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Artist Credit: Zhang Xiao Li



# SUSTAINABILITY PERFORMANCE AT A GLANCE

## PEOPLE

**31,000+**  
training hours provided

**41%**  
of management positions held by women

**HK\$13M+**  
in donations

**426** volunteering hours provided, a 28% increase from previous year

## PROSPERITY

**1<sup>st</sup>** Real Estate Developer in Hong Kong to adopt MiC technique in private residential development

**10** start-ups from “CCG Accel – Powered by HKSTP” to pilot run new technology

**HK\$15B** of sustainability-linked and green loan secured

**HK\$5,076M** in revenue

## PLANET

**2<sup>nd</sup>** Real Estate Developer in Hong Kong to complete the 1.5°C-aligned Science Based Targets validation

**14%** reduction in 2021's carbon intensity from a 2020 base year

**2%** reduction in energy intensity and water intensity compared to previous year

**21** BEAM Plus/ LEED building certificates<sup>1</sup> obtained

## GOVERNANCE

**84%** achievement of annual sustainability commitments

**41** sustainability-related awards received

**B** in the CDP's Climate Change Assessment, first rated in 2022

<sup>1</sup> Covering the number of Provisional Assessment and Final Assessment certificates for both New Buildings and Existing Buildings as at 30 June 2022.



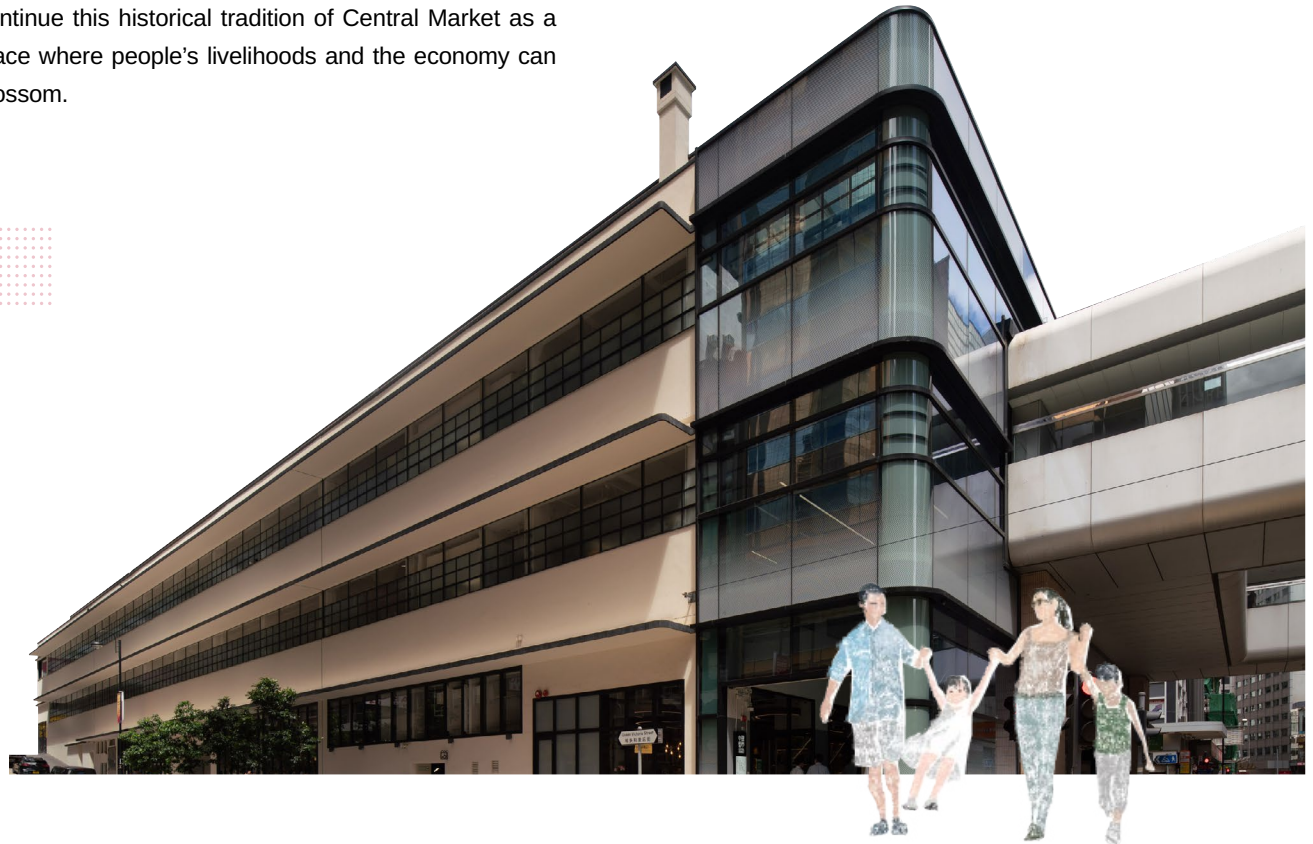
# Central Market

## REVITALISE AS A 'PLAYGROUND FOR ALL' OFFERING CULTURE, LEISURE AND ENTERTAINMENT EXPERIENCES

Chinachem Group (the “Group”) has jointly managed and operated with the Urban Renewal Authority (“URA”) to reimagine a Grade 3 historic building, Central Market, as a vibrant, bustling place to foster social cohesion and inclusion, sustain cultural legacy, and fuel innovation for future generations. The revitalised Central Market supports telling the story of Hong Kong to the world while also unleashing opportunities to support local businesses, encourage visitor arrivals and create a welcoming space for the community, fitting with the Group’s Triple Bottom Line, a commitment that benefits **People**, brings **Prosperity** to the community, and preserves the **Planet** (“3Ps”).

Central Market was redesigned as a community hotspot that echoes the three key themes, namely “Approachable”, “Energetic”, and “Gregarious”, making it a “Playground for All” with commercial, cultural and community uses where people of all ages can dine, shop and work with a curated heritage experience.

The revitalised Central Market also propels high-potential start-ups through a pilot-to-mass adoption process to nurture innovations that support its sustainable growth. The second floor showcases different small and medium enterprises and start-ups to continue this historical tradition of Central Market as a place where people’s livelihoods and the economy can blossom.





# Playground for All

## APPROACHABLE 親

- Provide quality space for public enjoyment, and to promote Central Market as a community meeting place.

**12** million visitors since opening

**700+** plants

**1000+** m<sup>2</sup> of green open space

Spacious and inclusive

**pet-friendly space**

- The interior space is divided into zones by placement of 700 plants, turning Central Market into a “Green Urban Oasis”, where people can meet up, mingle and socialise.
- Interactive technology and animated elements have been used to portray the Hong Kong story and history of Central Market.





## ENERGETIC 動

- Host diversified community activities, infusing vibrancy into Central Market.

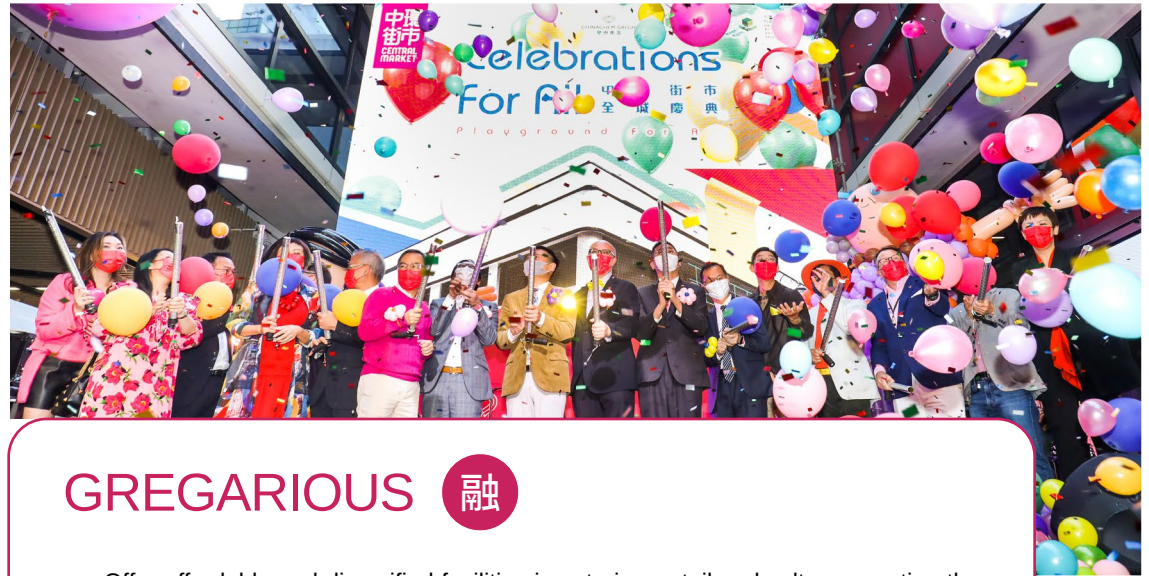
Connect the community with sustainability-focused events

**180+** guided tours organised

**680+** events hosted

**2,500+** m<sup>2</sup> of functional event space

- “Edutainment” elements have been added to diversified activities for the public to participate in.
- The open-plan design facilitates the organisation of cultural and leisure activities, exhibitions and public events.



## GREGARIOUS 融

- Offer affordable and diversified facilities in catering, retail and culture, meeting the needs of people from all walks of life.

**10**

start-ups from “CCG Accel – Powered by HKSTP” to pilot run new technology

**100+**

leasable units for retail and F&B

- The “Plug to Operate” model provides local brands and start-ups with instant infrastructure, allowing them to test out concepts on short-term leases, with minimised risk and overhead.

Additionally, the Group has established a tenant academy to guide new and inexperienced business owners on how to operate a company.

- Ten start-ups were shortlisted to try out their Property Technology (PropTech) solutions in Central Market to enhance the shopping experience, the building’s sustainability performance, and the efficiency of its operations and management.



# MiC Project

## 1<sup>st</sup> PRIVATE RESIDENTIAL PROJECT IN HONG KONG TO LEVERAGE INNOVATIVE MODULAR INTEGRATED CONSTRUCTION (MiC) TECHNIQUE

The Group has steadfastly made Hong Kong a more liveable city by championing and adopting PropTech solutions. Tonkin Street Redevelopment Project, a joint residential development in West Kowloon with the URA – is the first private residential project in Hong Kong adopting the concrete Modular Integrated Construction (“MiC”) technique. This is an innovative construction method in which modules are manufactured and assembled in a factory and installed on-site. The MiC technique brings tangible environmental benefits over conventional methods, including a 30% increase in construction speed, a 70% reduction in on-site labour, a 75% reduction in construction noise, and a 68% reduction in construction waste. The MiC technique also significantly improves the productivity, safety and sustainability performance of the construction site.

The Tonkin Street Redevelopment Project has attained the Grand Award in the “New Buildings Category: Projects Under Construction and/or Design - Residential” of the Green Building Awards 2021, which recognises its contributions to providing a greener environment and a healthier community.



▲ 30%

construction speed

▼ 70%

on-site labour

▼ 75%

construction noise

▼ 68%

construction waste



# SBTs Validation

## 2<sup>nd</sup> REAL ESTATE DEVELOPER IN HONG KONG TO COMPLETE THE SCIENCE BASED TARGETS INITIATIVE (SBTi) DECARBONISATION TARGETS VALIDATION



With the urgency of combating climate change, the Group proactively responds to protect our environment. In January 2022, the Group received validation from the Science Based Targets Initiative (“SBTi”) that the Group’s carbon reduction targets fulfil the conditions for limiting global warming to 1.5°C. SBTi is the globally most recognised organisation for evaluating and approving scientifically based reduction goals pledged by businesses without considering any CO<sub>2</sub>-compensating climate projects.

The Group is the second real estate developer in Hong Kong to complete this validation. The Group has made a bold commitment to lowering its operational carbon intensity under Scope 1 and 2 by 51.8% and its Scope 3 carbon intensity from capital goods, downstream leased assets and waste generated in operations by 20% by 2030 from a 2020 base year.

### Carbon Emissions Intensity (tCO<sub>2</sub>e/m<sup>2</sup>)

2030 Target:

▼51.8%

2021 Target<sup>2</sup>:

▼21.3%

2021 Progress<sup>2</sup>:

▼14.4%

<sup>2</sup> Compared to a 2020 base year





# Nina Park

INNOVATION AND SUSTAINABILITY MEET THE MOST ANCIENT OF RELICS



**1<sup>st</sup>** museum-grade fossil garden in Hong Kong

**2<sup>nd</sup>** “Playground for All” with extensive “edutainment” elements

Nina Park is another “placemaking” project of the Group that embodies the concept of “Playground for All” to create a public area that people of all ages can access for free. During the Reporting Period, Nina Park was closed for renovation and is expected to re-open to the public in fall 2023.

The renovated Nina Park will be the first museum-grade fossil garden in Hong Kong. Through extensive “edutainment” elements, visitors would have the opportunity to learn about petrified wood formation while understanding the fragility of the environment and the importance of its protection. Interactive multimedia content would guide visitors to browse arrays of petrified wood fossils. Fun-filled educational activities would be organised in a two-storey Experience Centre, such as docent tours, workshops, and science demonstrations, which are suitable for each family member to participate in.

Considering the surrounding landscape and climatic conditions, the design layout of Nina Park has incorporated award-winning technological and sustainable solutions, including a Harvest Rainwater Play Area, and a smart bench. A wind-catching design was adopted in the Experience Centre to optimise the application of natural lighting and ventilation to reduce heat gain, and thus the energy demand of the building.

With a remarkable petrified wood collection, innovative technology and inspiring educational activities, Nina Park would be another example to show how we put 3Ps into action that connects People, brings Prosperity to our neighbourhood, and protects our Planet.





# Lai Chi Wo Story Room

## PRESERVE A 300-YEAR-OLD HAKKA VILLAGE CULTURE



Hong Kong is our base of operation, and we proactively support the preservation of our cultural heritage. The Group recognises that many aspects of rural village culture in Hong Kong face an uncertain future. If we do not act immediately to conserve our culture, many will be vanished within this generation.

The Group funded the Lai Chi Wo Story Room and collaborated with the Government's Agriculture, Fisheries and Conservation Department, the Lions Nature Education Foundation and Lai Chi Wo Pui Shing Tong to conserve the traditions of seven Hakka villages in the Northeast New Territories, also known as the "Hing Chun Alliance," giving young people a chance to learn more about Hakka culture.

Through multimedia displays and installations, the story room unveils the authentic rendition of Hakka village life, including wedding rituals, traditional medicine, and Hakka folk songs. With these coordinated endeavours, innovation and creativity, we are committed to enhancing the awareness of Hakka villages' unique social and cultural makeup while generating positive social and economic outcomes for the area.



7 villages of the Hing Chun Alliance

UNESCO -recognised cultural heritage

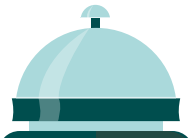


## ABOUT CHINACHEM GROUP

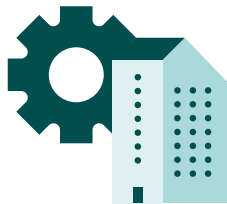
Chinachem Group (the “Group”) is a leading property developer based in Hong Kong, with a real estate pedigree dating back to the 1960s. The Group has worked with the purpose of creating “Places with Heart”, which delivers positive impacts for all our stakeholders on a long-term, as well as sustainable basis. Our diverse portfolio comprises residences, offices, industrial buildings, hotels, shopping malls, mixed-use developments, and movie theatres.



