Employment of Children Regulations and the Employment of Young Persons (Industry) Regulations under the Employment Ordinance of Hong Kong. During the Reporting Period, the Group was not aware of any material non-compliance with child and forced labor related laws and regulations that would have a significant impact on the Group.

Work-life Balance

The Group recognizes the importance of maintaining a work-life balanced lifestyle for its employees to enhance morale and to maintain employees' holistic well-being. Apart from providing free snacks and drinks in our pantry, we allow early leaving on festivals including Mid-autumn festivals, Christmas eves and New Year eves, and we proactively organize various events on promoting employees' well-being. Such events include but are not limited to:

- Annual dinner and Christmas party;
- Lunar New Year gathering;
- Family Day;
- Sports activities at spare time; and
- Birthday parties for employees.





The Group recognizes the importance of continuous development of our talents. We have adopted the Employee Training Policy and offer training programs regularly to improve employees' job related knowledge as well as to support their personal growth.

Internal training programs are provided at both department-level and group-level. During the Reporting Period, our professionals had received training and seminars relevant to their job nature, covering topics such as accounting standard, valuation methodology, anti-money laundering ("AML"), counter-terrorist financing ("CTF"), carbon audit, as well as sharing on financial market updates.

Apart from internal training, we encourage our employees to attend external training and certification exams by offering study and examination leaves as well as reimbursement of examination expenses. The Group also provides professional membership sponsorship to encourage employees to attain job-related professional membership.





Mentorship Program

To facilitate new joiners in adapting the workplace and our culture, the Human Resource Department assigns a mentor to every new employee on their first day, and the mentor will assist their mentee to navigate the new working environment. The duties of mentors include but are not limited to:

- Providing suggestions to mentees on their work-related issues;
- Identifying the strengths and weaknesses of mentees thus to improve their work performance;
- Providing mentees with challenges and opportunities to reach their full potential; and
- Fostering friendships and helping mentees to integrate into the Group.

The Percentage of Employees Trained

By Gender	
 Male	100%
 Female	97%
By Employee Category	
Management	100%
Non-mangement	98%



Health and Safety

Despite our business nature does not expose employees to significant safety hazards, the Group acknowledges the importance of occupational health and safety, and endeavors to provide our employees a safe and pleasant working environment with health-related benefits. We have formulated a series of health and safety policies and guidelines at the workplace with reference to relevant laws and regulations, such policies and guidelines will be reviewed regularly to ensure they are up-to-date. We will also take preventative measures, such as flexible working hours, for any potential hazards that may jeopardize the health and safety of our employees.

First-aid boxes and over-the-counter medication are available and regularly maintained in the office area. We also provide ergonomic chairs and advanced electronic appliances to improve working conditions. Some of our employees have enrolled in the first-aid course and examination hosted by the Hong Kong St. John Ambulance with our encouragement. With the above measures, the Group is capable of coping with any emergencies relating to occupational health and safety to lower the risk of accidents. Additionally, the Group provides employees with a wide range of health-related benefits such as health care coverage with a monthly medical allowance.

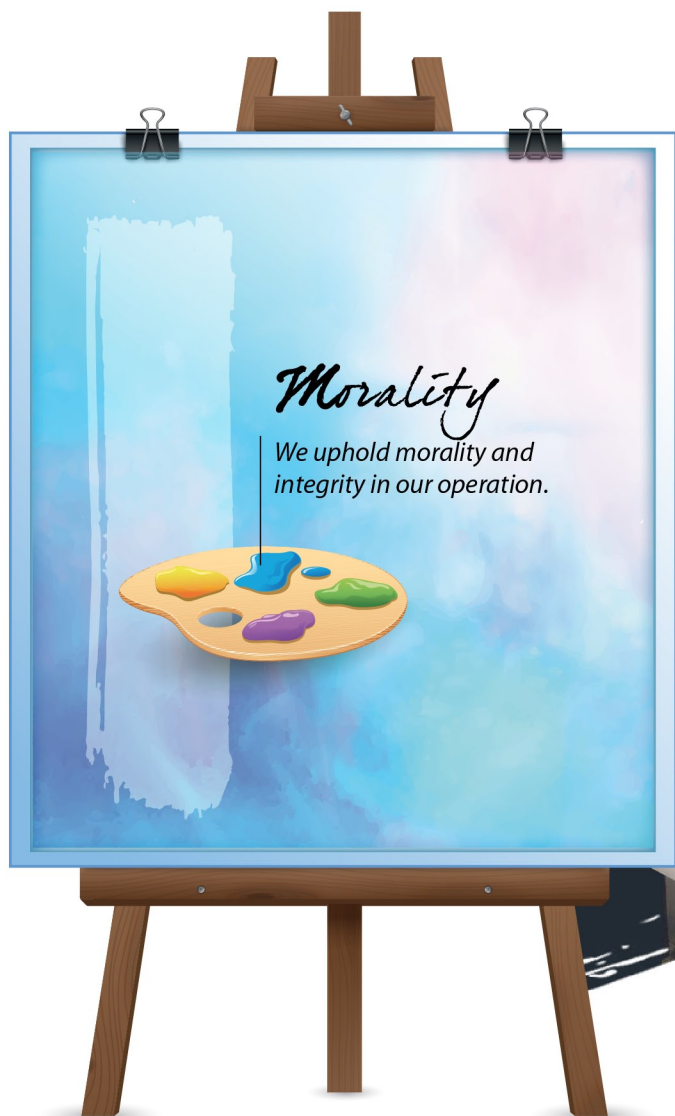
During the Reporting Period, the Group did not record any accidents leading to fatality or serious physical injury, thus no claim or compensation is paid to employees due to such accidents. We were not aware of any material non-compliance with health and safety related laws and regulations, including but not limited to the Occupational Safety and Health Ordinance that would have a significant impact on the Group.

