



漢國置業有限公司

Hon Kwok Land Investment Company, Limited

(Incorporated in Hong Kong with limited liability)

(Stock Code: 160)

2018/19 ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

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About the Company

Founded in 1965, Hon Kwok Land Investment Company, Limited (“Hon Kwok Land”, collectively with our subsidiaries, the “Group”) (Stock Code: 160) is listed on the Main Board of The Stock Exchange of Hong Kong Limited (the “Stock Exchange”).

The Group’s core businesses include property development, property investment and other property related businesses. Our assets are located in Hong Kong, Chongqing, Guangzhou, Nanhai and Shenzhen of Mainland China.

Throughout the years, the Group has incorporated a strategic management approach to the business and actively engages with stakeholders to understand their needs and thoughts. Our vision is to improve quality of life and the environment through socially responsible property development, property investment and property management. We are committed to our sustainability goals and continuously fine-tune company practices, policies and strategies to produce strong Environmental, Social and Governance (“ESG”) performance. We firmly believe that a successful ESG program will enable members of the Group to optimize operational performance, identify and mitigate risks and gain a competitive advantage in the industry. By monitoring and controlling environmental and social factors associated with our business operations, we aim to ensure our long-term financial sustainability as well as that of our project communities.

About this Report

This ESG Report (the “Report”) is prepared in accordance with the Environmental, Social and Governance Reporting Guide set out in Appendix 27 (the “ESG Reporting Guide”) to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited. This Report provides an overview of the Group’s ESG policies and management approach and presents our sustainability initiatives and performance for the period from 1 April 2018 to 31 March 2019 (the “Reporting year”). The Group strives to adhere to the reporting principles of materiality, quantitative, balance, and consistency when disclosing our ESG performance.

The scope of this Report covers the Group’s major businesses and operations in property development, property investment, and property related business of which the Group has financial control. The following operations are included within:

Business / Activity	Location	
Administration	Chongqing, Guangzhou,	• Offices

	Hong Kong, Nanhai and Shenzhen	
Properties invested / managed	Chongqing	<ul style="list-style-type: none"> • Chongqing Hon Kwok Centre • Chongqing Jinshan Shangye Zhongxin
	Guangzhou	<ul style="list-style-type: none"> • Ganghui Dasha • No. 5 Residence • The Botanica
	Hong Kong	<ul style="list-style-type: none"> • Hon Kwok Jordan Centre
	Nanhai	<ul style="list-style-type: none"> • Metropolitan Oasis Phase 1 and 2
	Shenzhen	<ul style="list-style-type: none"> • City Square • City Suites
Properties under development	Guangzhou	<ul style="list-style-type: none"> • 45-107 Beijing Nan Road development project
	Hong Kong	<ul style="list-style-type: none"> • Kin Chuen Street development project
	Nanhai	<ul style="list-style-type: none"> • Metropolitan Oasis Phase 3
	Shenzhen	<ul style="list-style-type: none"> • Hon Kwok City Commercial Centre

This Report has been approved by the Board before publication, and is available from the websites of the Stock Exchange and of Hon Kwok Land.

How we manage ESG risks

The Board provides overall direction on management of sustainability issues and ESG risks. Senior managers of regional operations integrate ESG considerations into our daily operations, handle ESG matters in accordance with the guidelines provided by the Board, and report back to the Board in due course to ensure that the Group strictly abides by local ESG-related regulations and ordinances. ESG performance of the Group is regularly evaluated and reported to our stakeholders in the annual ESG report.

Stakeholder engagement

Continuous engagement with stakeholders is important for the Group to meet stakeholders' needs and expectations. The Group endeavors to create long-term value for all our stakeholders (including but not limited to investors, employees, tenants, guests, and owners of properties managed) and strives to acknowledge their opinions and feedback. We maintain close liaison with stakeholders continuously through daily encounters, meetings, and interviews. We are also committed to

maintaining a high level of transparency through press releases, announcements, promotional materials and ongoing dialogue. We believe fostering strong relationships with stakeholders is the key to successful implementation of ESG policies and practices.