**Property Investment and Property Development:** consisting of commercial, retail, residential and industrial properties. Projects include Nina Tower, One Hennessy, The Lily, One and Two Chinachem Central, and Mount Anderson.



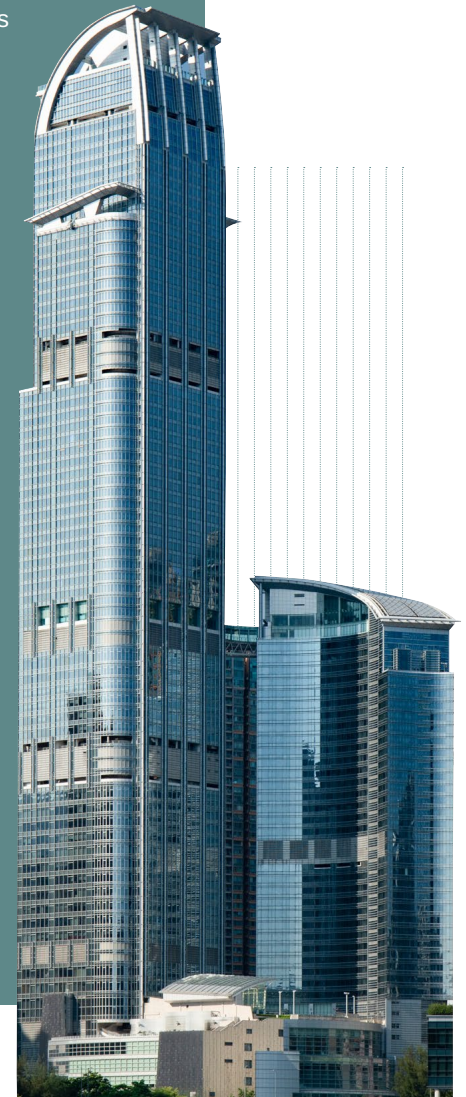
**Hospitality:** a part of the Group, Nina Hospitality Company Limited (“Nina Hospitality”) operates and manages a portfolio from hotels and serviced apartments, branded Nina and Lodgewood, which offer guests warm welcome, generous hospitality and homelike comfort. Each Nina Hotel has its unique style, yet they all share the same blend of contemporary, attentive Asian hospitality.



**Property Services:** the Group provides a comprehensive range of high-quality property services, including facilities management, innovative cleaning solutions, security services, and comprehensive installation, repair and maintenance operations.

By leveraging our deep expertise in developing and managing a diverse asset base, the Group has enhanced the performance of its portfolio and strengthened its recurring income streams. During the Reporting Period, the revenue and underlying profit (after tax and before non-controlling interests) amounted to HK\$5,076 million and HK\$1,968 million respectively, and the total asset value was approximately HK\$159.10 billion. The revenue was mainly attributable to four major segments, namely property investment (49%), property development (28%), hotels (14%) and property services (4%).

Guided by 3Ps, the Group has leveraged its resources to balance People, Prosperity and Planet, ensuring that every decision is environmentally and socially responsible.





## CEO STATEMENT

### Dear Stakeholders,

Responding to evolving social needs, as well as the prolonged impacts of climate change and COVID-19, Chinachem Group remains dedicated to creating better and more liveable places, and to serving the community guided by our Triple Bottom Line — equal importance of People, Prosperity and Planet. Driven by the positive mindset of our colleagues, we have accelerated the incorporation of sustainability elements into all of our operations, achieving numerous successes.

In FY2021/22, we strengthened our efforts in cultural heritage revitalisation and conservation. We have taken up the operation and management of the Central Market Revitalisation Project by embodying three key themes — “Approachable, Energetic and Gregarious” — in order to reimagine it as a “Playground for All” incorporating entertainment, leisure and cultural elements. We also funded the Lai Chi Wo Story Room, collaborating with the Government’s Agriculture, Fisheries and Conservation Department, the Lions Nature Education Foundation and Lai Chi Wo Pui Shing Tong to conserve and promote our intangible cultural heritage so as to share the history and stories of Hakka culture with future generations.

Climate change presents an urgent challenge — indeed its effects are already being felt. By making efforts to reduce our carbon emissions generated from our business operations, we have helped mitigated climate change. Accordingly, we conducted a climate risk assessment in FY2021/22 and are taking steps to enhance understanding of climate change

among our staff members. The Chinachem Group Carbon Reduction Roadmap - CCG 3050+ sets out our commitment to reducing our carbon emissions by 51.8% in 2030, compared with the base year of 2020. We are just the second real estate developer in Hong Kong to have 1.5°C-aligned Science Based Targets (SBTs) approved.

We are also committed to diversifying our portfolio by extending our business landscape to such areas as healthcare, elderly care, green data centre and logistics, so as to help build prosperity for the economy. Through all these various initiatives to advance sustainability, we aim to create a better, greener future for Hong Kong.

In closing, I extend my appreciation to our colleagues, customers, tenants, partners and other stakeholders for their continued support and dedication to our sustainability journey. We look forward to telling you more about our sustainability initiatives in next year’s Report.

### Ar. Donald CHOI, JP

Executive Director and CEO  
Chinachem Group  
March 2023





# OUR SUSTAINABILITY MILESTONES

## 2019

- Established the “CCG 3038 - Strategic Roadmaps and 2019 Sustainability Plan”, a commitment to reducing carbon emissions by 38% by 2030
- Secured the 1<sup>st</sup> green loan for the Group's development project in Ho Man Tin, Hong Kong
- Signed a 5-year collaborative agreement with CLP Power to increase the energy efficiency of Nina Tower
- Chinachem Sustainability Conference 2019 - “Sustainable Neighbourhood: How to Foster Age-friendly Developments”

## 2021

- Signed the operation contract for the Central Market Revitalisation Project to shape Central Market as a “Playground for All”
- Being the 1<sup>st</sup> real estate developer in Hong Kong to introduce concrete Modular Integrated Construction (MiC) in a private residential project



## 2020

- Announced brand rejuvenation in celebration of its 60th Anniversary and repositioning as a developer of “Places with Heart” – a commitment to positively impacting people, the community and the environment
- Formed the Sustainability Steering Committee and the Sustainability Task Force to drive the sustainability journey of the Group
- Being the 1<sup>st</sup> real estate developer in Hong Kong to introduce “Enertainer” to promote clean energy use on construction sites
- One Hennessy and Mount Anderson were featured in World Sustainable Built Environment Online Conference 2020 Hong Kong Report

- Signed a Memorandum of Understanding (“MoU”) with Smart City Consortium to foster smart city development and cybersecurity standards
- Published the 1<sup>st</sup> Sustainability Report, detailing the Group's sustainability performance in FY2019/20

## 2022

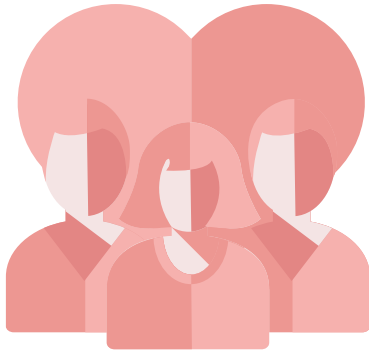
- Established a Green Finance Framework to fund projects that will deliver environmental benefits to support the Group's business strategy and sustainability vision
- Signed the 1<sup>st</sup> sustainability-linked loan facility of HK\$1 billion
- Teamed up with HKSTP to accelerate smart city start-ups development and pilot-first technology adoption in Hong Kong
- Supported an Urban Climb 300M+ Wheelchair-bound Athlete, Lai Chi-wai complete Nina Tower Charity Climbing Challenge
- Funded the Lai Chi Wo Story Room to preserve Hong Kong's intangible cultural heritage
- Signed a MoU with an engineering company to foster collaboration on Healthcare Facilities Management
- Chinachem Group Sustainability Conference 2021 with focus on multi-dimensional solutions to shape a smart city for all ages
- Being Hong Kong's 2<sup>nd</sup> real estate developer to have completed SBTi validation with a 1.5°C-aligned target, with the “Chinachem Group Carbon Reduction Roadmap - CCG 3050+” (CCG 3050+) in place which aims to reduce carbon emissions by more than 50% by 2030
- Signed the 2<sup>nd</sup> sustainability-linked loan facility totalling HK\$1 billion to support the advancement of the Group's sustainability goals
- Opened the city's largest Community Vaccination Centre on private land, offering convenient vaccination services for hundreds of thousands



# VALUE CREATION THROUGH 3PS — PEOPLE, PROSPERITY AND PLANET

Being a purpose-driven enterprise, the Group actively seeks to make a positive contribution to society through its adherence to the Triple Bottom Line, a commitment that benefits **People**, brings **Prosperity** to the community, and preserves the **Planet** (3Ps).

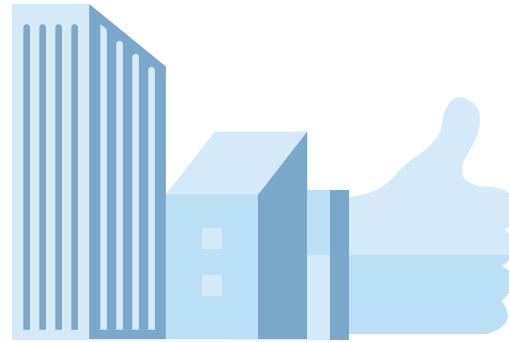
## PEOPLE



Working together with our colleagues, customers, and other stakeholders to reach our sustainability vision and have the most positive effect on the communities we serve

- Valuing and enhancing our people
- Embedding diversity and inclusion into our culture and services
- Supporting vulnerable groups in society
- Providing the elderly with happier and healthier lives
- Inspiring the next generation

## PROSPERITY



Shaping a prosperous future focusing on technology innovation and sustainable investment

- Accelerating the development and adoption of innovative solutions to enhance our future-adaptive capability
- Embedding ESG into decision-making to ensure meaningful and sustained investments

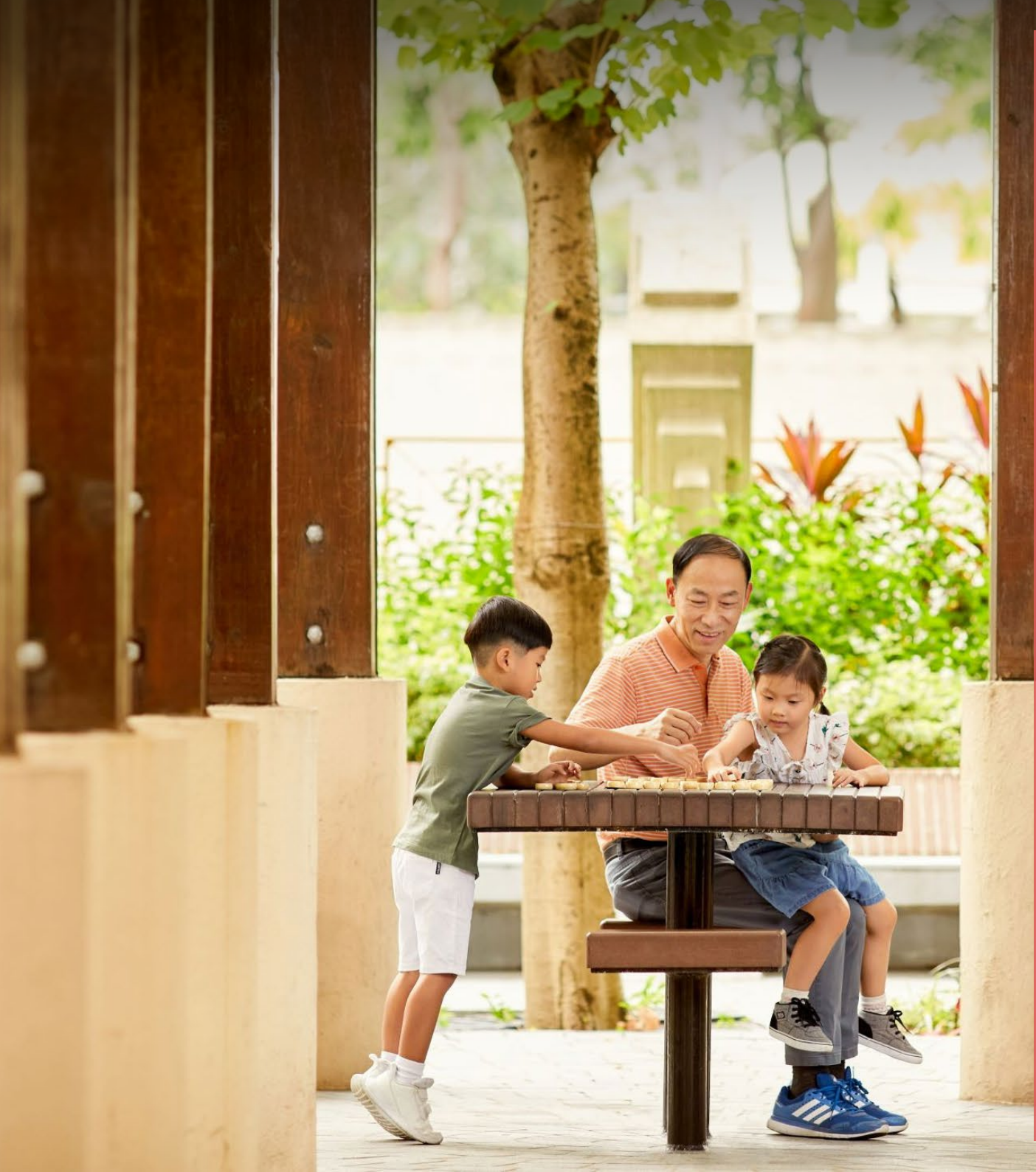
## PLANET



Always working to minimise our impact on the environment and do our part in tackling challenges caused by climate change

- Ensuring ethical and sustainable sourcing of materials
- Designing and developing our projects sustainably
- Reducing the use of resources in our development and operations
- Evolving our strategies and measures to be more climate resilient





# PEOPLE



As a responsible corporate citizen, we acknowledge that we play a critical role in the well-being of our communities. We are dedicated to actively engaging with and supporting our local communities and prioritising building meaningful relationships with the individuals and places we serve.

**31,000+** training hours

**41%** of management of positions held by women

**HK\$13M+** in donations



## BUILDING LIVEABLE AND VIBRANT COMMUNITIES

Through our unwavering commitment to understanding and addressing our communities' unique needs and aspirations, we strive to make a positive impact and drive sustainable change.

During the Reporting Period, we continue to leverage our resources, talents, and expertise to give vulnerable groups a helping hand with heart. We hope to make a difference in people's lives through various programmes, and help address pressing social issues.