Case Study

Coronavirus Disease 2019 ("COVID-19")

Under the recent COVID-19 outbreak, the Group remains highly vigilant to the potential impact of health and safety on our employees. Apart from strengthening the sanitation in the office area, we have provided surgical masks, disinfectant, and alcohol wipes. Besides, we implemented precautionary measures such as temperature screening before entering the office, and constantly update relevant policies to keep in line with the government's guidelines.





Service Diversity

The Group has a long-standing tradition of specializing in the field of valuation and advisory services. We strive to maintain Roma's core competitiveness whilst diversifying our business. We recognize the importance of diversification and not being overly reliant on a single service. Such diversification not only generates greater returns and appeals to a wider customer base but also provides customers with a more comprehensive service package. In the long run, the diversification of valuation and a dvisory services will allow for a more sustainable business operation of the Group.

In 2019/20, Roma has started a new segment of securities broking, placing and underwriting and investment advisory and asset management services. The Group is licensed to conduct Type 1 (dealing in securities), Type 4 (advising on securities) and Type 9 (asset management) regulated activities under the Securities and Futures Ordinance. For more information, please refer to page 16 of the Annual Report 2019/2020.



Number of listed companies that the Group has served to date: **>500**





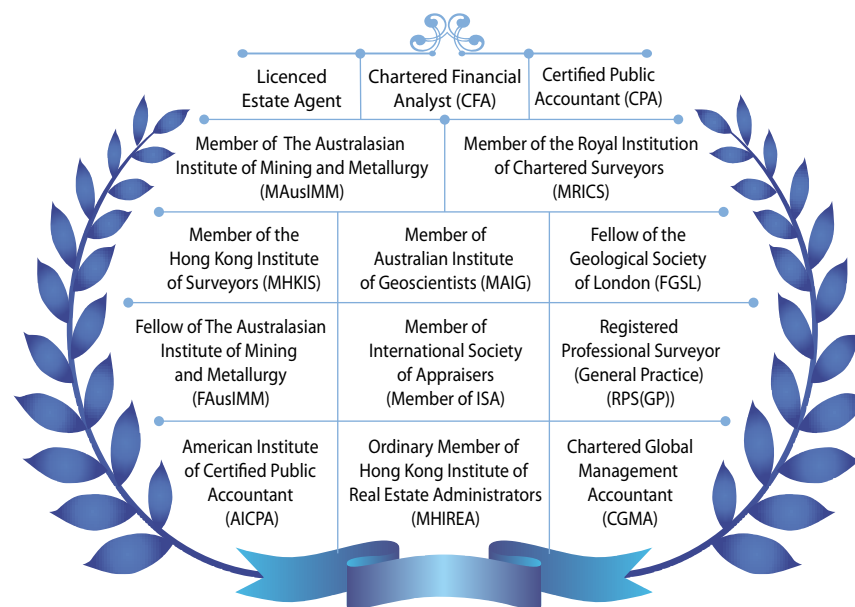
Roma recognizes that its continuing success is dependent on employees' talents, qualification and their dedication. Our valuation and advisory services are powered by experienced professionals. We have participated in and completed various international valuation projects by developing fair and accurate valuation plans for customers. Our professional valuation reports and technical advisory reports are extensively recognized by the Stock Exchange, financial advisors, bankers, lawyers, auditors, and investors and are in compliance with the accounting standards of Hong Kong and other regions of the world as well as relevant international standards, laws and regulations. Given the Group's business nature, the Group was not involved in the sale of products, therefore disclosure on product recall procedures and number of products recalled are not applicable.

Our professional team regularly undertakes external training to familiarize themselves with newly updated legislations and regulatory guidelines and closely follows the latest developments within the industry. Our aim is to provide customers with high-quality value-added services and assist them to make the most thought-out and forward-looking business decisions.

Number of material service complaint



The Group understands the importance of expertise for ensuring service quality. Our employees and most of the management team have obtained related professional qualifications and held related bachelor degrees of above, including but not limited to:



Customer Satisfaction and Company Reputation

Customer satisfaction, customer loyalty and company reputation are intricately connected. In fact, the effect of company reputation on customer loyalty is completely mediated by customer satisfaction. Aligning with our mission to “provide high quality service to our customers”, we attach great importance to maintaining a high customer satisfaction rate. Such is made possible by establishing stringent service quality control policies and processes, ensuring effective enforcement and periodically reviewing its efficacy. The diagram on the right depicts our meticulous approach towards establishing service quality control procedures. We firmly believe that our service quality reflects our unwavering commitment to maintaining a high customer satisfaction rate.

In addition, we are receptive of compliments and feedback on our performance as they are pertinent to our continuous growth and development. Therefore, we maintain various active communication channels with our customers to maximize our interactions. Such communication channels are mentioned in the section “Stakeholder Engagement” on page 12 of this ESG Report.

The Board remains committed to the continuation of the Group’s mission to maintain a leading position within the valuation sector in Hong Kong through dedication, perseverance and continuous innovation.

To guarantee the quality of the Group’s services and reports, each department has established a series of service quality control policies and processes as per industry standards, thereby ensuring the compliance, accuracy and expertise of our valuation and other reports.