The Group welcomes any comments or suggestions from our stakeholders. Please contact us for any comments or suggestions about this Report or our ESG-related practices:

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Materiality assessment

A review on last year's ESG material list, which was identified based on the results of previous stakeholder engagement, has been conducted through media and peer review to re-evaluate the focuses of the Group's ESG strategies. The results were then discussed, prioritized and endorsed by the Board and management.

Upon the annual review of ESG issues, a total of 10 issues are considered material to the Group. The results are summarized in the below table. This Report will place emphasis on issues that are considered material to our business.

Key aspects	Material ESG issues identified
Environment	<ul style="list-style-type: none">• Energy usage• Greenhouse gas emission• Waste management
Employment and labour practices	<ul style="list-style-type: none">• Talent attraction and retention• Equal opportunities• Safe working environment
Operating practices	<ul style="list-style-type: none">• Quality assurance• Anti-corruption• Customer data privacy
Community	<ul style="list-style-type: none">• Community participation

Caring for the environment

Climate change, pollution and overexploitation of natural resources all pose a substantial threat to society and the long-term sustainability of our natural systems. For this reason, the Group remains dedicated to doing our part to protect the environment and conserve natural resources. Over the years, we have strived to minimize the negative impacts arising from our operations by proactively adopting environmentally-friendly measures and policies.

Reducing energy consumption and greenhouse gas emissions

In light of the growing threats from climate change to our business and the community, we make every effort to minimize energy consumption by improving energy efficiency. The majority of the Group's energy usage comes from electricity consumption in common areas of properties managed. Throughout the years, we adopted a wide range of measures to enhance energy efficiency and reduce our carbon footprint across all business units.

Adopting sustainable initiatives in our buildings is crucial to the responsible management of our properties. LED lights are installed in the public areas as major lighting to reduce energy usage at a number of our properties. We also encourage our tenants to replace their light fixtures with LED lighting as long as appropriate. Apart from using energy-efficient lighting, sensors for lighting control are also installed in public areas of City Square and Metropolitan Oasis, where lighting would only be switched on when sound and motion is detected. Lighting equipment is also equipped with timers where they will be automatically switched off at designated hours. To develop a thorough, systematic plan to reduce energy consumption, the Group established a guideline on energy management for our Chongqing operations. The guideline not only highlights the duties and responsibilities of staff members in implementing energy-saving measures, but also provides a detailed and quantitative approach to energy management. For instance, for our own office space, the use of air conditioning/heating is only permitted in our offices when the temperature reaches 28 °C during summer or drops below 12 °C during winter. Also, the thermostat may not be adjusted lower than 25 °C in summer nor higher than 20 °C in winter. In addition, water and electricity consumption are monitored and recorded on a monthly basis to aid detection of abnormal situation like water leakage.

The Group has also taken proactive measures at the Hong Kong headquarters to control the energy use and emissions. To advocate energy-saving responsibilities among employees, we incorporate energy-saving practices into the Employee's Handbook. Employees are encouraged to switch off the office equipment such as computers, photocopiers, printers and air-conditioners when they are not in use. To enhance energy efficiency, priority is given to purchasing electronic equipment with Grade-1 Energy Labels for all Hong Kong operations.

During the Reporting year, the Group complied with all applicable laws and regulations regarding air and greenhouse gas emissions, including the Air Pollution Control Ordinance (Cap. 311) in Hong Kong, the Environmental Protection Law, and the Prevention and Control of Atmospheric Pollution Law of the People's Republic of China.

Reducing waste

Our aim is to minimize the impact of solid waste on the natural environment. Recognizing that the majority of waste recorded is generated by tenants, guests, residents, and other users of the premises, the Group has adopted a series of waste management measures to minimize the environmental impact of waste generated in our daily operations.