### Developing Homes Suited for the Ageing Population

Given the rise of the ageing population in Hong Kong, taking care of senior citizens has become one of our core focuses. The Group supported the research on the ageing population, aiming to provide a sustainable community where the elderly can enjoy various social, entertainment and care services to enhance their quality of life and well-being.

The Group commissioned the Jockey Club Institute of Ageing of The Chinese University of Hong Kong to conduct a five-year study on providing high-quality housing for the elderly community. One of the marked deliverables was to develop the "Residential Design Guide for Healthy Ageing in Hong

Kong", which serves as the blueprint for providing high-quality housing for the elderly community in our residential development projects. Age-friendly features, including wider corridors and lifts, barrier-free facilities, and others, would be incorporated into the project design to accommodate customers who wish to age in place. Mount Anderson, our residential project at Anderson Road, is a pioneer in adopting the new concept of an all-age living community.

To continue our endeavours, the Group is diversifying its business portfolio to serve ageing communities better. In August 2022, the Group announced the acquisition of

approximately 56.15% interest in Pine Care Group Limited from its controlling shareholders for a total of about HK\$450 million. The acquisition marked the beginning of our journey to develop our healthcare and elderly care business.

## Organising the Chinachem Group Sustainability Conference 2021

Organised by the Group and co-organised by the Hong Kong Green Building Council (HKGBC), the Chinachem Group Sustainability Conference 2021 was held on 7 May 2021. Carrying the theme “Creating a Sustainable and Healthy Community for All Ages”, the Conference featured 12 renowned local and overseas speakers from government organisations, academia and the architectural, technology and financial sectors. They were invited to share the best practices and explore multi-dimensional solutions to shape a smart city for all ages, drawing on insights learnt from the pandemic. The Conference was attended by around 300 representatives and experts from various industries.



## Launching the Care for the Elderly Ambassador Programme

Since early 2021, a three-year “Care for the Elderly Ambassador Programme” has been launched by the Group in collaboration with the Senior Citizen Home Safety Association, a non-profit charitable organisation aiming to improve the quality of life for seniors ageing in place. This programme encompasses three main activities—Home Visits to the Elderly, Care over the Phone and School Talks on Life Education and Elderly Care—to strengthen the bonds of care between the elderly and youth, especially in the midst of the pandemic.





## Organising the “Hearts in Motion Ding! Ding! Ding!” activity

While it is always worthwhile to experience the city’s multi-faceted culture, we recognise that some people, especially those from low-income households, may yet to have the opportunity to do so. The “Hearts in Motion Ding! Ding! Ding!” activity provided free tram tours to elderly, students and underprivileged members of the communities including the low-income families and intellectually disadvantaged. The activity introduced the riders to Hong Kong’s rich history and culture and helped them enhance their understanding and appreciation for heritage conservation.

These diverse groups were introduced to the history and folklore of their home city by way of a pleasant, educational and entertaining ride on the Chinachem tram, where the tram body was specially made over for the event. On each journey, a professional docent told stories of the passing neighbourhoods, connecting past with present and highlighting the value of conserving and enhancing the city’s fabric. From Sheung Wan to Causeway Bay, the tour introduced its riders to a wide variety of prominent and hidden features of the cityscape, buildings that have been lost, and landmarks that have been preserved.

With support from various charity organisations and other groups, more than 3,000 beneficiaries took part in the activity.





## Offering Safe Shelter for the Vulnerable

Hong Kong is known for its wealth but is also home to hundreds of thousands of low-income families. Following 3Ps, the Group has committed to utilising our resources to help under-resourced families. Since 2019, we teamed up with Habitat for Humanity Hong Kong, which is a global non-profit organisation, that aims to build simple and affordable houses in various countries. In 2022, the Group provided four units of a vacant building in Jordan, Hong Kong. Urban Ecologies Design Lab under the Faculty of Architecture of the University of Hong Kong and Habitat for Humanity converted the four units into temporary accommodations for the homeless. The “Project Home Works” programme was also launched to offer house repairing services to the under-resourced elderly and the physically disabled. The programme strives to improve their housing conditions, build community, and convey hope and happiness to the communities.





## Supporting the “Run to the Moon” Campaign

The Group supported the “Run to the Moon” campaign organised by the F&B Run Club to raise funds for children with rare diseases and underprivileged youth. More than sixty colleagues participated in the kick-off run in September 2021. The goal was to run, hike or walk 384,000 kilometres, the distance between the Earth and the moon. Apart from engaging in the fundraising campaign, the Group donated HK\$250,000 to the InspiringHK Sports Foundation for underprivileged children living in Tsuen Wan and Kwai Tsing or whose parents work in the F&B industry, providing them with standardised and professional running training.



## Arranging the special screening of “Never Settle”

We arranged a special screening of an inspiring movie, Never Settle, a documentary about the “Urban Climb 300M+” challenge. A true story about disabled climber Lai Chi-wai, who climbed Nina Tower with his wheelchair, it encourages people to face the challenges in life together bravely and instils respect for people with disabilities for a more inclusive society.





## CARING THE COMMUNITIES DURING COVID-19

The COVID-19 pandemic causes adverse effects in many areas, and people from all walks of life encounter hardship. We see it as our responsibility to support the communities we serve. That is why we have responded quickly to combat COVID-19 and positively contribute to the people across the districts. The construction of a vaccination centre, provision of Rapid Antigen Test (“RAT”) Kits, implementation of Vaccination Promotion Programs, and provision of support for quarantined visitors were a few measures taken.

### Responding swiftly to the Fifth Wave of COVID-19

When the fifth wave of COVID-19 hit in March 2022, the Group, with another real estate developer, offered a new pop-up Community Vaccination Centre (“CVC”) at the junction of Leighton Road and Caroline Hill Road, Causeway Bay, Hong Kong, which was the largest CVC within a private property portfolio. The CVC was built in record time, just 18 days, as part of a collaborative effort to hasten Hong Kong’s recovery.

Also, the Group partnered with an eye caring company and a biotech company to donate 20,000 RAT Kits to the Fu Hong Society and 80,000 RAT Kits with other anti-epidemic supplies and daily necessities such as masks, hand sanitiser, canned food to around 4,000 low-income families in Tsuen Wan, Sham Shui Po and Yau Tsim Mong districts.

Moreover, the Group donated HK\$500,000 to Hong Kong Sheng Kung Hui Welfare Council to alleviate their substantial expenses of employing temporary care workers, paying special allowances, and purchasing anti-epidemic supplies and disinfection.



# 100,000

RAT Kits have been donated to benefit residential care homes, daycare centres and underprivileged families.





## Strengthening the Immunity Barrier against COVID-19

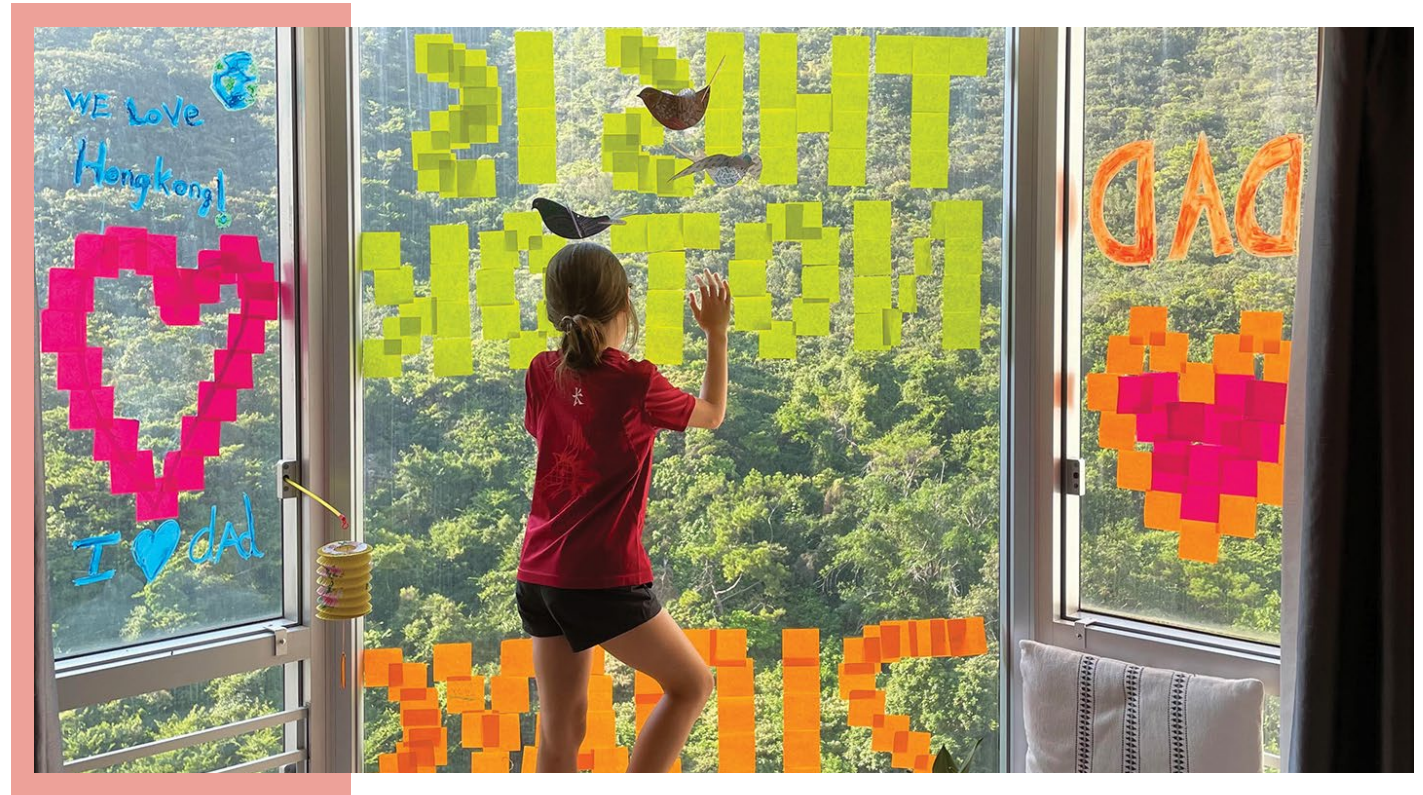
In support of the HKSAR Government vaccination exercise to build an immunity barrier for Hong Kong, the Group organised the “Chinachem Group City-Wide Lucky Draw” with over HK\$20 million worth of prizes, including a staycation and shopping vouchers. The Group supported Hong Kong Community Anti-Coronavirus Link and Tsuen Wan District Office to provide the venue at the Nina Hotel Tsuen Wan West for the Tsuen Wan Vaccination Day.





## Supporting Communities through Our Hospitality Arms

The spread of COVID-19 has caused widespread fear and gloom. As part of our commitment to serving and contributing to the Hong Kong community to combat COVID-19, Nina Hotel Island South was one of the Designated Hotels to offer quarantine stay. Several media recommended Nina Hotel Island South as one of the “Best quarantine hotels in Hong Kong”. Tower 1 of Nina Hotel Tsuen Wan West was also operated as a quarantine hotel in December 2021. The Group also backed the HKSAR Government’s Community Isolation Facility Hotel Scheme in early 2022, offering Nina Hotel Causeway Bay and Nina Hotel Kowloon East as isolation facilities for those who tested positive for COVID-19 but showed no or moderate symptoms.



The event, known as “The Wave”, was self-organised by more than 170 quarantined hotel guests in Nina Hotel Island South to show mutual support to nearby residents and show appreciation to our hotel’s colleagues by decorating the hotel’s windows with positive and uplifting messages written on colourful post-it notes. Colleagues of Nina Hotel Island South waved back to the guests with cheerful smiles. We know how difficult it is to be quarantined. The Group sponsored snacks and drinks for virtual Happy Hours to inject a little cheer into the monotony of isolation.



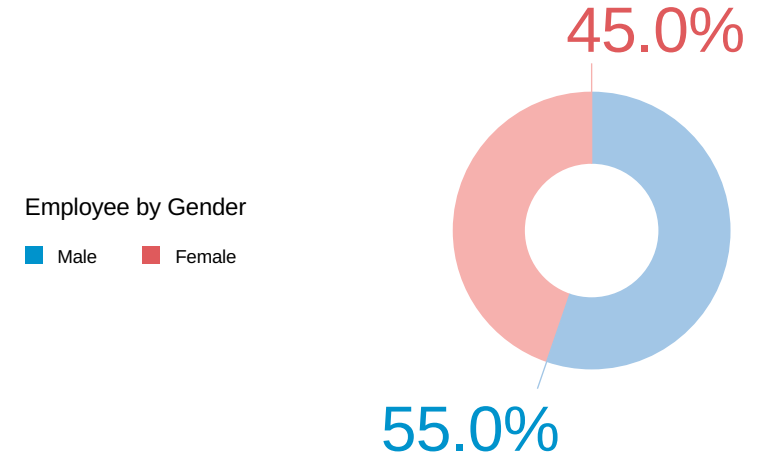
## EXPANDING OUR EFFORTS TO CREATE A DIVERSE, INCLUSIVE AND HEALTHY WORKPLACE

The people who work for the Group are our greatest asset and a significant factor in our success. A diverse, inclusive, and healthy workforce is crucial to creating long-term, sustainable value for our stakeholders. Our colleagues' happiness and growth are among our top priorities, so we work hard to foster an atmosphere where they can do their best work and feel appreciated. We care for our colleagues' physical and mental wellness and have organised various activities for colleagues from different departments and workshops.

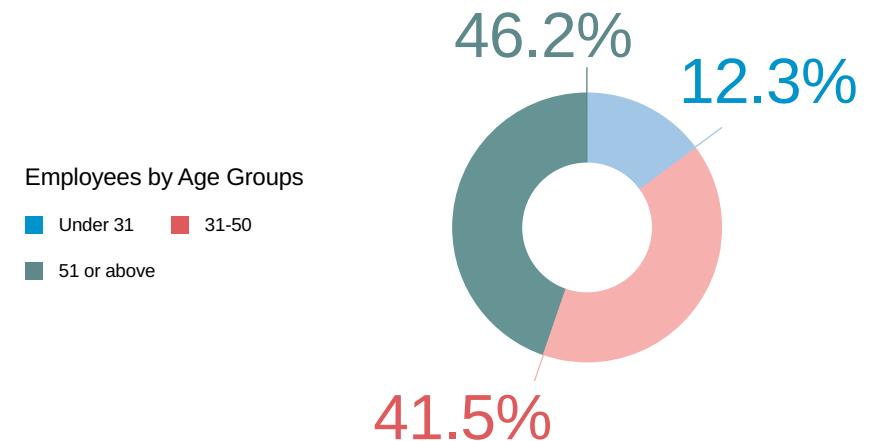
As of 30 June 2022, the Group hired approximately 2,982 full-time and part-time employees. Women comprise 45.0% of the Group's workforce, and over 41% of management positions are held by women.



Employees by Gender



Employees by Age Groups



## Creating a Supportive and Healthy Working Environment

We have thousands of colleagues within the Group. Building connectedness among them could not happen overnight, but it would take time and effort. The “Get to Know Your CCG Peers” and cross-departmental competitions were just two events we conducted over the Reporting Period to enable our colleagues to get to know one another.