Service Quality Control Process

1

Analysts prepare reports and financial models

2

Managers or senior managers review reports and financial models

3

Directors or executive directors further review the reports and financial models

4

Submit the draft reports to the client and relevant third parties for comments

5

Revise the reports and financial models based on client’s comments (where appropriate) and confirm with the client

6

Directors or executive directors conduct a final review on the report

7

Sign off after confirming that there are no further comments

Corporate Governance

Solid corporate governance is the bedrock of the Group's growth and continuing success. The Board and the management of the Group recognize that sound and effective corporate governance practices are essential to its smooth operation.

We are committed to achieving and maintaining a high standard of corporate governance practices with an emphasis on a quality Board, an effective accountability system and a healthy and ethical corporate culture in order to safeguard the interests of the shareholders and enhance the business growth of the Group.

Corporate Governance Training

To strengthen the Group's employees' and management's knowledge of corporate governance best practices, regular training by representatives from regulators or professionals are provided to relative parties. Sharing covers topics from industry best practices to case studies of preventive measures of the latest cases of corruption pitfall and moral practices in corporate governance. During the Reporting Period, all 5 of our Directors and employees have undergone a corporate governance training session.



In the future, we intend to maintain the high level of integrity within the Group, maintain compliance regarding anti-corruption, and keep the record of the year of no concluded legal cases regarding corrupt practices brought against the Group or our employees.

For more details of corporate governance of the Group, please refer to the "Corporate Governance Report" in the Annual Report 2019/2020 on pages 19 to 31.

Anti-corruption

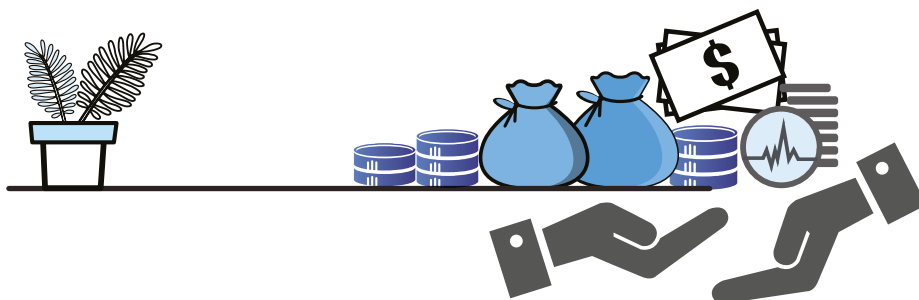
The Group emphatically asserts its zero-tolerance stance regarding corruption, bribery, extortion, money laundering, and fraud that not only violate laws and regulations of Hong Kong but also severely place business integrity and reputation of the Group in jeopardy. All employees are expected to refrain from engaging in corrupt practices, graft, and acceptance of bribes, speculative practices, intentional omissions, and abuse of power to seek personal gains. Policies relating to the prevention of bribery, extortion, fraud and money laundering between shareholders and related parties in its business activities have been formulated and documented in the Internal Control Manual of the Group. The Group also arranges regular anti-corruption training delivered by regulators and/or professionals to all employees to maintain employees' awareness of best practices.

During the Reporting Period, the Group invited the Independent Commission Against Corruption ("ICAC") to conduct a mandatory Anti-corruption and Ethics Training to all its employees. The training aimed to familiarize company directors with their role and responsibilities on ethics management, managerial staff with their role of managing staff integrity, assessing the risks and preventing corruption in the workplace, and the general staff with the skills to handle ethical dilemmas at work.

Anti-money Laundering ("AML")

Counter-terrorist Financing ("CTF")

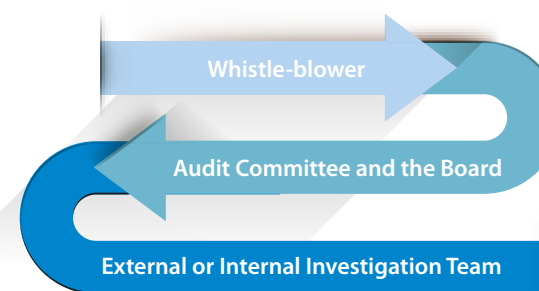
As a financial services provider, we recognize that the responsibility to help protect the integrity of the financial system lies within us. We are highly vigilant of signs of money laundering and financial crimes. Apart from complying with local legislations and guidelines set up by regulatory authorities, the relevant subsidiary of the Group has in place a Compliance Manual that details the policies and procedures on preventing money laundering activities, such as conducting background investigation and customer due diligence. These comprehensive policies, regularly reviewed and where necessary revised, aim to safeguard the interests of the Group, prevent unnecessary legal complications, and ensure that risks identified are appropriately mitigated. AML and CTF training are also arranged regularly for relevant employees to ensure that its employees are familiar with their statutory obligations and are given sufficient guidance to enable them to recognize and subsequently report suspicious money laundering and terrorist financing activities.



Whistle-blowing Policy

The Group aims to maintain and achieve the highest standards of openness, probity and accountability. The Whistle-blowing Policy has been established to encourage employees to report any fraudulent and/or illegal activities anonymously to the Audit Committee or the Board by using an anonymous email address. The whistle-blowing reporting channel is also published on the Group's website. The Board or members of the Audit Committee intends to protect the whistle-blower from common concerns such as confidentiality and potential retaliation or discrimination. Therefore, the employee reporting in good faith under the whistle-blowing mechanism can be assured of the protection against unwarranted disciplinary actions, unfair dismissal or victimization, even if the reports are subsequently proved to be unsubstantiated.