Being selected by the Government as a pilot area of waste sorting and recycling, City Square in Shenzhen offers recycling bins for clothing, battery and glass. To further facilitate waste segregation and recycling, our contracted cleaners segregate recyclables, leftovers, hazardous waste, and non-hazardous waste collected from residents and tenants.



Recycling bins at City Square, Shenzhen

To minimize the consumption and disposal of paper at offices, we encourage our employees to use email and electronic office system for communication, and to use duplex printing whenever possible. Unwanted office equipment such as computers are donated to the Salvation Army to extend their life cycle and divert electronic wastes from landfills.

During the Reporting year, the Group complied with all applicable laws and regulations regarding waste management, including Waste Disposal Ordinance (Cap. 354) in Hong Kong, and the Prevention and Control of Solid Waste Pollution Law of the People's Republic of China.

Using resources wisely

Recognizing that the exploitation of resources poses an impact on the environment, the Group spares no effort in looking for effective approaches to minimize water consumption in our operations.

The Group does not consume a significant amount of water in our operations. Water is utilized mainly for cleaning common areas of managed properties. Nonetheless, we are constantly in search of ways to enhance water consumption efficiency. Water is consumed by tenants and residents. Since we do not have direct control of water usage by tenants and residents, labels and notices are displayed at our properties to promote water conservation. Tenants and residents are also encouraged to contact us for maintenance in case of water leakage. Dual-flush toilets are installed at various properties to conserve water. At City Suites, our serviced apartment, bed sheets and towels are generally replaced once to twice a week, to reduce water consumption and the usage of detergent. During the Reporting year, there was no water sourcing issue within the Group.

Caring for our employees

Employees are an integral part of our Company and we are devoted to providing our staff with a fulfilling work experience and career advancement. The Group implements different measures to recruit the best talents, help employees develop their full potentials, and protect them from harm in the workplace.

Attracting talents

The Group believes that building a supportive team with the right talent is vital to the business's success. Therefore, the Group makes concerted efforts to attract and recruit talented skilled workers at all levels. Valuing diversity, fairness, and the principle of non-discrimination, we strictly abide by relevant laws and regulations including Employment Ordinance (Cap. 57), Sex Discrimination Ordinance (Cap. 480), Disability Discrimination Ordinance (Cap. 487), Family Status Discrimination Ordinance (Cap. 527), Race Discrimination Ordinance (Cap. 602) in Hong Kong, as well as the Labour Law and Labour Contract Law of the People's Republic of China.

To attract qualified talent, we provide competitive salary and employee benefits to our staff. Understanding that some employees might want more flexibility in their retirement planning, the Group provides employees in Hong Kong with different Mandatory Provident Fund options and will match their selected contribution percentage. In an effort to better protect our employees, we also provide staff in Hong Kong with medical insurance scheme that covers not only ordinary and accident medical expenses but also partial costs of basic dental care services. Following statutory regulations, we provide our staff in Mainland China with an insurance package that includes Endowment insurance, Employment injury insurance, Unemployment insurance, Medical insurance, Maternity insurance and Housing Provident Fund. For positions involving higher safety risks, such as drivers and employees who are required to make frequent visits to our construction sites, the Group provides additional accident insurance.

We understand that employees view achieving a healthy work-life balance as a primary concern and the Group makes every endeavor to promote this goal. Starting 1 January 2019, we eliminated the alternate Saturday workday in our Hong Kong office and switched to a five-day work week so that employees can enjoy weekends with families and friends. Also, employees working more than three years at the Group will be granted one additional day-off each year until the number of total annual leaves reaches a maximum of 18 days. In addition, we provide maternity leave, marriage leave, leave for jury services, and compassionate leave. For our operations in China, the Group arranges annual leave for our employees working more than one year, in accordance with the Regulation on Paid Annual Leave for Employees of the People's Republic of China. For employees working more than one year but less than 10 consecutive years at our organization, they are entitled to five days of

annual leave. For employees with 10 to 20 years of working experience at our organization, they are entitled to 10 days of annual leave. For employees with more than 20 years of working experience at our organization, they are entitled to 15 days of annual leave.