We also transformed the headquarters office in Tsuen Wan into a more open and spacious one so that people of all ranks and responsibilities can sit together to facilitate a two-way conversation. By incorporating more collaboration spaces and social hubs, the new office design emphasises group work and social intercourse to foster a healthy work-life balance and stronger teamwork. The renovated headquarter office is designed to protect colleagues’ health by promoting good indoor air quality and water, natural light, and eco-friendly materials, which helps increase employees’ awareness of the importance of maintaining a healthy lifestyle. The Group has decided to pursue BEAM Plus and WELL certifications for this renovation project; this thoughtful design has also demonstrated how it cares about the well-being of its colleagues and the environment.

## Safeguarding Colleagues’ Mental and Physical wellbeing

To provide mental support for colleagues dealing with the COVID-19 outbreak, we set up hotlines and provided care packs to colleagues in quarantine and those working in the quarantine hotels. Furthermore, an exclusive quarantine accommodation package has been available for our colleagues and their family members. On top of the healthcare measure, comprehensive insurance was provided for all colleagues against losses and expenses caused by COVID-19.

We know the risk of disease correlates with the food people choose to eat. Nina Hospitality saw the importance of a balanced diet and thus employed a nutritionist to assist with developing new menus for employee canteens. Courses associated with mental and physical wellness, good posture, a healthy spine, and Osteoarthritis were conducted for our colleagues in the Reporting Period.

Occupational health and safety are always our top priority. In addition to obtaining occupational health and safety certification, we have established a Safety Committee consisting of department heads and section heads. Different activities are organised to reinforce colleagues’ safety mindset and knowledge. These activities include workplace safety briefings, departmental safety quiz competitions and safety week campaigns.

## Unleashing the Potential of Our Talents

To mobilise the Group to deliver transformation priorities and emerge from the pandemic stronger, we have focused on equipping our colleagues with the relevant skills and competencies that enable them to be adaptable and well-prepared for a changing environment, which allows our colleagues to remain relevant and competitive and support the achievement of the Group’s sustainability vision. Over the last year, we have provided training in different areas, including management, operation, environmental, occupational health and safety, cybersecurity, computer skills, languages, etc. Also, we encourage our colleagues to pursue and earn relevant qualifications, such as the qualifications related to BEAM Plus and the WELL Building Standard. We made the necessary arrangement and provided a full subsidy for the examination fees. During the Reporting Period, the total number of training hours is 31,439.

With the increased emphasis on sustainability, we are implementing upskilling programmes such as Places with Heart Academy to equip our employees with superior sustainability knowledge and skills for the future.

**13.6**  
training hours  
per employee





## DELIVERING THE BEST EXPERIENCE THROUGH SERVICE EXCELLENCE AND CUSTOMER ENGAGEMENT

Because our tenants and customers are important parts of our businesses, we pay close attention to the things that matter most to them. We regularly conduct tenant and customer satisfaction surveys to listen to their voices, understand their priorities, and enhance the quality of our services.

During the Reporting Period, we asked our customers to rate their experience with us on a scale of 1-5. The results were positive as 100% of our surveyed property owners and 19.5% of our surveyed hotel guests responded to the survey, with an average score of 4.96 and 4.3 out of 5 respectively. In our recent tenant satisfaction surveys, we got an average score of 79.0 out of 100. We understand that there is always room for improvement and are committed to improving our customer experience.

### Property Owner Satisfaction Surveys

Overall Satisfaction Score:

4.96 out of 5

Response Rate:

100%

### Tenant Satisfaction Surveys

Overall Satisfaction Score:

79.0 out of 100

Response Rate:

14.2%



Our hotel guests shared their thoughts and feedback on their stay with us. Here are some of the comments:



#### Best Choice for Our Quarantine

“This hotel really found a special place in our heart. We had anticipated our quarantine with mixed feelings but the hotel team turned it into a very pleasant experience.”



#### Pleasant Surprise for Quarantine Stay

“We were impressed by the friendly and courteous reception of the hotel staff, the timely delivered high-quality meals, and the spacious comfy bed. The quality of this hotel stay is way beyond our expectations. Good job, Nina Hotel!”



# PROSPERITY



We see that our success is interdependent with the prosperity of the communities we serve. As a purpose-driven business that places social benefits on an equal footing to financial gain, we have adapted to the changing needs of our customers and communities through advanced technology and sustainable investments. By doing so, we want to shape a prosperous future that creates long-term value for our stakeholders and communities.

**10** start-ups from  
"CCG Accel – Powered by HKSTP"  
to pilot run new technology

**HK\$15B** of sustainability-linked and green loan  
(Share of the Group totalled HK\$7 billion)

**HK\$5,076M** in revenue



# DEVELOPING TECHNOLOGIES FOR THE EVOLVING COMMUNITIES' NEEDS

## Fostering Innovation and Development

The Group is committed to supporting and enhancing Hong Kong's developing shared economy through CCG COMMONS. As a new arm of the Group, CCG COMMONS seeks to develop cutting-edge business models that respond to the challenging economy and industry transformation. The first enterprise for CCG COMMONS is a partnership with the Hive, Asia Pacific's leading co-working network. Hive Central x CCG COMMONS have collaboratively transformed 17,000 sq. ft. of Chinachem Tower in Hong Kong's Central district into a vibrant and inspiring

workplace that caters to businesses of all sizes and shapes. CCG COMMONS introduced cutting-edge co-working space, "QUBIC Smart Booths", at two shopping malls – NINA MALL 1 and Papillons Square, allowing individuals to work or study at anytime.

We have been working on championing innovative technologies addressing different stakeholders' and society's needs and concerns. Considering the danger of getting COVID-19 through

physical contact, many people take extra precautions to avoid touching surfaces like elevator buttons. In addition to adopting touchless elevator panels in our operations, in FY2021/22, we have supported the development of an anti-virus 3D printing material that can kill the COVID-19 virus and common viruses and bacteria on surfaces.



## Advancing Technology Development and Deployment through Partnership

We are partnering with Hong Kong Science and Technology Parks Corporation (“HKSTP”) to launch a range of initiatives to attract international start-ups with technologies and foster the growth of cutting-edge innovation. The “CCG Accel – Powered by HKSTP” programme is one of the initiatives under this partnership; it is a pilot-first accelerator programme aimed at propelling high-potential start-ups through a pilot-to-mass adoption process.

Under the “CCG Accel – Powered by HKSTP” programme, there are three themed cohorts in two years. The first cohort for Central Market was completed in Q3 2021. Ten start-ups were selected in the first cohort to drive PropTech Innovations at Central Market. The second cohort for commercial buildings is under progress during the Reporting Period. We expect to begin the third cohort in the second half of 2023. With this pioneering “pilot-first” approach, start-ups of each cohort can install and test their solutions in specific properties of the Group, allowing them to collect valuable data and user feedback to strengthen the opportunities for widespread application.

In addition, the Group and an engineering company have signed a Memorandum of Understanding (“MoU”) to collaborate in providing comprehensive services to the healthcare industry and maintaining medical facilities in Hong Kong. The MoU will extend our collaboration opportunities in areas such as medical tourism, telemedicine and IoT solution for the healthcare industry to seize the opportunities to deliver healthcare services to satisfy community needs.





## LEVERAGING SUSTAINABLE FINANCE FOR BETTER PLACES

To accelerate the green building movement and low-carbon developments, the Group has established its Green Finance Framework and used sustainable financing instruments to fund projects that will deliver environmental benefits to support the Group's business strategy and sustainability vision. Within the Reporting Period, the Group initiated two sustainability-linked loans and a green loan, with an aggregate total of approximately HK\$7 billion. The Group will continue to invest in meaningful and long-term environmental improvement projects to show its backing for boosting the low-carbon economy in the region.

A green loan of

# HK\$12.95 billion

for Caroline Hill Road Commercial Project  
(Share of the Group: HK\$5 billion)

The Group, in partnership with a real estate developer, has signed a HK\$12.95 billion five-year secured term loan facility, the largest green loan in Hong Kong. Proceeds from the secured term loan facility will finance the construction cost for the Group's premium commercial buildings at Caroline Hill Road, Causeway Bay, Hong Kong.

The project targeted to complete in 2026 aims to obtain the highest ratings of sustainable green building certificates, such as Leadership in Energy and Environmental Design (LEED) from the United States Green Building Council (USGBC) and BEAM Plus certification from the Hong Kong Green Building Council (HKGBC).

The Group established the ESG Investment Guideline to incorporate environmental, social, and governance factors alongside financial factors in the investment decision-making process, as well as to exclude from our investment portfolio specific companies or industries that sell or produce weapons, tobacco, and alcohol, etc., to ensure that our investments can deliver positive economic, environmental, and social value.

A sustainability-linked loan facility of

# HK\$1 billion

with HSBC

The Group arranged a three-year sustainability-linked loan facility of HK\$1 billion, promoting environmentally and socially sustainable projects, minimising our carbon footprint and supporting the Group's general working capital and capital expenditure aligned with 3Ps. This transaction reinforces the ongoing commitment of both corporations to promoting green developments in Hong Kong's real estate sector.

A sustainability-linked loan facility of

# HK\$1 billion

with Hang Seng Bank

The Group has arranged a sustainability-linked loan facility of HK\$1 billion, supporting the advancement of the Group's sustainability goals and funding the Group's upcoming green development projects, such as green and sustainable buildings and ongoing sustainability-related working capital and capital expenditures.








# PLANET



There is no denying that human activity has adverse effects on the natural environment. Our daily activities, the goods we manufacture and consume, and the ways in which we travel have an impact on our planet. To this end, we are working to reduce carbon emissions, increase the use of renewable energy, increase recycling rates, and generate positive impacts with our partners.

**35,250kWh** of Renewable Energy Certificates (RECs)

**5%**  reduction in total energy consumption compared to FY2020/21

**6** properties managed by Nina Hospitality achieved the highest Excellent grade in Management aspect of BEAM Plus Existing Buildings V2.0 Selective Scheme



## ACCELERATING LOW-CARBON TRANSFORMATION

The Group has acted rapidly and decisively to combat climate change and push forward our decarbonisation efforts. These actions include the establishment of carbon reduction targets validated by the Science Based Targets initiative (SBTi); the adoption of the Modular Integrated Construction (MiC) technique in a development project; revision of a previous decarbonisation plan to the “Chinachem Group Carbon Reduction Roadmap – CCG 3050+” (CCG 3050+); purchase of Renewable Energy Certificates (RECs), feasibility study to identify energy reduction opportunities, etc.

During the Reporting Period, the Group procured 35,250 kWh of Renewable Energy Certificates (“RECs”), demonstrating our commitment to renewable energy initiatives. Going forward, we will continue to seek out opportunities to partner with third-party energy providers and local organisations in Hong Kong and Mainland China to further expand our impact. In addition to the purchase of RECs, our concerted efforts in energy saving have contributed to a 4.8% reduction in total energy consumption compared to previous year during the Reporting Period.

The Group has accelerated its responses towards climate change. Please see Section “Climate-related Financial Disclosures” of this Report.

Total Amount of RECs

**35,250 kWh**





## BUILDING SUSTAINABLE PLACES WITH HEART

The HKSAR Government announced Hong Kong's Climate Action Plan 2050, outlining the strategies and targets for combating climate change and achieving carbon neutrality to secure Hong Kong's future as a climate-resilient city. Businesses are expected to play their part. The Group aims to intensify our action to develop certified green buildings that are energy-efficient and low-carbon by design and operation.

In the global race to a low-carbon future, the Group will remain steadfast in fulfilling its commitment to ensuring that all new major projects must meet the standards for green and sustainable building certification outlined in our Guidelines for Sustainable Procurement of Project Department ("Sustainable

Procurement Guidelines"), including 100% of new major projects targeted to obtain 2<sup>nd</sup> highest green building certification (e.g. BEAM Plus) and achieve Silver level or above in the WELL Certification. During the Reporting Period, Nina Hospitality made a remarkable achievement in green building certification. Six properties managed by Nina Hospitality encompassing Nina Hotel Tsuen Wan West, Nina Hotel Island South, Nina Hotel Causeway Bay, Nina Hotel Kowloon East, Lodgewood by Nina Hospitality Mong Kok and Lodgewood by Nina Hospitality Wan Chai have attained the Excellent grade in Management Aspect of BEAM Plus Existing Buildings Version 2.0 Selective Scheme by the Hong Kong Green Building Council ("HKGBC").

**6** properties managed by Nina Hospitality achieved the highest Excellent grade in **BEAM Plus** Existing Buildings Version 2.0 Selective Scheme – Management Aspect





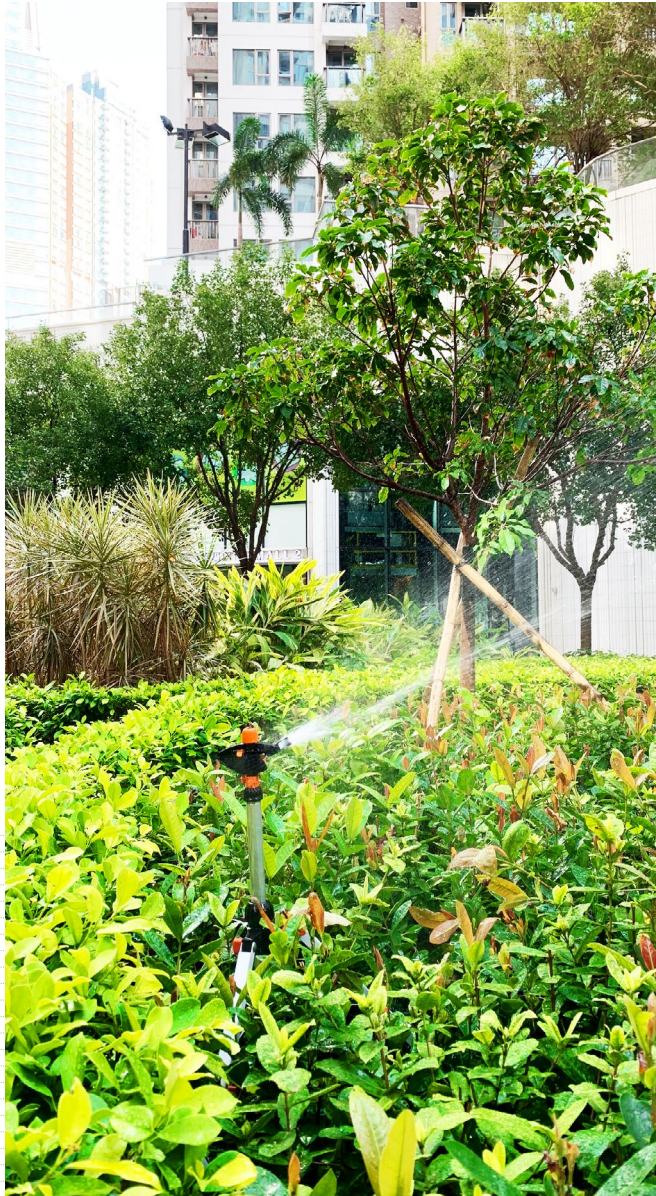
## VALUING OUR RESOURCES

### Reducing Our Waste

In line with the principles of a circular economy, the Group remains steadfast in managing our waste efficiently and seeks to reduce, reuse, and recycle waste across our operations. We have removed all the trash bins from each colleague's workstation to raise their consciousness about proper waste disposal and clean recycling. Nina Hospitality has taken a comprehensive review of the entire process of food waste management, from procurement and operations to implementation. In addition, our housekeepers have received extensive training on the importance of minimising waste and maximising recycling efforts.