The chairman of the Audit Committee may request to convene Board meetings to investigate the reported incident promptly, fairly and confidentially. The Board may also decide whether to engage external consultants (including but not limited to lawyers and certified public accountants) to handle the incident. All details and results of the investigation will only be shared with individuals on a need-to-know basis.



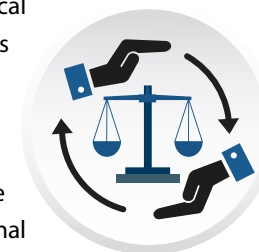
Conflict of Interest

Policies on conflict of interest are stated in the Employee Handbook, it sets out the identification, documentation, and management of conflict of interest. Employees are responsible for exercising sound judgment and discretion whilst identifying conflict of interest on an ongoing basis. They are obligated to immediately notify the Human Resource Department and the management of the existence and general nature of the conflict of interest. Employees failing to report potential conflict of interest may be subjected to disciplinary actions. The management must act in the Group's best interest when determining whether such act constitutes conflict of interest and provide guidelines to corresponding parties.

Despite all of the Group's operations were assessed to expose to risks related to corruption, there were no concluded legal cases regarding corrupt practices brought against the Group or its employees during the Reporting Period. The Group was also not aware of any material non-compliance with laws and regulations relating to bribery, extortion, fraud, and money laundering, including but not limited to the Anti-Money Laundering and Counter-Terrorist Financing Ordinance and the Prevention of Bribery Ordinance of Hong Kong that would have a significant impact on the Group.

Business Ethics

We place a strong emphasis on operating with high ethical standards and ensuring strict compliance with relevant laws and regulations. This is done by maintaining and regularly revising relevant policies and standards, arranging internal and external anti-corruption and corporate governance training and ensuring that our employees abide by the code of professional conduct of their respective professional institutions.





We are committed to creating a sustainable relationship with our suppliers and consultants through operating in an open and fair manner. Our major suppliers include business consultants and office items suppliers, we also have other suppliers providing relevant supporting services in relation to daily business operation. To align with our mission of “giving back to our environment and society”, it is therefore of importance to recognize and mitigate negative environmental and social risks embedded in the supply chain. We have established the Sustainable Procurement Policy to better govern the selection criteria of our suppliers and give priority to suppliers that implement good labor practices, safeguard human rights, and incorporate environmental consideration into procurement decisions.

To ensure that the suppliers meet our requirements in regard to quality, environmental and social standards, we have set stringent procedures for selecting suppliers and consultants. Prior to making any procurement decisions, we will conduct due diligence and assessments on suppliers and consultants to avoid environmental and social risks. We maintain a list of approved suppliers and consultants; they may be suspended or removed from the approved list if they fail to fulfil the agreed standards. During the Reporting Period, there were no material changes on the locations of the Group's primary suppliers, supply chain structure, and relationship with suppliers (including selection and termination).

Socially Responsible Procurement

Within the Group's Sustainable Procurement Policy lies the provision of “Socially Responsible Procurement”, we assess suppliers' environmental and social performances in our procurement process and only purchase products that meet relevant environmental and social standards. In addition, we assess suppliers' compliance in environmental and social aspects to protect the environment and prevent social risks in the supply chain.

Local Procurement

The Group has formulated the “Local Procurement” provision within the above-mentioned policy. We strive to support local companies, support local economic development, and create job opportunities for our local community by selecting local suppliers for our business operation.

Fair and Open Procurement

The Group has formulated rules and procedures to ensure that suppliers and consultants participate and compete in a fair and open manner. The Group places a strong emphasis on engaging with suppliers and consultants who uphold integrity, have good business track records, and do not have any material violations of laws or business ethics in the past. We strictly monitor and prohibit any kinds of business bribery and discrimination against any suppliers or consultants.



Number of local suppliers of the Group **161**

Number of overseas suppliers of the Group **7**

Proportion of procurement budget spent on local suppliers **96.9%**





At all times, the Group is committed to protecting clients' privacy. We strictly abide by privacy-related laws and regulations, including but not limited to the Personal Data (Privacy) Ordinance. We inform clients in advance on how the collected data will be used and explicitly state confidential terms and privacy policy statements in our contracts to notify our clients of the general policies and practices on the collection, storage, and use of personal data.

Except for keeping clients' company names in our client list for future commercial promotional purposes, our conversations with clients, transaction records, documents provided by them and contents of reports (if not to be publicized) are kept confidential, and any disclosure of client data to any third party without authorization from the clients is strictly prohibited. Meanwhile, clients always have the rights to review and revise their data and to opt out of any direct marketing events. A strong commitment to protecting customers' privacy has enabled the Group to stay competitive in the market.



To complement our data privacy protection process, we also work on safeguarding clients' data through the use of up-to-date anti-virus software and the activation of automatic protection features (e.g. password-protected screen saver) in our servers, workstations, and computer terminals to prevent unauthorized usage.

In addition, the Group highly values our clients' feedback as they are the driving force behind a sustainable business development and service quality assurance of the Group. Upon receiving customers' complaints, we promptly deal with the issues in accordance with relevant handling processes. The responsible teams will take follow-up measures to swiftly handle any underlying issues and gain clients' trust and confidence. Our complaint handling process is as follows. Firstly, we thoroughly explain the reasons behind the problems to clients, then we propose a detailed timetable to timely address the problems. During the Reporting Period, the Group has not received any material complaints concerning breaches of customer privacy.