Besides ensuring adequate rest time for employees, the Group is devoted to enriching their work experience through the organizing of different group activities. For instance, the Group arranges welcome and farewell lunches for newly-joined and leaving staff respectively. Employees are invited to participate in corporate events like Christmas Lunch, Chinese New Year Lunch, and Annual Dinner as well as other leisure activities such as recreational group outings, birthday parties, speech competitions and flower arrangement activities etc. By organizing different activities, the Group hopes not only to enhance the sense of belonging among employees, but also foster a warm and friendly working environment.



The Group's Annual Dinner



Awards presentation to employees at the Group's Annual Dinner



Outing organized for the Group's employees and their family members



Staff participating in the Group's speech competition

Retaining talents

The Group believes that the development of a sustainable human resources strategy relies on an organization's ability to assist employees in climbing the career ladder and achieving work accomplishments. Only through taking care of the long-term development of our employees will we succeed in retaining talented individuals and sustaining long-term business growth.

To that end, the Group makes sure that the efforts of our employees bear fruit. We set up an annual salary review session to evaluate employee salary progression based on their performance over the year and reward their contributions accordingly. In addition, we recognize the endeavors of our existing employees at work and favor internal promotion over external recruitment. Employees with outstanding performances are eligible for internal transfer or promotions, whereby their applications will be considered on a case by case basis.

The Group is also dedicated to facilitating employees' knowledge acquisition and personal development. All new staff are given on-the-job training and assistance. In our Mainland China operations, group training is provided to newly hired staff regularly to accustom them to our corporate culture and employee's ethics.

To further nurture our talent, we organize both internal and external training events in accordance with the needs of our various different departments. During the Reporting Year, our Mainland China offices organized two internal Microsoft Excel training sessions for staff and engaged external consultants covering topics such as contractual disputes, and individual income tax reform. Moreover, ample financial resources are granted for employees to apply for membership in recognized technical and professional institutes, such memberships are requirements in, for examples, providing security services, operating high-voltage and low-voltage electrical apparatus, or performing accounting and finance duties. By sponsoring professional memberships, we hope our employees would not only obtain their professional qualifications but also leverage their expertise and contribute to our business operations.



Staff participating in an internal Microsoft Excel training workshop



Staff participating in a legal knowledge seminar

Safeguarding occupational health and safety

The Group provides our employees with a safe working environment and protects them from occupational hazards. The Group strictly abides by relevant laws and regulations in our operating locations, including Occupational Safety and Health Ordinance (Cap. 509) in Hong Kong, Work Safety Law, and Prevention and Control of Occupational Diseases Law of the People's Republic of China.

The Group incorporates an Office Health and Safety guideline into the Employee's Handbook. Employees are required to inform the Company of any health-related issue or concern that may affect their work performance, such as becoming pregnant, taking prescribed medication or suffering any injury, so that the Company may provide a better work arrangement. More importantly, they are required to report any injuries, strains or illnesses they might have suffered as a result of their work. In our Hong Kong office, we have installed water filters and air purifiers to create a more hygienic working environment and promote employees' well-being. Employees are encouraged to keep our premises clean and tidy. In our Shenzhen office, we create a healthy and comfortable working environment by decorating office areas with plants, providing our employees with ergonomic chairs, and giving our employees herbal tea during summer.

With an aim toward raising employee awareness of fire hazards and electricity overloading, our Employee's Handbook expressly discusses available safety measures, such as the locations of firefighting equipment, a floor plan displaying exit routes at our offices, and the presence of a sprinkler system. Employees are required to inform the Administration Department if any fire hazards have been noticed or suspected, including any blockage of escape routes, damage or dilapidation of firefighting equipment, improper use of office equipment or electrical appliances, or inappropriate working practice that might cause fire risks or electricity shocks.