The issue of single-use plastics is gaining prominence in the public consciousness. Nina Hospitality has established a policy and procedure, including a ban on single-use plastics and a push for recyclable or biodegradable alternatives.

During the Reporting Period, about 18,724 tonnes of non-hazardous waste was disposed of by our managed buildings. In the same year, the amount of recyclables collected increased by 191 tonnes, 80% of which was paper.



### Minimising Our Water Consumption

Water is our valuable resource. We take a holistic approach towards water management and closely monitored water consumption within our business operation and strive to minimise it. Different scales of water reduction measures are implemented.

Water harvesting systems such as rainwater harvesting systems are deployed in our construction projects to reduce water consumption. In addition, a rainwater recycling system is a suggested item under the Optional Green Design and Construction Checklist, Sustainable Procurement Guidelines. Nina Hospitality reduces the use of tablecloths, which minimises laundry water consumption. In the future, Nina Hospitality will consider installing a water harvesting system.

We plan to install a rainwater harvesting system with an estimated water reduction of 51.7% for irrigation for the renovated Nina Park. We will continue regularly reviewing the water management plans for all our buildings and construction projects and introduce initiatives where areas for improvement are identified.



## CO-DRIVING IMPACTS WITH OUR STAKEHOLDERS

Active collaboration with our key stakeholders, especially tenants and suppliers, is critical in the Group's sustainability drive. Through working with like-minded partners, we are dedicated to introducing constructive programmes and establishing a standardised mechanism to drive positive changes.

### Propelling Tenant Decarbonisation through Green Pledge

The Group launched the Green Pledge to encourage tenants to take environmental actions, such as switching to eco-friendly products, learning more about environmental protection, and communicating with the building's management about any environmental issues that may arise. Six buildings, including Nina Tower, Chinachem Exchange Square, and Two Chinachem Exchange Square, have installed electricity sub-meters so that the Group can track the total amount of energy used by tenants for calculating carbon emissions of Downstream Leased Assets<sup>1</sup>.



### Fostering Sustainable Procurement

As a developer with diverse businesses, we have a complex value chain that inherently impacts the environment, community and economy. We work closely with suppliers and business partners to deliver a responsible value chain while embedding sustainability at every level.

We have diverse policies and procedures, including the Procurement Management Framework, the General Procurement Principles, and the Standard Operating Procedures (SOP) of Procurement to set out systematic purchasing methods. At the same time, each business unit maintains its tailored policy and/ or guidelines. We conduct due diligence and audits to evaluate suppliers' product/service specification accuracy, price, response time, after-service quality, and operation regions.

We have developed the Sustainable Procurement Guidelines to demonstrate our commitment and provide guidance on incorporating sustainability into our procurement decisions. The Sustainable Procurement Guidelines are established to set out specifications for sustainable product design and construction, which provides a list of recommended green requirements. Departments and business units are expected to adhere to the respective green requirements during the purchasing/design/ construction Process.

The Sustainable Procurement Strategy Committee ("SPSC") is established to govern our procurement practices systematically and effectively. SPSC oversees the sustainable procurement process, steering high-level project directions and yearly objectives, reviewing sustainable procurement strategies, relevant green design and construction requirements, and performance appraisals against the Group's overall strategy in the annual SPSC meeting.

During the Reporting Period, there were 4,260 suppliers, where 4,224 were based in Hong Kong, nine were based in Mainland China, and 27 were from overseas. We favour local suppliers because this reduces our carbon footprint and supports the local economy and communities to create prosperity for all.



<sup>1</sup> Downstream Leased Assets is the Category 13 under Scope 3 emissions, Technical Guidance for Calculating Scope 3 Emissions (version 1.0), Greenhouse Gas Protocol, 2013.



## PROMOTING A GREEN LIVING STYLE

Change begins with habit building. Green habits can positively affect the environment, the community, and the sense of well-being.

We introduced the “Chinachem X Green Life Challenger” programme to encourage decarbonisation and reward colleagues and friends for their green efforts. In the programme’s first phase, the idea of “Upcycling of Waste” was promoted, and colleagues were encouraged to find ways to reuse or repurpose unwanted or unused goods. Phase 2 of the programme was themed “Energy Saving in Household”; colleagues and their friends are encouraged to reduce electricity consumption at home compared to the same months

in the prior year. There was a total of 23 participants coming from the Group and the public.

The “Mat-2-Life Platform” was developed as an online marketplace where colleagues and departments may list surplus items for sale or exchange with one another. This platform also strengthens the bonds among our colleagues.

Furthermore, we backed the Biz-Green Dress Day co-organised by the Construction Industry Council (CIC) and HKGBC, during which colleagues were encouraged to dress lighter to reduce the need for air conditioning.



# CLIMATE-RELATED FINANCIAL DISCLOSURES

We recognise the risks and opportunities that climate change presents to our business. The Group enhanced its responses towards climate change during the Reporting Period. Disclosures are made with reference to the Task Force on Climate-Related Financial Disclosures (“TCFD”) recommendations under the four core pillars: governance, strategy, risk management, and metrics and targets.

## Governance

The Sustainability Steering Committee (“SSC”) is chaired by our CEO. Other members are Chief Operating Officer, Chief Financial Officer, Deputy Chief Financial Officer, Chief Business Impact Officer and senior management staff from Business Transformation and Innovation, Hotel and Development. The SSC oversees the Group’s development and implementation of sustainability strategies and reviews on an annual basis the performance in achieving reduction targets and other annual commitments. A cross-department Sustainability Task Force executes and monitors the sustainability strategies developed by the SSC and reports the progress to the SSC quarterly. Sustainability Sub-Task Force(s) is formed as required to work on particular tasks or projects in a focused manner, such as the “Green Tenancy Sub-Task Force”.

Please refer to Section “Governance” of this Report for our detailed governance structure.

## Strategy

Climate change poses physical and transition risks to businesses, and the Group is no exception. The increasing frequency and severity of extreme weather events, such as cyclones and floods and the prolonged temperature increase, may adversely affect our premises, operations, supply chain and employee safety. The Group has formulated contingency arrangements under extreme weather to minimise loss and enhance our adaptability to the physical risks.

### Transitional Risks:

- **Technology and Innovation:** New technologies in building construction and property management are projected to address the needs of climate transition, such as using smart technologies to improve energy efficiency.

- **Policies and Regulations:** Currently, climate litigation and its associated legal risks are relatively low; however, it is anticipated that more focus will be placed on this area in the future.
- **Market:** Customer demands for environmentally friendly and energy-saving properties are rising, requiring innovations, strategies, and systems to retain or increase rents and property value.
- **Reputation:** Increasing customer awareness of climate change has been influencing their demand. Effective management of climate change is crucial to prevent potential damage to the Group’s brand.

### Physical Risks:

- **Acute:** Increased frequency and severity of extreme weather occurrences, such as strong typhoons and rainfalls, may lead to disruption in construction activities and cause damage in construction sites, residential properties and offices under management and retail operations.
- **Chronic:**
  - Rising temperatures:** Heat stress might disrupt construction activities and decrease workers’ productivity.
  - Rising average sea levels:** Due to rising sea levels, properties in coastal cities like Hong Kong are more vulnerable to climate risks.





## Strategy

To prepare for the transition to a low-carbon economy, the Group developed the “Chinachem Group Carbon Reduction Roadmap – CCG 3050+” (CCG 3050+) to ensure that appropriate time and resources would be allocated over the next few years to reduce the effects of climate risks that have been identified.

The Group implemented a wide range of reduction measures, including chiller replacement, retro-commissioning, lift replacement, heat pump installation, improvement of the energy efficiency of mechanical and electrical equipment and operation and maintenance optimisation. Feasibility studies were conducted to leverage state-of-the-art technology for further decarbonisation.

In the short term (0-3 years), the Group will increase the total amount of Renewable Energy Certificates (RECs) purchased, form partnerships with local institutes to improve energy strategy, and install on-site renewable energy facilities. In addition, climate resilience is enhanced for some of our buildings. Two hotels have undertaken feasibility studies on the uses of renewable energy, and relevant measures will be incorporated into the upcoming renovation plan. Capital Good<sup>1</sup> on embodied carbon data is tracked using the CIC Carbon Assessment Tool.

In the medium term (3-8 years), the Group will develop a roadmap aligned with the Science Based Targets initiative (SBTi)’s Corporate Net-Zero Standard to set long-term targets in line with reaching science-based net-zero by 2050 and support R&D on smart technologies such as Internet of Things (IoT) solutions and smart room technology in hotel operations.

In the long term (8-13 years), the Group will apply internal carbon pricing for decarbonisation and construct net-zero buildings.

## Risk Management

The Group performed a climate assessment during the Reporting Period. Based on TCFD recommendations, peer review, and industry practices, 11 risks and opportunities are identified and prioritised based mainly on the climate reference scenarios by the Network of Central Banks and Supervisors for Greening the Financial System (NGFS).

Workshops have been conducted to engage representatives from various departments to introduce and prioritise climate risks and opportunities. In addition, a survey was conducted with relevant departments to weigh and rank physical and transition risks. To deal with existing climate effects, divisions and departments should implement appropriate measures to adapt their operations to anticipated changes in climate and enhance their operations’ climate resilience. This includes regularly identifying and responding to climate change risks and opportunities in their risk management process to improve resilience and reduce the impact.

## Metrics and Targets

The Group has established carbon reduction targets which were validated by SBTi:

### Reduce Scope 1 and 2

operational carbon emissions by

**51.8%** by 2030 from a 2020 base year.

### Reduce Scope 3

carbon emissions from downstream leased assets, capital goods and waste generated in operations by

**20%** by 2030 from a 2020 base year.



<sup>1</sup> Capital Goods is the Category 2 under Scope 3 emissions, Technical Guidance for Calculating Scope 3 Emissions (version 1.0), Greenhouse Gas Protocol, 2013.

# GOVERNANCE



For long-term value creation, our corporate governance ensures that material sustainability issues are appropriately integrated at the highest governance level of the Group and considered in decision-making processes.





# INTEGRATING ESG FACTORS IN OPERATIONS

## Sustainability Governance

Sound sustainability governance directs the Group towards the right and promising road. The Sustainability Steering Committee (“SSC”) is chaired by our CEO. Other members are Chief Operating Officer, Chief Financial Officer, Deputy Chief Financial Officer, Chief Business Impact Officer, Director of Business Transformation and Innovation and senior management staff from Hotel and Development.

The SSC oversees the Group’s development and implementation of ESG strategies and reviews on an annual basis the performance in achieving reduction targets and

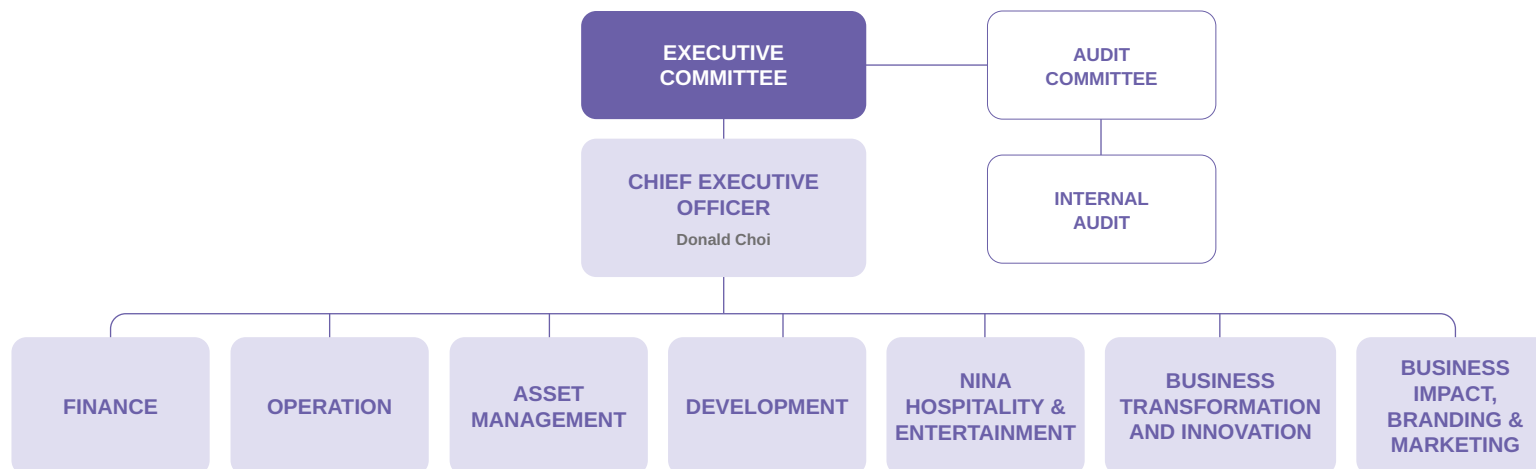
other annual commitments. A cross-department Sustainability Task Force executes and monitors the sustainability strategies developed by the SSC and reports the progress to the SSC quarterly. Sustainability Sub-Task Force(s) is formed from time to time to work on particular tasks or projects in a focused manner, such as the “Green Tenancy Sub-Task Force”.

The Group has planned to revamp its sustainability governance structure in the near future by forming ESG sub-committees and task-specific working groups to further the Group’s ESG credentials and ambitions.

## Corporate Governance

The Group is overseen by an Executive Committee (“ExCo”). The ExCo comprises seven executive members. The nomination and selection processes are pursuant to the instruction of Joint Administrators. The Chairman of ExCo shall be elected by a simple majority vote on each occasion by members present at the meeting. The Group is dedicated to the highest standards of openness, integrity and accountability to facilitate effective oversight and execution of business strategies. Colleagues are encouraged to report any suspected misconduct, malpractice and irregularity to the Audit Committee.

## Structure of Our Governance



## Materiality Assessment

We have undertaken a comprehensive materiality assessment involving engaging stakeholders to identify and prioritise the topics most relevant and important to our sustainability operations. This process helped the Group better understand the risks and opportunities that are aligned with its sustainability vision and the Group's continued growth.

To begin, we identified 27 material topics based on global sustainability trends, the latest reporting guidelines, and industry practices. We then surveyed our internal and external stakeholders to determine their priorities across these topics. Finally, we validated these material risks and opportunities with our management.

During the Reporting Period, we collaborated with a third-party consultant to conduct workshops and online surveys with 147 stakeholders, including customers, tenants, suppliers, and colleagues at various levels. The results of the materiality assessment are reflected in the table.