Advertising and Labelling

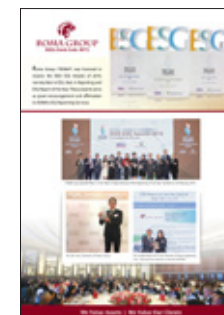
As a professional valuation and advisory services provider, the Group has limited activities in advertising and labeling matters. The Group strives to ensure information disseminated such as company brochures and newsletters are complete, accurate, clear, and in compliance with relevant laws and regulations, including but not limited to the Trade Descriptions Ordinance. Employees should obtain written approval from the legal and compliance personnel before the publication of any advertisement or sales literature. This is to ensure that the Group's advertisements do not contain false and deceptive statements, commitments, and forecasts, and to ensure that the information provided to customers is true, accurate, not misleading, and comply with relevant laws and regulations.

In addition, we have strict specifications to monitor the behavior of sales. We prohibit high-pressure sales tactics to induce customers from using our services to prevent customers from making business decisions under pressure or haste. At the same time, we give enough time for customers to understand the materials, consider carefully and seek independent third-party advice, if necessary, before making any business decisions. During the Reporting Period, the Group did not identify any incidents of non-compliance with laws and regulations concerning product health and safety, product and service information, labelling and marketing communications (including advertising, promotion, and sponsorship). Related laws and legislations include but are not limited to the Personal Data (Privacy) Ordinance and the Trade Descriptions Ordinance of Hong Kong that would have a significant impact on the Group.

Respect for Intellectual Property Rights

The Group has established the Information Technology Policy and Procedure Manual to govern the use of information technology and the protection and enforcement of the Group's and its customers' intellectual property ("IP") rights. In addition, the Employee Handbook sets out the IP policy and clearly defines the IP relations between the Group and its employees. All creations of employees (including trademarks, inventions, patents, designs, and copyrights) during the employment period are exclusively owned by the Group.

The Group's IP policy aims to protect third-party IP and not infringe any third-party interests. We obtain proper licenses for software and information the Group uses in its business operation. Duplication or downloading of information, software, and images from the Internet must be approved by relevant department(s). Furthermore, we closely monitor the infringement actions in the market and combat any infringement behavior, such as counterfeit trademarks. The Group has 4 registered trademarks; the domain names were also registered. The Group regularly monitors to ensure that IP rights are not being infringed upon.



Ability

We make the best of our ability to help the community.





The Group adheres to the mission of “giving back to our environment and society”. As a responsible corporate citizen, we bear the social responsibilities to serve and make on-going efforts by actively participating in charitable activities and encouraging employees to take part in community events. During the Reporting Period, the Group had shown our support to a number of social activities.

Business School Partnership Program

This is our second year to participate the professional exchange program organized by the Hong Kong General Chamber of Commerce. We planned several career sharing activities for our partnered school, S.K.H. Leung Kwai Yee Secondary School. Such activities will be postponed due to the COVID-19 pandemic.

Youth Development Activity -

University Students Internship Program

To empower the new generation and realize their full potential, we provided job opportunities to undergraduates through the internship program organized by the Hong Kong Analyst and Professional Investor Association.



Fly To The Goal Program

To enrich the insights of the younger generation, the Group supported the Fly To The Goal Program organized by the Well Family Charity Foundation, which aims to provide the youth with resources and train them to inspire their potentials. Participating employees were arranged as mentors in the skill training workshop and were encouraged to maintain on-going communication with the participants in order to share their career development insights and support the teenagers to reach their dreams.



Capstone Project

During the Reporting Period, we volunteered to provide working opportunities for final-year students from the Hong Kong University of Science and Technology by being one of the corporate supervisors of their Capstone Project. The project embarked upon a mutually beneficial collaboration for which we inspired the students with job-related skills at workplace while they provided innovative input into our business at the same time.

Dress Casual Day 2019

To encourage our employees to give back to the community, the Group supported and participated in the fund-raising event “Dress Casual Day 2019” organized by the Community Chest of Hong Kong. The donation raised from our employees will be donated to over 160 member social welfare agencies of the organization.



PERFORMANCE SUMMARY

Environmental	Unit	2019/20	2018/19	2017/18
GHG Emissions				
Direct GHG emissions (Scope 1) – Petrol consumption	tCO ₂ e	36.55	32.10	14.42
Energy indirect GHG emissions (Scope 2) – Electricity consumption	tCO ₂ e	80.31	70.03	86.33
Other indirect GHG emissions (Scope 3) – Business trips	tCO ₂ e	10.28	12.66	17.11 ¹
Total GHG emissions	tCO ₂ e	127.14	114.79	117.86 ¹
Total GHG emissions intensity	tCO ₂ e/ million revenue	1.67	1.64	1.81
	tCO ₂ e/ employee	1.67	1.66	1.76
Non-hazardous Waste				
Paper	kg	885.65	1,070.27	469.02
Paper intensity	kg/ million revenue	11.63	15.26	7.20
	kg/ employee	11.65	15.51	7.00

Environmental	Unit	2019/20	2018/19	2017/18
Energy Consumption				
Direct energy - Petrol	kWh	133,160.71	115,847.52	51,125.28
Petrol intensity	kWh million revenue	1,748.16	1,651.43	784.85
	kWh/ employee	1,752.11	1,678.95	763.06
Indirect energy - Electricity	kWh	100,392.00	87,532.00	109,275.00
Electricity intensity	kWh/ million revenue	1,317.96	1,247.78	1,677.54
	kWh/ employee	1,320.95	1,268.58	1,630.97
Water Consumption				
Total water consumption	Water supply and draining facilities are managed by the property management company.			
Use of Packaging Materials				
Packaging materials	The Group does not consume significant amount of packaging materials due to the Group's business nature.			