Operating responsibly

The Group engages in diversified segments of the real estate business, including property development and investment, property management, serviced apartment management, and office leasing. Therefore, we work with a vast network of contractors, tenants and residents during our daily operations. Undertaking responsibilities throughout our value chain, we have implemented different measures in both the upstream and downstream operations to ensure high product quality, satisfying tenant and resident experience, reliable business partnerships, as well as good business ethics.

Managing contractors and suppliers

During the construction phase of our properties, the Group ensures that our main contractors comply with all relevant local laws and regulations. In Hong Kong, we maintain long term partnership with a contractor whose occupational health and safety management system has been certified to OHSAS 18001:2007 for managing construction works of our development projects. Our main contractor provides regular on-site health and safety training to all workers at construction sites to prevent the occurrence of safety incidents owing to insufficient safety knowledge among individual workers. The subsidiaries of the contractor have also developed their environmental policies in compliance with ISO 14001:2015 Environmental Management System and ISO 50001:2011 Energy Management System. Different measures to minimize environmental impacts, including dust and emissions prevention and control, noise mitigation and wastewater management, are adopted at all our construction sites. The Group encourages our contractors to implement water saving measures to prevent fresh water wastage at construction sites.

In our property management and serviced apartment business, the Group engages experienced contractors for landscaping and cleaning. Regular monitoring and reviewing are also performed to ensure the quality and compliance of our service providers. For instance, our service provider in Metropolitan Oasis is required to submit monthly reports summarizing the greenery and cleaning work, which are reviewed by our local property management team and quality evaluated against a checklist.

It is not common for our operations to perform regular bulk purchases. Therefore, we have not established any formal policies on selection of goods suppliers based on environmental and social risk considerations.

Delivering high-quality services

The Group believes that service quality contributes greatly to business success as it sustains the trust and reputation built with our customers and business partners. Operating in the real estate industry,

we strive to create a people-oriented space where different stakeholder needs are well taken into consideration. Turning words into action, the Group has implemented internal quality assurance policies that are applicable to respective businesses to constantly monitor and review the quality of our services. In Hong Kong, we aim to provide our tenants at Hon Kwok Jordan Centre with a tranquil business environment, and avoid certain types of commercial activities that might disturb our visitors or tenants. In addition, to enhance the quality of our property management services, we engage internationally renowned real estate services providers, like Cushman & Wakefield and Savills, to provide building events during the Reporting year, covering topics like handling emergent incident or building team cooperation.



In May 2018, our staff at Chongqing Hon Kwok Centre visited Guohua Financial Centre in Jiang Bei Zui to learn its property management practices

Customer safety is our top priority. The Group implements various measures to keep our tenants and residents safe. The Group requires that adequate attendants and security guards are deployed at our properties to make sure that tenants and residents will receive immediate care. Through regular fire drills, we also ensure that our staff are capable of providing adequate assistance in facilitating effective emergency escape in case of accidents. Moreover, the Group believes that in creating a safe and harmonious living environment, we must consider and prepare for a wide range of possible risks and safety incident scenarios. Our safety management approach at City Suites, a serviced apartment property in Shenzhen, is a case in point. At City Suites, first-aid trainings are provided to all staff so that they are equipped with the knowledge to take care of residents' urgent medical needs. We have also provided anti-slip mat in bathtubs to enhance slip resistance and prevent shower-related injuries. Moreover, with an aim to prevent outsiders from breaking into the apartments, we restrict the elevator access of residential floors to resident card holders only.



Employees participating in a fire drill at Chongqing Hon Kwok Centre

We sincerely welcome all comments from our tenants, residents and visitors since their advice drives our future improvement. To collect their opinions in a systematic way, the Group established multiple complaint channels and standard complaint handling procedures at all our properties. Tenants and residents can speak to security guards or concierges in person or through hotline services. They may also write down their comments on the notice boards in public areas. Once submitted or filed, all suggestions or complaints are reviewed immediately and valid complaints are then recorded for follow-up. For instance, at Metropolitan Oasis, staff are required to handle complaints within eight hours. Moreover, the local property management team at Metropolitan Oasis conducts tenant satisfaction surveys on a yearly basis to evaluate their service performance.