Sustainability Focuses	Strategic Topics	How We Address Them (relevant sections in this Report)
People	 Development and Training	Unleashing the Potential of Our Talents
	 Community Involvement	Building Liveable and Vibrant Communities; Caring the Communities during COVID-19
	 Tenant and Customer Engagement	Delivering the Best Experience through Service Excellence and Customer Engagement
Prosperity	 Technology and Innovation	Developing Technologies for the Evolving Communities' Needs
Planet	 Sustainable Building	Building Sustainable Places with Heart
	 Energy Use and Conservation	Accelerating Low-carbon Transformation; Building Sustainable Places with Heart; Climate-related Financial Disclosures
	 Waste Management	Valuing Our Resources
	 Water Consumption and Conservation	Valuing Our Resources
	 Material Management and Selection	Fostering Sustainable Procurement
	 Greenhouse Gas Emission	Accelerating Low-carbon Transformation
	 Climate Resilience	Climate-related Financial Disclosures
Governance	 Corporate Governance	Governance
	 Stakeholder Engagement	Delivering the Best Experience through Service Excellence and Customer Engagement; Materiality Assessment



# PERFORMANCE SUMMARY OF OUR ANNUAL COMMITMENTS

Our sustainability strategy defines ambitious annual commitments that align with 3Ps and United Nations Sustainable Development Goals (UNSDGs), material topics and management tools to create Places with Heart. The Group's progress and the department's target achievement are reported to the SSC. In the Reporting Period, 37 Group annual commitments and 68 departmental annual commitments were developed, with an overall achievement rate of 84%.

We are actively reviewing these annual commitments and introducing new commitments to ensure that equal emphasis is placed on People, Prosperity and Planet (3Ps).

## People



Categories	Annual Commitments	Achievement Status
Employee Advancement	Provide two sustainability training to 10% of the Group's colleagues.	Achieved
	Provide one to two anti-corruption training(s) to cover 5% of the Group's colleagues.	Achieved
	Provide one to two awareness training(s) about gender equality and reducing inequalities to cover 5% of the Group's colleagues.	Achieved
	Provide one to two anti-discrimination and non-harassment training(s) to cover 5% of the Group's colleagues	Achieved
Wellness	Two health talks/training /workshops to promote human health, well-being, and Occupational Health and Safety to 5% of the Group's colleagues.	Achieved
	Seven properties to obtain Indoor Air Quality (IAQ) Certification in Excellent Class.	In Progress
	Install a hygiene management system/ equipment in eight properties that were not covered in previous annual commitments	Achieved
Stakeholder Engagement	90% of new tenants and self-fitting-out projects receive our Sustainable Fitting-out Guideline.	Achieved
	Participate in four external engagement programmes and conduct four stakeholder engagements to enhance public, public-private and civil society partnerships.	Achieved
	Implement Green Tenancy for at least 50% of the new tenants / renewed tenants within two buildings.	In Progress
	Organise two educational events (e.g., workshops, exhibitions or campaigns) under the theme of sustainable development and/or climate change.	Achieved

## Prosperity



Categories	Annual Commitments	Achievement Status
Green Finance and Responsible Investment	Set up a Green Finance Framework and conduct a feasibility study for green financing for projects.	Achieved

## Planet



Categories	Annual Commitments	Achievement Status
Energy Efficiency and Carbon Emissions	Connect five buildings to a Centralised Building Management Platform (CBMP).	In Progress
	Install Buildings Management System (BMS) for 100% of buildings that are newly built/ under major renovation within the Reporting Period.	Achieved
	Install electricity sub-meters in six buildings to monitor tenants' energy consumption.	Achieved
	At least three existing sites will install at least 25 new 50Kw quick EV chargers and 13A or above EV chargers for all car parking spaces for new residential projects.	Achieved
	14.3% energy intensity reduction (kWh / m <sup>2</sup> ) comparing to 2015-2016 (average).	Achieved
	20,000 kWh energy generated by renewable energy ("RE") system (e.g., PV, regenerative lift, heat recovery, etc.), and conduct RE feasibility study.	Achieved
	Conduct a feasibility study of energy improvement measures for three more existing buildings that previous annual commitments did not cover.	Achieved
	Purchase 60,000 kWh of Renewable Energy Certificates (RECs).	Achieved
	14.3% carbon intensity reduction (tCO <sub>2</sub> e / m <sup>2</sup> ) comparing to 2015-2016 (average).	Achieved
Green and Sustainable Building	100% of new major projects adopt Building Information Modelling (BIM) throughout the lifecycle.	Achieved
	100% new major project to target the second-highest green building certification (e.g. BEAM Plus).	Achieved
	One project to target the highest-level green building certification rating (BEAM Plus/ LEED/ WELL Certification).	Achieved
	Four existing buildings that were not covered in the previous annual commitments are to achieve the green building certification (e.g., BEAM Plus Existing Buildings).	In Progress



Categories	Annual Commitments	Achievement Status
Materials and Resources Management	Set a baseline for waste disposal amount and establish a “waste reduction proposal” to facilitate waste reduction.	Achieved
	Donate food surplus to an NGO.	Achieved
	30% recycling rate for non-inert construction waste.	Achieved
	50% paper recycling rate (wastepaper/purchased paper) for all departments (except Nina Hospitality), and 10% paper recycling rate for Nina Hospitality; reduce plastic consumption and facilitate plastic recycling.	Achieved
	12 properties to obtain Quality Water Supply Certificate.	Achieved
	Reduce 10.7% water intensity compared to 2015-2016 (average).	Achieved
Sustainable Procurement	Develop and implement the Group Sustainable Procurement Policy and develop/ upgrade and implement four departmental Sustainable Procurement Guidelines.	Achieved
	35% of timber products are purchased from sustainable sources for new major projects.	Achieved

## Governance



Categories	Annual Commitments	Achievement Status
Sustainability Governance	Revisit the Sustainability Policies & Procedures (“P&P”) and revise it if necessary.	In Progress
	Organise four promotional programmes to promote the Group’s branding in sustainability.	Achieved
	Revisit our Climate Change Policy/ P&P and revise it if necessary	Achieved
	Review and revise relevant P&P to reinforce equal opportunity and reduce inequalities, including gender equality and non-discrimination.	Achieved

## RISK MANAGEMENT

Risk management is integrated into our corporate, departmental and project operations. Timely identification and mitigation of risks constitute the cornerstone of our risk management.

At the corporate level, we have introduced the Enterprise Risk Management (“ERM”) framework to identify, analyse and manage business risk. In addition, an ERM working group composed of Chief Operating Officer, Chief Financial Officer and division heads has been established to identify enterprise risks and emerging risks and assess the risk and mitigation measures. The ERM working group periodically reviews the risks and reports any high-risk issues to the ExCo.

At the departmental level, we have established the Risk Management P&P and the Internal Control Framework and Management P&P to assist the departments in identifying, assessing, and managing the underlying risks.

- Our Risk Management P&P explain the responsibilities of the Division/Department Heads while establishing and defining the risk management process for their respective divisions/departments.
- Our Internal Control Framework and Management P&P adhere to the Internal Control – Integrated Framework (“COSO Framework”) issued by the Committee of Sponsoring Organisations of the Treadway Commission (COSO) and sets out a sound internal control framework adopted by the Group. In addition, our Internal Audit Department conducts independent reviews and internal control system across the Group and then reports their findings and relevant remediations to the Audit Committee and the ExCo.

Our risk control mechanism also covers development and construction projects. A risk controller is assigned to each project, where a risk assessment register (“register”) is included in the implementation plan. The register documents the possible risks, their likelihoods and impacts, risk control and mitigation measures and the employee responsible for overseeing each risk item. The register is updated annually until the project is handed over to the project owners.

Climate change poses material risks and opportunities, and therefore we have expanded our climate risk assessment. Details are available in Section “Climate-related Financial Disclosures” of this Report.





## UPHOLDING OUR INTEGRITY

### Eradicating Corruption and Conflicts of Interest

We are committed to upholding the highest standards of business ethics to prevent corruption, bribery, and conflict of interest along the value chain. We have established the Bribery and Illicit Advantage P&P, the Conflict of Interest P&P, the Advantage & Entertainment P&P, the Anti-Money Laundering and Counter-Terrorists Financing P&P, and the Whistle-blowing P&P to lay down reporting requirements for proper and timely handling. These P&P are stipulated in the Code of Conduct and provided to new hires as a guide for ethical decision-making and to emphasise zero tolerance for corruption. During the Reporting Period, the Group provided 6,054 hours of compliance and anti-bribery training for colleagues to reinforce the Group's zero-tolerance approach against bribery.

During the Reporting Period, no material non-compliance incidents regarding corrupt practices were identified.

### Safeguarding Cyber Security and Protecting Data Privacy

We view cybersecurity as our top priority to ensure the safety and efficiency of our business operations. The Information Security P&P help colleagues ensure that information will be protected against any unauthorized access and confidentiality of the information will be guaranteed.

As stated in our Information Security P&P, all colleagues are obligated to protect our information and information assets. This obligation also extends to third parties. Managers should ensure adequate control measures, physically and/or electronically, exist in their operations regarding information security and in line with the security levels.

Business units should direct all inquiries and requests related to personal data and privacy to the designated Personal Data Officer. The Personal Data Officer will convey these communications to the Legal Department for review and advice as needed. When collecting personal data, business units ensure Personal Information Collection Statement ("PICS") concerning customer privacy being provided. During the Reporting Period, the Group's Legal Department has reviewed and advised 11 PICS submitted by business units regarding their collection and use of personal data.

With most of our colleagues working from home during the COVID-19 pandemic, we offered 1,943 hours of online IT security training sessions to strengthen cybersecurity awareness and improve cybersecurity culture.

During the Reporting Period, no material non-compliance incidents regarding information and cyber security were identified.



# ABOUT THIS REPORT

## Reporting Period and Reporting Scope

This Report is the 3<sup>rd</sup> Sustainability Report (the “Report”) of the Group. The Reporting Period covers the Group’s financial year 2021/22 (FY2021/22) from 1 July 2021 to 30 June, 2022. The sustainability data and information focuses on our key businesses, including the property management subsidiaries and Nina Hospitality. During the Reporting Period, the reporting scope includes the headquarters office, 36 commercial, industrial and residential properties and six hotels, where the Group has majority financial ownership and operational control.

## Reporting Standards and Principles

The Report is prepared in accordance with the Global Reporting Initiative’s (“GRI”) Standards and its latest Universal Standards 2021. We have also prepared this Report with reference to the Environmental, Social and Governance Reporting Guide (the “ESG Reporting Guide”) contained in Appendix 27 to The Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (HKEX) and the Task Force on Climate-Related Financial Disclosures (TCFD) recommendations.

We have followed the Reporting Principles as recommended by GRI and as set out in the ESG Reporting Guide to define the report content and to ensure the quality of information presented in this Report, including:

- **Materiality:** we conduct materiality assessments and stakeholder engagements to identify material sustainability and financial issues.
- **Quantitative:** we provide quantitative figures and give updates on performance indicators.
- **Balance:** we disclose positive and negative impacts of our performance and areas for further improvements.
- **Consistency:** we keep consistency in the use of reporting standards and methodologies. Explanations are provided where applicable.



## External Assurance

We obtained external independent assurance for the content of this Report. Hong Kong Quality Assurance Agency (HKQAA) was engaged to provide reasonable assurance and ensure the Report was prepared in accordance with GRI Standards and its latest Universal Standards 2021, and the ESG Reporting Guide. The scope of work carried out by HKQAA is set out in their verification statement.

## Contact Details

We welcome your feedback on our sustainability performance.

- Email: [sustainability@chinachemgroup.com](mailto:sustainability@chinachemgroup.com)
- Tel: 852 2500 7495
- Address: 35-38/F, Nina Tower, 8 Yeung Uk Road, Tsuen Wan, New Territories, Hong Kong



# PERFORMANCE DATA TABLE

## Environmental Data

		FY2021/22	FY2020/21
<b>Energy Consumption<sup>1</sup></b>			
Purchased electricity	MWh	103,701.63	109,316.12
Towngas	MWh	4,902.00	4,694.10
Petrol	MWh	325.72	317.75
Diesel	MWh	1.26	16.23
Total energy consumption	MWh	108,930.61	114,364.20
Energy intensity	kWh / m <sup>2</sup>	128.89 <sup>2</sup>	131.59

<b>Carbon Emissions<sup>3</sup></b>			
Direct carbon emissions (Scope 1)	tCO <sub>2</sub> e	1,076.68	1,068.03
Indirect carbon emissions (Scope 2)	tCO <sub>2</sub> e	49,177.06	50,697.10
Total carbon emissions (Scope 1 & 2)	tCO <sub>2</sub> e	50,253.74	51,765.13
Carbon emissions intensity (Scope 1 & 2)	tCO <sub>2</sub> e / m <sup>2</sup>	0.059	0.060

<b>Air Emissions</b>			
Sulphur oxides	kg	0.834	0.844
Nitrogen oxides	kg	87.68	88.06
Particulate Matter	kg	1.26	1.62

		FY2021/22	FY2020/21
<b>Wastewater Discharged and Water</b>			
Wastewater discharged	m <sup>3</sup>	518,646.09	542,374.40
Total water usage	m <sup>3</sup>	544,853.57	571,896.93
Water intensity	m <sup>3</sup> / m <sup>2</sup>	0.645 <sup>4</sup>	0.658

<b>Waste</b>			
Non-hazardous waste disposed	tonnes	18,723.75 <sup>5</sup>	12,352.37
Non-hazardous waste disposal intensity	tonnes / m <sup>2</sup>	0.022	0.014

<b>Recycling</b>			
Food Waste recycled	tonnes	91.35	40.12
Glass recycled	tonnes	18.05	18.29
Metal/ Aluminium recycled	tonnes	6.84	2.95
Paper recycled	tonnes	476.66	338.31
Plastic recycled	tonnes	6.66	8.54
Total recycled waste	tonnes	599.56	408.21
Total waste recycling intensity	kg / m <sup>2</sup>	0.625	0.417

## Notes:

- Energy conversion factors of different fuel types are referenced from How to prepare an ESG Report - Appendix 2: Reporting Guidance on Environmental KPIs published by HKEX.
- In FY2021/22, the annual energy intensity of properties that were fully owned and managed by the Group was 81.83 kWh/m<sup>2</sup> and that of hotels were fully owned and managed by the Group was 292.68 kWh/m<sup>2</sup>, representing a reduction of 4.3% and 1.2% respectively compared to FY2020/21.
- Carbon emissions are calculated with reference to Guidelines to Account for and Report on Greenhouse Gas Emissions and Removals for Buildings ("Commercial, Residential or Institutional Purposes") in Hong Kong published by the Environment Protection Department and the Electrical and Mechanical Services Department of the Hong Kong Government, CLP's 2021 Sustainability Report, Hong Kong Electric's Sustainability Report 2021 and The Hong Kong and China Gas Company Limited ESG Report 2021.
- In FY2021/22, the water intensity of properties that were fully owned and managed by the Group was 0.222 m<sup>3</sup>/m<sup>2</sup> and that of hotels were fully owned and managed by the Group was 2.140 m<sup>3</sup>/m<sup>2</sup>, representing a reduction of 11.5% and 0.6% respectively compared to FY2020/21.
- Optimised waste data collection resulted in higher reported non-hazardous waste disposal amounts.