Note: 1. Calculation methodology has been changed from using the conversion factors of "UK Government GHG Conversion Factors for Company Reporting" issued by the UK Government to adopting the methodology developed by the International Civil Aviation Organization.

PERFORMANCE SUMMARY (CONT'D)

Social	Unit	2019/20	2018/19	2017/18
Total full-time employees	no. of employees	76	69	67
By Gender				
Male	no. of employees	40	39	39
Female	no. of employees	36	30	28
By Age				
Under 30	no. of employees	25	20	25
30-50	no. of employees	39	38	31
Over 50	no. of employees	12	11	11
By Employee Category				
Management	no. of employees	18	22	27
Non-management	no. of employees	58	47	40
Total New Employee Hires	no. of employees	16	32	N/A
By Gender				
Male	no. of employees	6	23	N/A
Female	no. of employees	10	9	N/A
By Age				
Under 30	no. of employees	9	15	N/A
30-50	no. of employees	6	13	N/A
Over 50	no. of employees	1	4	N/A
Rate of Employee Receiving Regular Career Reviews		100%	100%	N/A
By Gender				
Male	%	100%	100%	N/A
Female	%	100%	100%	N/A
By Employee Category				
Management	%	100%	100%	N/A
Non-management	%	100%	100%	N/A
Internal Promotion Rate	%	17.11%	15.94%	20.90%
Total Employee Turnover	no. of employees	12	30	15
Employee turnover rate	%	15.79%	43.48%	22.39%
By Gender				
Male	no. of employees (%)	4 (10.00%)	13 (33.33%)	9 (23.08%)
Female	no. of employees (%)	8 (22.22%)	17 (56.67%)	6 (21.43%)
By Age				
Under 30	no. of employees (%)	4 (16.00%)	17 (85.00%)	4 (16.00%)
30-50	no. of employees (%)	7 (17.95%)	10 (26.32%)	10 (32.26%)
Over 50	no. of employees (%)	1 (8.33%)	3 (27.27%)	1 (9.09%)

Note:

2. Governance bodies refer to the Board, and relevant data is revised.

Social	Unit	2019/20	2018/19	2017/18
Composition of Governance Bodies²	no. of individuals	5	6	N/A
By Gender				
Male	%	80.00%	83.33%	N/A
Female	%	20.00%	16.67%	N/A
By Age				
Under 30	%	-	-	N/A
30-50	%	60.00%	66.67%	N/A
Over 50	%	40.00%	33.33%	N/A
Parental Leave	no. of employee	1	2	N/A
Health and Safety				
Total man hours worked	hours	133,120	122,720	N/A
Work-related fatalities	number	-	-	-
Lost days	number	-	-	-
Lost-time injuries	number	-	-	-
Absentee days	days	273	101	N/A
Development and Training				
Total training hours	hours	927.25	1,027.50	434
Average training hours	hours/employee	12.20	14.89	6.48
By Gender				
Male	hours/employee	13.08	N/A	N/A
Female	hours/employee	11.23	N/A	N/A
By Employee Category				
Management	hours/employee	6.61	N/A	N/A
Non-management	hours/employee	13.94	N/A	N/A
Procurement				
Local suppliers	number	161	123	135
Oversea suppliers	number	7	11	2
Ratio of local procurement	%	95.83%	91.79%	98.54%
Proportion of spending on local suppliers	%	96.88%	90.69%	N/A
Product Responsibility				
Products and service related complaints received	number	-	-	-
Corruption				
Concluded legal case regarding corrupt practices	number	-	-	-
Community Investments				
Donations	HK\$	-	15,000	30,000

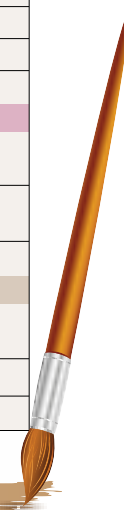
CONTENT INDEX OF THE ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORTING GUIDE OF THE STOCK EXCHANGE ("HKEX ESG CONTENT INDEX")

Aspect, General Disclosure and KPIs	Description	Section(s)	Page
Aspect A1: Emissions			
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.	Responsibility	P.17-19
KPI A1.1 ("Comply or explain")	The types of emissions and respective emissions data.	Exhaust Gas Emissions	P.18
KPI A1.2 ("Comply or explain")	Greenhouse gas emissions in total and, where appropriate, intensity.	Greenhouse Gas Emissions; Performance Summary	P.18, 42
KPI A1.3 ("Comply or explain")	Total hazardous waste produced and, where appropriate, intensity.	Waste Management	P.19
KPI A1.4 ("Comply or explain")	Total non-hazardous waste produced and, where appropriate, intensity.	Waste Management; Performance Summary	P.19, 42
KPI A1.5 ("Comply or explain")	Description of measures to mitigate emissions and results achieved.	Responsibility	P.18-19
KPI A1.6 ("Comply or explain")	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved.	Waste Management	P.19
Aspect A2: Use of Resources			
General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials.	Responsibility	P.20-21
KPI A2.1 ("Comply or explain")	Direct and/or indirect energy consumption by type in total and intensity.	Energy Management; Performance Summary	P.20, 42
KPI A2.2 ("Comply or explain")	Water consumption in total and intensity.	Water Management; Performance Summary	P.21, 42
KPI A2.3 ("Comply or explain")	Description of energy use efficiency initiatives and results achieved.	Energy Management	P.20
KPI A2.4 ("Comply or explain")	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved.	Water Management	P.21
KPI A2.5 ("Comply or explain")	Total packaging material used for finished products and, if applicable, with reference to per unit produced.	Use of Packaging Materials; Performance Summary	P.21, 42
Aspect A3: The Environment and Natural Resources			
General Disclosure	Policies on minimising the issuer's significant impact on the environment and natural resources.	Working Environment	P.21
KPI A3.1 ("Comply or explain")	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Working Environment	P.21
Aspect B1: Employment			
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.	Opportunity	P.23-27
KPI B1.1 (Recommended Disclosures)	Total workforce by gender, employment type, age group and geographical region.	Equal Opportunities; Performance Summary	P.24, 43
KPI B1.2 (Recommended Disclosures)	Employee turnover rate by gender, age group and geographical region.	Performance Summary	P.43
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.	Health and Safety	P.29
KPI B2.1 (Recommended Disclosures)	Number and rate of work-related fatalities.	Health and Safety; Performance Summary	P.29, 43