Protecting customer data privacy

The Group believes that customer data privacy protection is paramount to any steady business or client relationship, and strictly abides by the Personal Data (Privacy) Ordinance (Cap. 486) in Hong Kong. Our established guideline for the safe custody of documents is clearly stated in our Employee's Handbook. The guideline defines the types of documents that to be stored separately and safely. In Hong Kong, ID card number of individual visitors to Hon Kwok Jordan Centre will only be kept for one month. For operations in China, our tenants' key personal information is documented in hard copy only and are locked up in our offices where access is restricted to designated staffs.

Anti-corruption

Understanding that business integrity is the backbone of all businesses, the Group strictly abides by the Prevention of Bribery Ordinance (Cap. 201) in Hong Kong, the Anti-Money Laundering Law and the Criminal Law of the People's Republic of China. In guiding our employees' behavior, we have established a group-level anti-corruption policy and incorporated it in both the Employee's Handbooks in Hong Kong and Mainland China offices. The policy outlines all types of prohibited

behaviors that would be regarded as corruption.

Besides implementing preventive measures, we adopt a zero-tolerance approach to any corrupted practices. In that, the Group has established a whistle-blowing policy and provided employees with designated channels for reporting suspected misconduct and malpractices. The policy outlines possible criteria for corrupted behavior that should be reported, clearly states the responsibilities of the Group and our Audit Committee and explains how employee complaints would be investigated and further handled. Informants making appropriate complaints under this policy are assured of protection against unfair dismissal, victimization or unwarranted disciplinary action, even if the concerns turn out to be unsubstantiated.

During the Reporting year, there was no concluded legal case regarding corrupted practices of our employees relating to bribery, extortion, fraud and money laundering.

Caring for the community

In managing our real estate development business, the Group strives to create an inclusive and harmonious community environment in all operating locations. Therefore, the Group makes all-out efforts in promoting universal accessibility, preserving community environments, and contributing towards a better society. Various community service programmes such as blood donation, were organized during the Reporting year.

Case study 1: Providing barrier-free access at our properties

The Group firmly believes that building designs should take care of everyone's needs. As such, we built barrier-free facilities at our properties to ensure universal access for all. For instance, ramps are provided to facilitate access for physically impaired individuals and for those who are pushing baby carriage.



Ramp installed at City Square (left) and Metropolitan Oasis (right)

Case study 2: Participating clean-up campaign to protect our beautiful cityscape

We understand that facilitating a harmonious living environment not only requires quality buildings, but also the shared efforts of residents to protect the environment. Being part of the community, the Group's volunteers joined with local representatives to launch a clean-up campaign in Yubei District, Chongqing City. During the event, volunteers collected garbage and swept the streets to maintain the city's hygiene and tidiness. We believe that a society in which community members take on the responsibility of maintaining the city environment is a good illustration of modern environmental governance.



Our volunteers participated in the clean-up campaign



Participants sweeping the dirt and leaves on the street

Case study 3: Participating in mobile blood donation programme to save lives

As the level of blood collection drops during summer and winter, blood centers in Chongqing City offer mobile blood donation services in an effort to alleviate the shortage of blood supply. To help patients who are in need for blood transfusion, over 60 volunteers from the Group queued up at Chongqing Hon Kwok Centre to participate in the mobile blood donation programme. In addition to helping patients in need, we believe that this event also helps to encourage the public to participate in blood donation and play an active role in improving the lives of others.