## Social Data

	FY2021/22		FY2020/21	
	Number of people	Percentage	Number of people	Percentage
<b>Workforce</b>				
Total workforce	2,982	-	2,978	-
By Gender				
Male	1,640	55.0%	1,608	54.0%
Female	1,342	45.0%	1,370	46.0%
By Employee Category				
Senior management	72	2.4%	74	2.5%
Management	363	12.2%	242	8.1%
Frontline and general employee	2,547	85.4%	2,662	89.4%
By Age Group				
Under 31	368	12.3%	381	12.8%
31-50	1,237	41.5%	1,242	41.7%
51 or above	1,377	46.2%	1,355	45.5%
By Employment Contract				
Permanent	2,733	91.6%	2,783	93.5%
Temporary	249	8.4%	195	6.5%
By Employment Type				
Full-time	2,915	97.8%	-	-
Part-time	67	2.2%	-	-
By Geographical Region				
Hong Kong	2,982	100.0%	2,978	100.0%
Others	0	0.0%	0	0.0%

	FY2021/22		FY2020/21	
	Number of people	Percentage	Number of people	Percentage
<b>Voluntary Turnover<sup>1,2,3</sup></b>				
Overall	893	30.6%	1,124	39.0%
By Gender				
Male	449	27.6%	563	35.5%
Female	444	34.4%	561	43.3%
By Age Group				
Under 31	201	57.1%	178	50.4%
31-50	402	33.0%	379	31.1%
51 or above	290	21.6%	567	43.3%
By Geographical Region				
Hong Kong	893	30.6%	1,124	39.0%
Others	0	0.0%	0	0.0%



	FY2021/22		FY2020/21	
	Number of people	Percentage	Number of people	Percentage
<b>New Hire<sup>1</sup></b>				
Overall	1,142	39.2%	-	-
By Gender				
Male	662	40.8%	-	-
Female	480	37.2%	-	-
By Age Group				
Under 31	276	78.4%	-	-
31-50	459	37.7%	-	-
51 or above	407	30.3%	-	-
By Geographical Region				
Hong Kong	1,142	39.2%	-	-
Others	0	0.0%	-	-

<b>Performance Review<sup>1</sup></b>				
Overall	2,811	96.4%	-	-
By Gender				
Male	1,560	96.1%	-	-
Female	1,251	96.9%	-	-
By Employee Category				
Senior management	72	100.0%	-	-
Management	327	90.1%	-	-
Frontline and general employee	2,412	97.3%	-	-

	FY2021/22	FY2020/21
<b>Average No. of Training Hour<sup>4</sup></b>		
Overall	10.5	12
By Gender		
Male	9.5	9.6
Female	11.8	14.8
By Employee Category		
Senior management	25.5	21.7
Management	18.8	34.2
Frontline and general employee	8.9	9.7

		FY2021/22	FY2020/21	FY2019/20
<b>Occupational Health And Safety</b>				
Number of fatalities	Number of incident(s)	0	0	0
Fatality rate	Percentage	0	0	0
Number of total injury incidents <sup>5</sup>	Number of incident(s)	107	108	-
Lost days due to injuries	Day(s)	8,020	5,687	-
Number of high-consequence injuries <sup>6</sup>	Number of incident(s)	5	-	-
Injury rate	Percentage	3.6%	3.6%	-
Absent days	Day(s)	17,115	-	-

## Notes:

- The data includes full-time employees only.
- Turnover rate is calculated as "total number of employees voluntarily leaving employment during the Reporting Period divided by total number of employees as of the end of Reporting Period and then multiplied by 100%".
- Turnover figures in FY2020/21 include both voluntary and involuntary turnover. In addition, the turnover rate in FY2020/21 has been adjusted for accuracy.
- The data includes both full-time and part-time employees. In FY2021/22, average training hours per employee in headquarter was 13.6 hours.
- Include all injuries on any Chinachem Group's operation for employees.
- High-consequence injuries are those injuries from which the employees cannot, do not, or are not expected to recover fully to pre-injury health status within six months.



## SUSTAINABILITY AWARDS AND RECOGNITION

Awards	Organisers	Activities, Business Units And/Or Properties
<b>ESG Governance</b>		
BCI ASIA AWARDS: TOP TEN DEVELOPERS 2021 HONG KONG	BCI Media Group	Chinachem Group
DHL/SCMP Hong Kong Business Awards - Executive Award	DHL & South China Morning Post	Chinachem Group
ESG Achievement Awards 2020: <ul style="list-style-type: none"> <li>Special Awards (Criteria set by Fund Managers) - Outstanding ESG Company - Diamond Award</li> <li>Special Awards - The Outstanding ESG Performer of the Year - Diamond Award</li> </ul>	Institute of ESG & Benchmark	Chinachem Group
InnoESG Prize 2021: Philanthropy Prize	SocietyNext Foundation, UNESCO HK Association Glocal Peace Centre & Rotary Action Group	Chinachem Group
Outstanding Corporate Strategy Awards 2021	East Week Magazine	Chinachem Group
<b>Social Responsibility</b>		
5 Years Plus Caring Company Logo (2014-2022)	The Hong Kong Council of Social Service	Chinachem Group
Employee Experience Awards 2022: Best Response to Covid-19 – Bronze Award	Human Resources Online	Chinachem Group
Good MPF Employer Award 2021-22	Mandatory Provident Fund Schemes Authority, Hong Kong Special Administrative Region ("HKSAR") Government	Chinachem Group
HKQAA Recognition Program for Organisations 2021: Business Resilience & Community Contribution Awards	Hong Kong Quality Assurance Agency	Chinachem Group

Awards	Organisers	Activities, Business Units And/OR Properties
Hong Kong Service Award 2022: Social Benefit Award	East Week Magazine	Chinachem Group
Privacy-Friendly Awards 2021	Office of the Privacy Commissioner for Personal Data, HKSAR Government	Chinachem Group
SDG Achievement Awards Hong Kong 2021: Merit Award	Green Council	Urban Climb 300M+
SDG Achievement Awards Hong Kong 2021: Silver Award	Green Council	Care for the Elderly Ambassador Programme in Tsuen Wan and Kwai Tsing
Social Capital Builder Logo Award	Home and Youth Affairs Bureau, HKSAR Government	Chinachem Group – Sources Fame Management Limited & Together Management Co., Limited
The Hong Kong HR Awards 2021/22: <ul style="list-style-type: none"> <li>Employer of the Year</li> <li>Employee Engagement Award</li> </ul>	JobsDB	Chinachem Group
<b>Heritage Revitalisation &amp; Cultural Conservation</b>		
MIPIM Asia Awards 2021: <ul style="list-style-type: none"> <li>Best Refurbished Building GOLD</li> <li>Best Urban Regeneration Project GOLD</li> <li>Special Jury Award GOLD</li> </ul>	MIPIM Asia	Central Market
Real Estate Asia Award 2022: ESG Initiative of the Year - Hong Kong	Real Estate Asia	Lai Chi Wo Story Room
Real Estate Asia Award 2022: Redevelopment of the Year - Hong Kong	Real Estate Asia	Central Market
The Hong Kong Institute of Planners Awards 2021 - Silver Award	Hong Kong Institute of Planners	Central Market



Awards	Organisers	Activities, Business Units And/OR Properties
<b>Service Excellence</b>		
2022 Travellers' Choice	Tripadvisor	Nina Hospitality
LUXlife Hospitality Excellence Award 2022: Best Hotel Operator - Hong Kong	LUXlife	Nina Hospitality
Readers' Choice Awards 2022 -TRAVEL & STAYCATIONS: Best Quarantine Hotel in Hong Kong	Expat Living	Nina Hotel Island South
<b>Innovation &amp; Technology</b>		
2022 International Award – Innovative Energy Project of the Year	Association of Energy Engineers	Battery Energy Storage System (BESS)
Green Building Award 2021: Building Products & Technologies Category (Finalist)	Hong Kong Green Building Council & Professional Green Building Council	IOT for Sustainability & Smart City
Hong Kong Business Technology Excellence Awards 2021: Property Technology - Smart City	Hong Kong Business	Chinachem Group
Quality Property & Facility Management Award 2022: Shopping Centre Management - Certificate of Merit	Hong Kong Association of Property Management Companies & Hong Kong Institute of Surveyors Property and Facility Management Division	NINA MALL 1 & 2
<b>Environmental Protection</b>		
CIBSE Hong Kong Awards 2021: Commercial & Industrial Building – Merit Award	Chartered Institution of Building Services Engineers	One Hennessy
CIBSE Hong Kong Awards 2021: Residential Building – Project of the Year Award	Chartered Institution of Building Services Engineers	University Heights

Awards	Organisers	Activities, Business Units And/OR Properties
BEAM Plus Existing Building V2.0 Selective Scheme - Excellent in Management Aspect	Hong Kong Green Building Council	Nina Hotel Tsuen Wan West, Nina Hotel Island South, Nina Hotel Causeway Bay, Nina Hotel Kowloon East, Lodgewood by Nina Hospitality Mong Kok and Lodgewood by Nina Hospitality Wan Chai
Charter on External Lighting – Platinum Award	Environment and Ecology Bureau, HKSAR Government	Chinachem Group
Green Building Award 2021: Merit Award (Existing Buildings Category, Facilities Management)	Hong Kong Green Building Council & Professional Green Building Council	Nina Tower
Green Building Award 2021: Grand Award (New Buildings Category, Projects Under Construction and/or Design – Residential)	Hong Kong Green Building Council & Professional Green Building Council	Proposed Composite Development at New Kowloon Inland Lot No. 6627, No. 24-38 Tonkin Street & No. 240-240A Fuk Wing Street
Green Building Award 2021: Existing Buildings Category: Projects under Planning/ Design – Commercial (Finalist)	Hong Kong Green Building Council & Professional Green Building Council	Renovation Works at Lucky Plaza, Sha Tin
Hong Kong Green Award 2022: Green Management Award - Service Provider (SME) – Silver Award	Green Council	Sources Fame Management Limited - Nina Tower
Hong Kong Green Organisation	Environmental Campaign Committee	Chinachem Group
Hong Kong Green Shop Alliance Award 2021: Best Green Practice in Malls – Merit Award	Hong Kong Green Building Council	NINA MALL 1 & 2



## EXTERNAL CHARTERS AND PLEDGES

Charters And Pledges	Organisations
4T Charter	Environment and Ecology Bureau and Electrical and Mechanical Services Department, Hong Kong Special Administrative Region (“HKSAR”) Government
BEC Low Carbon Charter	Business Environment Council
Carbon Neutrality Partnership	Environment and Ecology Bureau, HKSAR Government
Charter on External Lighting	Environment and Ecology Bureau, HKSAR Government
Earth Hour Pledge	World Wide Fund For Nature Hong Kong
Energy Saving Charter	Environment and Ecology Bureau and Electrical and Mechanical Services Department, HKSAR Government
ECH <sub>2</sub> O - Enterprises Cherish Water Campaign	Green Council and Water Supplies Department, HKSAR Government
Food Wise Charter	Environment and Ecology Bureau, HKSAR Government
Food Wise Eateries Scheme	Environmental Protection Department, HKSAR Government
Good Employer Charter	Labour Department, HKSAR Government
Green Event Pledge	Environmental Protection Department, HKSAR Government
Hong Kong Green Day - Green Pledge	Green Council
Hong Kong Green Day - Green Restaurant	Green Council
Hong Kong Geopark Hotel	Hong Kong UNESCO Global Geopark
Less-Salt-and-Sugar Restaurants Scheme	Environment and Ecology Bureau, HKSAR Government
No Shark Fin Restaurant Pledge	World Wide Fund For Nature Hong Kong

Nature Of Memberships	Organisations
Ordinary Member	Asian Corporate Coalition for Climate Change Resilience (A4CR)
Council Member	Business Environment Council
Member	Hong Kong General Chamber of Commerce
Platinum Patron Membership	Hong Kong Green Building Council
Member	Hong Kong Hotel Association
Silver Member	World Wide Fund For Nature Hong Kong
Member	The Federation of Hong Kong Hotel Owners
Gold Level Member	U.S. Green Building Council



# ASSURANCE REPORT



## VERIFICATION STATEMENT

### Scope and Objective

Hong Kong Quality Assurance Agency (“HKQAA”) has been engaged by Chinachem Group to undertake an independent verification of its “Sustainability Report 2021 – 2022” (“the Report”). The Report stated the sustainability performance of Chinachem Group for the period from 1<sup>st</sup> July 2021 to 30<sup>th</sup> June 2022 for its operations in Hong Kong.

The aim of this verification is to provide reasonable assurance of the reliability of the report contents. The Report has been prepared in accordance with the Global Reporting Initiative’s (“GRI”) Standards and its latest Universal Standards 2021 and Appendix 27 “Environmental, Social and Governance Reporting Guide (“ESG Guide”) of the Main Board Listing Rules of The Stock Exchange of Hong Kong Limited.

### Level of Assurance and Methodology

The process applied in this verification was based on the International Standard on Assurance Engagements 3000 (Revised), “Assurance Engagements Other Than Audits or Reviews of Historical Financial Information issued by the International Auditing and Assurance Standards Board”. Our evidence-gathering process was designed to obtain a reasonable level of assurance as set out in the standard for the purpose of devising the verification conclusion. The extent of this verification process covered the criteria set in GRI Standards and its latest Universal Standards 2021 and the ESG Guide.

The verification process included verifying information relevant to reporting and management procedures, including stakeholder engagement methods and results and materiality assessment processes. In addition, system and process for collecting, collating and reporting sustainability performance data were verified. Raw data and supporting evidence of the selected representative samples were also thoroughly examined during the verification process.

### Independence

Chinachem Group is responsible for the collection and presentation of the information presented. HKQAA does not involve in the collection and calculation of data or the compilation of the reporting contents. Our verification activities are independent from Chinachem Group. There was no relationship between HKQAA and Chinachem Group that would affect the independence and impartiality of HKQAA for providing the verification service. HKQAA’s Code of Conduct with regard to integrity, impartiality and confidentiality has been strictly followed.

### Conclusion

Based on the verification results, HKQAA has obtained reasonable assurance and is of the opinion that:

- The Report has been prepared in accordance with the GRI Standards and its latest Universal Standards 2021 and the ESG Guide;
- The Report illustrates the sustainability performance of Chinachem Group in a balanced, comparable, clear, consistent and timely manner; and
- The data and information disclosed in the Report are accurate, reliable and complete.

Nothing has come to HKQAA’s attention that the selected sustainability performance information and data contained in the Report have not been prepared and presented fairly and honestly, in material aspects, in accordance with the verification criteria. In conclusion, the Report reflects truthfully the sustainability commitments, stewardship and performance of Chinachem Group, and discloses transparently their sustainability performance that is commensurate with their sustainability context and materiality.