HKEX ESG CONTENT INDEX (CONT'D)

Aspect, General Disclosure and KPIs	Description	Section(s)	Page
Aspect B2: Health and Safety			
KPI B2.2 (Recommended Disclosures)	Lost days due to work injury.	Performance Summary	P43
KPI B2.3 (Recommended Disclosures)	Description of occupational health and safety measures adopted, how they are implemented and monitored.	Health and Safety	P29
Aspect B3: Development and Training			
General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	Professional Training	P28
KPI B3.1 (Recommended Disclosures)	The percentage of employees trained by gender and employee category.	Professional Training	P28
KPI B3.2 (Recommended Disclosures)	The average training hours completed per employee by gender and employee category.	Professional Training; Performance Summary	P28, 43
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 or forced labour.	Labor Standards	P26
KPI B4.1 (Recommended Disclosures)	Description of measures to review employment practices to avoid child and forced labour.	Labor Standards	P26
KPI B4.2 (Recommended Disclosures)	Description of steps taken to eliminate such practices when discovered.	Labor Standards	P26
Aspect B5: Supply Chain Management			
General Disclosure	Policies on managing environmental and social risks of the supply chain.	Procurement Practices	P37
KPI B5.1 (Recommended Disclosures)	Number of suppliers by geographical region.	Procurement Practices; Performance Summary	P37, 43
KPI B5.2 (Recommended Disclosures)	Description of practices relating to engaging supplies, number of supplies where the practices are being implemented, how they are implemented and monitored.	Procurement Practices	P37
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.	Morality	P31-33, 38-39
KPI B6.1 (Recommended Disclosures)	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Service Quality	P32
KPI B6.2 (Recommended Disclosures)	Number of products and service related complaints received and how they are dealt with.	Service Quality; Performance Summary	P32, 43
KPI B6.3 (Recommended Disclosures)	Description of practices relating to observing and protecting intellectual property rights.	Respect of Intellectual Property Rights	P39
KPI B6.4 (Recommended Disclosures)	Description of quality assurance process and recall procedures.	Service Quality; Customer Satisfaction and Company Reputation	P32, 33
KPI B6.5 (Recommended Disclosures)	Description of consumer data protection and privacy policies, how they are implemented and monitored.	Privacy Protection	P38
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.	Morality	P34-36
KPI B7.1 (Recommended Disclosures)	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.	Conflict of Interest; Performance Summary	P36, 43
KPI B7.2 (Recommended Disclosures)	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.	Whistle-blowing Policy	P35
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.	Community Participation	P41
KPI B8.1 (Recommended Disclosures)	Focus areas of contribution.	Community Participation	P41
KPI B8.2 (Recommended Disclosures)	Resources contributed to the focus area.	Community Participation; Performance Summary	P41, 43



GRI CONTENT INDEX

GRI Indicator	Description	Session / Explanation	Page
GRI 102: General Disclosures 2016			
102-1	Name of the organization	Cover	N/A
102-2	Activities, brands, products, and services	Our Business	P.6-7
102-3	Location of headquarters	Our Business	P.7
102-4	Location of operations	Our Business; GRI Content Index ¹	P.7,46-47
102-5	Ownership and legal form	Cover	N/A
102-6	Markets served	Our Business	P.6-7
102-7	Scale of the organization	Reporting Approach; Equal Opportunities; GRI Content Index ²	P.14, 24, 46-47
102-8	Information on employees and other workers	Equal Opportunities; Performance Summary	P.24, 43
102-9	Supply chain	Procurement Practices	P.37
102-10	Significant changes to the organization and its supply chain	Procurement Practices	P.37
102-11	Precautionary principle or approach	Service Diversity	P.31
102-12	External initiatives	No participation in external ESG initiatives	N/A
102-13	Membership of associations	No membership of any associations	N/A
102-14	Statement from senior decision-maker	Chairman's Statement	P.2
102-16	Values, principles, standards, and norms of behaviour	Chairman's Statement; Mission and Vision	P.2, 8
102-18	Governance structure	Governance Structure	P.9
102-40	List of stakeholder groups	Stakeholder Engagement	P.12
102-41	Collective bargaining agreements	No Collective bargaining agreements are in place during 2019/20	N/A
102-42	Identifying and selecting stakeholders	Stakeholder Engagement	P.12
102-43	Approach to stakeholder engagement	Stakeholder Engagement	P.12
102-44	Key topics and concerns raised	Materiality Assessment	P.13
102-45	Entities included in the consolidated financial statements	Reporting Approach; GRI Content Index ³	P.14, 46-47
102-46	Defining report content and topic boundaries	Materiality Assessment	P.13