Our volunteers participated in the mobile blood donation programme



Blood donors donating their blood inside a mobile vehicle

Key performance tableⁱ

Environmental Performance		
	Unit	2018/19
Emission		
Greenhouse gas (GHG) emissions		
Direct GHG emissions (scope 1)	tonnes of CO ₂ equivalent (tonnes CO ₂ e)	24
Indirect GHG emissions (scope 2)	tonnes CO ₂ e	8,857
GHG emission intensity		
Offices	tonnes CO ₂ e/m ² GFA	0.0424
Property management	tonnes CO ₂ e/m ² GFA	0.0092
Serviced apartment	tonnes CO ₂ e/room night	0.0006
Waste generated		
Non-hazardous waste ⁱⁱ	tonnes	1,619
Energy consumption		
Petrol consumption		
Total	L	8,967
	kWh	83,536
Electricity consumption		
Total	kWh	16,815,510
Offices	kWh	311,301
Property management	kWh	16,479,488
Serviced apartment	kWh	24,721
Energy consumption intensity		
Offices	kWh/m ² GFA	83
Property management	kWh/m ² GFA	17
Serviced apartment	kWh/room night	1
Water consumption		
Total water consumption	m ³	183,715
Offices ⁱⁱⁱ	m ³	839
Property management	m ³	179,017

ⁱ The reporting scope does not include properties under development

ⁱⁱ This covers non-hazardous waste collected from rented or sold premises in our portfolio; it does not include Hong Kong office and Shenzhen operations

ⁱⁱⁱ The reporting scope covers Chongqing Office only

Serviced apartment	m ³	3,859
Water intensity		
Offices ^{iv}	m ³ /m ² GFA	0.7057
Property management	m ³ /m ² GFA	0.1896
Serviced apartment	m ³ /room night	0.1741

Social Performance		
	Unit	2018/19
Workforce profile (As of 31 March 2019)		
Total workforce	no. of people	241
Total workforce by gender		
Male	no. of people	131
Female	no. of people	110
Total workforce by employment type		
Full time	no. of people	241
Part time	no. of people	0
Total workforce by age group		
Under 30	no. of people	42
30 – 50	no. of people	155
51 or above	no. of people	44
Total workforce by geographical region		
Mainland China	no. of people	212
Hong Kong	no. of people	29
Employee turnover		
Employee turnover rate	%	15.02
Employee turnover rate by gender		
Male	%	13.95
Female	%	16.35
Employee turnover rate by age group		
Under 30	%	21.33
30 – 50	%	14.57
51 or above	%	11.24
Employee turnover rate by geographical region		
Mainland China	%	11.88
Hong Kong	%	35.48

^{iv} The reporting scope covers Chongqing Office only

Occupational health and safety		
Injury rate	per 1,000 full-time-equivalent (FTE) workers	0
Lost days due to work injury	days	0
Work-related fatalities	number	0
Development and training		
Percentage of employees trained	%	78
Percentage of employees trained by gender		
Male	%	74
Female	%	84
Percentage of employees trained by employment category		
Senior management	%	38
Managers	%	71
Frontline and general staff	%	83
Average training hours completed per employee by gender		
Male	hours	21
Female	hours	18
Average training hours completed per employee by employee category		
Senior management	hours	6
Managers	hours	11
Frontline and general staff	hours	23
Supply chain management		
Number of suppliers by geographical region		
Mainland China	number	89
Hong Kong	number	18
Products responsibility		
Products and service related complaints	number	0
Anti-corruption		
Concluded legal cases	number	0

Appendix – HKEX ESG Reporting Guide content index

General Disclosures and KPIs		Reference / Remarks	Page
A. Environmental			
Aspect A1 Emissions			
General Disclosure		Caring for the environment - Reducing energy consumption and greenhouse gas emissions & Reducing waste	5-6
KPI A1.1	The types of emissions and respective emissions data.	Not disclosed. The Group generated no significant emissions during the Reporting year.	/
KPI A1.2	Greenhouse gas emissions in total (in tonnes) and, where appropriate, intensity.	Key performance table - Environmental Performance	20-21
KPI A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity.	Not disclosed. The Group generated no significant hazardous waste during the Reporting year.	/
KPI A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity.	Key performance table - Environmental Performance	20-21
KPI A1.5	Description of measures to mitigate emissions and results achieved.	Caring for the environment - Reducing energy consumption and greenhouse gas emissions	5-6
KPI A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved.	Caring for the environment - Reducing waste	6
Aspect A2 Use of Resources			
General Disclosure		Caring for the environment	5-7
KPI A2.1	Directed and/or indirect energy consumption by type in total (kWh in '000s) and intensity.	Key performance table - Environmental Performance	20-21
KPI A2.2	Water consumption in total and intensity.	Key performance table - Environmental Performance	20-21