GRI Indicator	Description	Session / Explanation	Page
GRI 102: General Disclosures 2016			
102-47	List of material topics	Materiality Assessment	P.13
102-48	Restatements of information	No information restatement	N/A
102-49	Changes in reporting	Materiality Assessment	P.13
102-50	Reporting period	Reporting Approach	P.14
102-51	Date of most recent report	Reporting Approach	P.14
102-52	Reporting cycle	Reporting Approach	P.14
102-53	Contact point for questions regarding the report	Reporting Approach	P.14
102-55	GRI content index	GRI Content Index	P.46-47
102-56	External assurance	The ESG Report was subject to internal audit process and reviewed by the Company's Audit Committee.	N/A
GRI 103: Management Approach 2016			
103-1	Explanation of the material topic and its Boundary	Materiality Assessment; Reporting Approach	P.13, 14
103-2	The management approach and its components	Responsibility; Opportunity; Morality	P.16-21, 22-29, 30-39
103-3	Evaluation of the management approach		
GRI 204: Procurement Practices 2016			
204-1	Proportion of spending on local suppliers	Procurement Practices; Performance Summary	P.37, 43
GRI 205: Anti-corruption 2016			
205-1	Operations assessed for risks related to corruption	Conflict of Interest	P.36
205-2	Communication and training about anti-corruption policies and procedures	Anti-corruption	P.34
205-3	Confirmed incidents of corruption and actions taken	Conflict of Interest; Performance Summary	P.36, 43
GRI 302: Energy 2016			
302-1	Energy consumption within the organization	Energy Management	P.20
302-3	Energy Intensity		



GRI CONTENT INDEX (CONT'D)

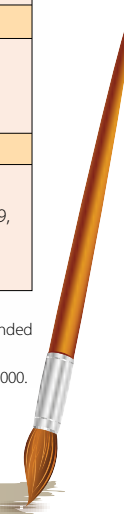
GRI Indicator	Description	Session / Explanation	Page
GRI 303: Water 2016			
303-3	Water recycled and reused	Water supply and drainage facilities are managed by the property management company	P.21
GRI 305: Emissions 2016			
305-1	Direct (Scope 1) GHG emissions	Greenhouse Gas Emissions; Performance Summary	P.18, 42
305-2	Energy indirect (Scope 2) GHG emissions		
305-3	Other indirect (Scope 3) GHG emissions		
305-4	GHG emissions intensity		
305-5	Reduction of GHG emissions	Greenhouse Gas Emissions	P.18
GRI 306: Effluents and Waste 2016			
306-2	Waste by type and disposal method	Waste Management; Performance Summary	P.19, 42
GRI 307: Environmental Compliance 2016			
307-1	Non-compliance with environmental laws and regulations	Environmental Responsibility	P.17
GRI 401: Employment 2016			
401-1	New employee hires and employee turnover	Talent Attraction; Performance Summary	P.25, 43
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Remuneration and Benefits	P.26
401-3	Parental leave	Remuneration and Benefits; Performance Summary	P.26, 43
GRI 403: Occupational Health and Safety 2016			
403-2	Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	Health and Safety; Performance Summary	P.29, 43
GRI 404: Training and Education 2016			
404-1	Average hours of training per year per employee	Professional Training; Performance Summary	P.28, 43

GRI Indicator	Description	Session / Explanation	Page
GRI 404: Training and Education 2016			
404-2	Programs for upgrading employee skills and transition assistance programs	Professional Training;	P.28,
404-3	Percentage of employees receiving regular performance and career development reviews	Performance Summary	P.43
GRI 405: Diversity and Equal Opportunity 2016			
405-1	Diversity of governance bodies and employees	Performance Summary	P.43
GRI 408: Child Labour 2016			
408-1	Operations and suppliers at significant risk for incidents of child labour	Labor Standards	P.26
GRI 409: Forced or Compulsory Labour 2016			
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labour	Labor Standards	P.26
GRI 417: Marketing and Labelling 2016			
417-2	Incidents of non-compliance concerning product and service information and labelling	Advertising and Labelling	P.39
417-3	Incidents of non-compliance concerning marketing communications		
GRI 418: Customer Privacy 2016			
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Privacy Protection	P.38
GRI 419: Socio Economic Compliance 2016			
419-1	Non-compliance with laws and regulations in the social and economic area	There is no socio-economic non-compliance with related laws and regulations, please refer to sections "Opportunity" and "Morality"	P.22-29, 30-39

Note: 1. The Group's principal place of business is located in 22/F, China Overseas Building, 139 Hennessy Road, Wanchai, Hong Kong. The Group operates in two countries and conducts its principal business in Hong Kong. For changes in the Group's share capital structure for the year ended 31 March 2020, please refer to P. 105 of the Annual Report 2019/2020.

2. As at 31 March 2020, the Group's total assets were approximately HK\$475,114,000; total liabilities were approximately HK\$107,418,000, and net assets were approximately HK\$367,696,000. For the financial year ended 31 March 2020, the Group's total revenue was approximately HK\$76,172,000.

3. For all entities covered by the Group's consolidated financial statements, please refer to P.111-112 of the Annual Report 2019/2020.





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