General Disclosures and KPIs		Reference / Remarks	Page
KPI A2.3	Description of energy use efficiency initiatives and results achieved.	Caring for the environment - Reducing energy consumption and greenhouse gas emissions	5-6
KPI A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved.	Caring for the environment - Using resources wisely	7
KPI A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	The use of packaging material is not material to the Group’s property investment and management operations.	/
Aspect A3 The Environment and Natural Resources			
General Disclosure		Not disclosed. We do not consider our operations to have significant impact on the environment and natural resources.	/
KPI A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.		
B. Social			
Employment and Labour Practices			
Aspect B1 Employment			
General Disclosure		Caring for our employees - Attracting talents	8-10
KPI B1.1	Total workforce by gender, employment type, age group and geographical region.	Key performance table - Social Performance	21-22
KPI B1.2	Employee turnover rate by gender, age group and geographical region.	Key performance table - Social Performance	21-22
Aspect B2 Health and Safety			
General Disclosure		Caring for our employees - Safeguarding occupational health and safety	12
KPI B2.1	Number and rate of work-related fatalities.	Key performance table - Social Performance	21-22
KPI B2.2	Lost days due to work injury.	Key performance table - Social Performance	21-22
KPI B2.3	Description of occupational health	Caring for our employees -	12

General Disclosures and KPIs		Reference / Remarks	Page
	and safety measures adopted, how they are implemented and monitored.	Safeguarding occupational health and safety	
Aspect B3 Development and Training			
General Disclosure		Caring for our employees - Retaining talents	10-11
KPI B3.1	The percentage of employees trained by gender and employee category.	Key performance table - Social Performance	21-22
KPI B3.2	The average training hours completed per employee by gender and employee category.	Key performance table - Social Performance	21-22
Aspect B4 Labour Standards			
General Disclosure		The issue of child and forced labour is not material to the Group’s property investment and management operations.	/
KPI B4.1	Description of measures to review employment practices to avoid child and forced labour.		
KPI B4.2	Description of steps taken to eliminate such practices when discovered.		
Operating Practices			
Aspect B5 Supply Chain Management			
General Disclosure		Operating responsibly - Managing contractors and suppliers	13
KPI B5.1	Number of suppliers by geographical region.	Key performance table - Social Performance	21-22
KPI B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored.	Operating responsibly - Managing contractors and suppliers	13
Aspect B6 Product Responsibility			
General Disclosure		Operating responsibly	13-16
KPI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	During the Reporting year, there was no product sold or shipped subject to recalls for safety and health reasons.	/
KPI B6.2	Number of products and service related complaints received and how	Operating responsibly - Delivering high-quality services & Key	13-15 & 21-22

General Disclosures and KPIs		Reference / Remarks	Page
	they are dealt with.	performance table - Social Performance	
KPI B6.3	Description of practices relating to observing and protecting intellectual property rights.	Not disclosed as this issue does not pose significant risk to our operation.	/
KPI B6.4	Description of quality assurance process and recall procedures.	Operating responsibly - Delivering high-quality services	13-15
KPI B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored.	Operating responsibly - Protecting customer data privacy	15
Aspect B7 Anti-corruption			
General Disclosure		Operating responsibly - Anti-corruption	15-16
KPI B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.	Operating responsibly - Anti-corruption & Key performance table - Social Performance	15-16 & 21-22
KPI B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.	Operating responsibly - Anti-corruption	15-16
Community			
Aspect B8 Community Investment			
General Disclosure		Caring for the community	17-19
KPI B8.1	Focus areas of contribution.	Caring for the community	17-19
KPI B8.2	Resources contributed to the focus area.	Caring for the community	17-19