Signed on behalf of Hong Kong Quality Assurance Agency

Meico Cheong  
Assistant Director, Innovation Business  
March 2023

# HKEX ESG REPORTING GUIDE CONTENT INDEX

Subject Areas, Aspects, General Disclosures and KPIs		Description	Section
<b>A. Environmental</b>			
Aspect A1: Emissions	General Disclosure	Policies and compliance relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	Planet
	KPI A1.1	The types of emissions and respective emissions data.	Appendices - Performance Data Table
	KPI A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Planet - Accelerating Low-carbon Transformation Appendices - Performance Data Table
	KPI A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Appendices - Performance Data Table
	KPI A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Planet - Valuing Our Resources Appendices - Performance Data Table
	KPI A1.5	Description of emissions target(s) set and steps taken to achieve them.	Planet - Accelerating Low-carbon Transformation
	KPI A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.	Planet - Valuing Our Resources
Aspect A2: Use of Resources	General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials.	Planet - Accelerating Low-carbon Transformation Planet - Valuing Our Resources
	KPI A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).	Appendices - Performance Data Table
	KPI A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	Appendices - Performance Data Table



Subject Areas, Aspects, General Disclosures and KPIs		Description	Section
	KPI A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	Planet - Accelerating Low-carbon Transformation
	KPI A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them.	Planet - Valuing Our Resources
	KPI A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	Our business does not involve massive use of packaging material.
Aspect A3: The Environment and Natural Resources	General Disclosure	Policies on minimising the issuer's significant impacts on the environment and natural resources.	Planet - Accelerating Low-carbon Transformation Planet - Promoting a Green Living Style
	KPI A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Planet - Accelerating Low-carbon Transformation
Aspect A4: Climate Change	General Disclosure	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.	Climate-related Financial Disclosures
	KPI A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them.	Planet - Accelerating Low-carbon Transformation Climate-related Financial Disclosures
<b>B. Social</b>			
Aspect B1: Employment	General Disclosure	Policies and compliance relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	People - Expanding Our Efforts to Create a Diverse, Inclusive and Healthy Workplace
	KPI B1.1	Total workforce by gender, employment type (for example, full- or part- time), age group and geographical region.	People - Expanding Our Efforts to Create a Diverse, Inclusive and Healthy Workplace Appendices - Performance Data Table

Subject Areas, Aspects, General Disclosures and KPIs		Description	Section
	KPI B1.2	Employee turnover rate by gender, age group and geographical region.	Appendices - Performance Data Table
Aspect B2: Health and Safety	General Disclosure	The policies and compliance relating to providing a safe working environment and protecting employees from occupational hazards.	People - Expanding Our Efforts to Create a Diverse, Inclusive and Healthy Workplace
	KPI B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	Appendices - Performance Data Table
	KPI B2.2	Lost days due to work injury.	Appendices - Performance Data Table
	KPI B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored.	People - Expanding Our Efforts to Create a Diverse, Inclusive and Healthy Workplace
Aspect B3: Development and Training	General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	People - Expanding Our Efforts to Create a Diverse, Inclusive and Healthy Workplace
	KPI B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	Appendices - Performance Data Table
	KPI B3.2	The average training hours completed per employee by gender and employee category.	Appendices - Performance Data Table
Aspect B4: Labour Standards	General Disclosure	Policies and compliance relating to preventing child and forced labour.	People - Expanding Our Efforts to Create a Diverse, Inclusive and Healthy Workplace
	KPI B4.1	Description of measures to review employment practices to avoid child and forced labour.	People - Expanding Our Efforts to Create a Diverse, Inclusive and Healthy Workplace
	KPI B4.2	Description of steps taken to eliminate such practices when discovered.	People - Expanding Our Efforts to Create a Diverse, Inclusive and Healthy Workplace



Subject Areas, Aspects, General Disclosures and KPIs		Description	Section
Aspect B5: Supply Chain Management	General Disclosure	Policies on managing environmental and social risks of the supply chain.	Planet - Co-driving Impacts with Our Stakeholders
	KPI B5.1	Number of suppliers by geographical region.	Planet - Co-driving Impacts with Our Stakeholders
	KPI B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored.	Planet - Co-driving Impacts with Our Stakeholders
	KPI B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	Planet - Co-driving Impacts with Our Stakeholders
	KPI B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	Planet - Co-driving Impacts with Our Stakeholders
Aspect B6: Product Responsibility	General Disclosure	Policies and compliance relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	People - Delivering the Best Experience Through Service Excellence and Customer Engagement
	KPI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	During the Reporting Period, we were not aware of any recall concerning the provision and use of products and services for safety and health reasons that have a significant impact on the Group.
	KPI B6.2	Number of products and service related complaints received and how they are dealt with.	People - Delivering the Best Experience Through Service Excellence and Customer Engagement During the Reporting Period, we were not substantiated complaints received relating to the provision and use of products and service that have a significant impact on the Group.
	KPI B6.3	Description of practices relating to observing and protecting intellectual property rights.	Governance - Upholding Our Integrity

Subject Areas, Aspects, General Disclosures and KPIs		Description	Section
	KPI B6.4	Description of quality assurance process and recall procedures.	People - Delivering the Best Experience Through Service Excellence and Customer Engagement
	KPI B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored.	Governance - Upholding Our Integrity
Aspect B7: Anti-corruption	General Disclosure	Policies and compliance relating to bribery, extortion, fraud and money laundering.	Governance - Upholding Our Integrity
	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.	Governance - Upholding Our Integrity
	KPI B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	Governance - Upholding Our Integrity
	KPI B7.3	Description of anti-corruption training provided to directors and staff.	Governance - Upholding Our Integrity
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.	People - Creating Liveable and Vibrant Communities People - Caring Communities during COVID-19
	KPI B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	People - Creating Liveable and Vibrant Communities
	KPI B8.2	Resources contributed (e.g. money or time) to the focus area.	People - Creating Liveable and Vibrant Communities



# GRI CONTENT INDEX

The Group has reported the information cited in this GRI content index for the period from 1 July 2021 to 30 June 2022 with reference to the GRI Standards.

GRI Standard	GRI	Description	Section
<b>General Disclosures</b>			
GRI 2: General Disclosures 2021	2-1	Organisational details	About Chinachem Group
	2-2	Entities included in the organisation's sustainability reporting	About Chinachem Group
	2-3	Reporting period, frequency and contact point	About this Report
	2-4	Restatements of information	Appendices - Performance Data Table
	2-5	External assurance	Appendices - Assurance Report
	2-6	Activities, value chain and other business relationships	About Chinachem Group
	2-7	Employees	People - Expanding Our Efforts to Create a Diverse, Inclusive and Healthy Workplace
	2-8	Workers who are not employees	People - Expanding Our Efforts to Create a Diverse, Inclusive and Healthy Workplace
	2-9	Governance structure and composition	Governance - Integrating ESG Factors in Operations
	2-10	Nomination and selection of the highest governance body	Governance - Integrating ESG Factors in Operations
	2-11	Chair of the highest governance body	Governance - Integrating ESG Factors in Operations
	2-12	Role of the highest governance body in overseeing the management of impacts	Governance - Integrating ESG Factors in Operations
	2-13	Delegation of responsibility for managing impacts	Governance - Integrating ESG Factors in Operations
	2-14	Role of the highest governance body in sustainability reporting	Governance - Integrating ESG Factors in Operations
	2-15	Conflicts of interest	Governance - Risk Management

GRI Standard	GRI	Description	Section
GRI 2: General Disclosures 2021	2-16	Communication of critical concerns	Governance - Risk Management
	2-17	Collective knowledge of the highest governance body	Governance - Integrating ESG Factors in Operations
	2-18	Evaluation of the performance of the highest governance body	Governance - Integrating ESG Factors in Operations
	2-19	Remuneration policies	Governance - Integrating ESG Factors in Operations
	2-20	Process to determine remuneration	Governance - Integrating ESG Factors in Operations
	2-21	Annual total compensation ratio	Governance - Integrating ESG Factors in Operations
	2-22	Statement on sustainable development strategy	Governance - Integrating ESG Factors in Operations
	2-23	Policy commitments	Governance - Integrating ESG Factors in Operations
	2-24	Embedding policy commitments	Governance - Integrating ESG Factors in Operations
	2-25	Processes to remediate negative impacts	Governance - Integrating ESG Factors in Operations
	2-26	Mechanisms for seeking advice and raising concerns	Governance - Integrating ESG Factors in Operations
	2-27	Compliance with laws and regulations	Governance - Upholding Our Integrity During the Reporting Period, we were not subject to significant fines or non-monetary sanctions for non-compliance with such laws or regulations.
	2-28	Membership associations	Appendices - External Charters and Pledges
	2-29	Approach to stakeholder engagement	Governance - Upholding Our Integrity
2-30	Collective bargaining agreements	People - Expanding Our Efforts to Create a Diverse, Inclusive and Healthy Workplace	



GRI Standard	GRI	Description	Section
<b>Material Topics</b>			
GRI 3: Material Topics 2021	3-1	Process to determine material topics	Governance - Integrating ESG Factors in Operations
	3-2	List of material topics	Governance - Integrating ESG Factors in Operations
<b>Economic Performance</b>			
GRI 3: material Topics 2021	3-3	Management of material topics	About Chinachem Group
GRI 201: Economic Performance 2016	201-1	Direct economic value generated and distributed	About Chinachem Group
<b>Anti-Corruption</b>			
GRI 3: Material Topics 2021	3-3	Management of material topics	Governance - Upholding Our Integrity
GRI 205: Anti-corruption 2016	205-1	Operations assessed for risks related to corruption	Governance - Upholding Our Integrity
	205-2	Communication and training about anti-corruption policies and procedures	Governance - Upholding Our Integrity
	205-3	Confirmed incidents of corruption and actions taken	Governance - Upholding Our Integrity
<b>Energy</b>			
GRI 3: Material Topics 2021	3-3	Management of material topics	Planet - Accelerating Low-carbon Transformation
GRI 302: Energy 2016	302-1	Energy consumption within the organisation	Appendices - Performance Data Table
	302-2	Energy consumption outside of the organisation	Planet - Co-driving Impacts with Our Stakeholders
	302-3	Energy intensity	Appendices - Performance Data Table
	302-4	Reduction of energy consumption	Planet - Accelerating Low-carbon Transformation
	302-5	Reductions in energy requirements of products and services	Planet - Accelerating Low-carbon Transformation

GRI Standard	GRI	Description	Section
<b>Water</b>			
GRI 3: Material Topics 2021	3-3	Management of material topics	Planet - Valuing Our Resources
GRI 303: Water and Effluents 2018	303-1	Interactions with water as a shared resource	Planet - Valuing Our Resources
	303-4	Water discharge	Appendices - Performance Data Table
	303-5	Water consumption	Appendices - Performance Data Table
<b>Emissions</b>			
GRI 3: Material Topics 2021	3-3	Management of material topics	Planet - Accelerating Low-carbon Transformation
GRI 305: Emissions 2016	305-1	Direct (Scope 1) greenhouse gas emissions	Appendices - Performance Data Table
	305-2	Energy indirect (Scope 2) greenhouse gas emissions	Appendices - Performance Data Table
	305-4	Greenhouse gas emissions intensity	Appendices - Performance Data Table
	305-5	Reduction of greenhouse gas emissions	Planet - Accelerating Low-carbon Transformation
<b>Waste</b>			
GRI 3: Material Topics 2021	3-3	Management of material topics	Planet - Valuing Our Resources
GRI 306: Waste 2020	306-1	Waste generation and significant waste - related impacts	Planet - Valuing Our Resources
	306-2	Management of significant waste-related impacts	Planet - Valuing Our Resources
	306-3	Waste generated	Appendices - Performance Data Table
	306-4	Waste diverted from disposal	Appendices - Performance Data Table
	306-5	Waste directed to disposal	Appendices - Performance Data Table



GRI Standard	GRI	Description	Section
<b>Supplier Environmental Assessment</b>			
GRI 3: Material Topics 2021	3-3	Management of material topics	Planet - Co-driving Impacts with Our Stakeholders
GRI 308: Supplier Environmental Assessment 2016	308-1	New suppliers that were screened using environmental criteria	Planet - Co-driving Impacts with Our Stakeholders
	308-2	Negative environmental impacts in the supply chain and actions taken	Planet - Co-driving Impacts with Our Stakeholders
<b>Employment</b>			
GRI 3: Material Topics 2021	3-3	Management of material topics	People - Expanding Our Efforts to Create a Diverse, Inclusive and Healthy Workplace
GRI 401: Employment 2016	401-1	New employee hires and employee turnover	Appendices - Performance Data Table
<b>Occupational Health and Safety</b>			
GRI 3: Material Topics 2021	3-3	Management of material topics	People - Expanding Our Efforts to Create a Diverse, Inclusive and Healthy Workplace
GRI 403: Occupational Health and Safety 2018	403-1	Occupational health and safety management system	People - Expanding Our Efforts to Create a Diverse, Inclusive and Healthy Workplace
	403-2	Hazard identification, risk assessment, and incident investigation	People - Expanding Our Efforts to Create a Diverse, Inclusive and Healthy Workplace
	403-9	Work-related injuries	Appendices - Performance Data Table
<b>Training and Education</b>			
GRI 3: Material Topics 2021	3-3	Management of material topics	People - Expanding Our Efforts to Create a Diverse, Inclusive and Healthy Workplace
GRI 404: Training and Education 2016	404-1	Average hours of training per year per employee	Appendices - Performance Data Table
	404-2	Programs for upgrading employee skills and transition assistance programs	People - Expanding Our Efforts to Create a Diverse, Inclusive and Healthy Workplace

GRI Standard	GRI	Description	Section
	404-3	Percentage of employees receiving regular performance and career development reviews	Appendices - Performance Data Table
<b>Diversity and Equal Opportunity</b>			
GRI 3: Material Topics 2021	3-3	Management of material topics	People - Expanding Our Efforts to Create a Diverse, Inclusive and Healthy Workplace Governance - Integrating ESG Factors in Operations
GRI 405: Diversity and Equal Opportunity 2016	405-1	Diversity of governance bodies and employees	People - Expanding Our Efforts to Create a Diverse, Inclusive and Healthy Workplace Governance - Integrating ESG Factors in Operations
<b>Non-discrimination</b>			
GRI 3: Material Topics 2021	3-3	Management of material topics	Governance - Performance Summary of Our Annual Commitments
GRI 406: Non-discrimination 2016	406-1	Incidents of discrimination and corrective actions taken	There were no confirmed incidents or non compliances or grievances during the Reporting Period.
<b>Child Labor</b>			
GRI 3: Material Topics 2021	3-3	Management of material topics	People - Expanding Our Efforts to Create a Diverse, Inclusive and Healthy Workplace
GRI 408: Child Labor 2016	408-1	Operations and suppliers at significant risk for incidents of child labor	People - Expanding Our Efforts to Create a Diverse, Inclusive and Healthy Workplace
<b>Forced or Compulsory Labor</b>			
GRI 3: Material Topics 2021	3-3	Management of material topics	People - Expanding Our Efforts to Create a Diverse, Inclusive and Healthy Workplace
GRI 409: Forced or Compulsory Labor 2016	409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	People - Expanding Our Efforts to Create a Diverse, Inclusive and Healthy Workplace

GRI Standard	GRI	Description	Section
<b>Local Communities</b>			
GRI 3: Material Topics 2021	3-3	Management of material topics	People - Creating Liveable and Vibrant Communities
GRI 413: Local Communities 2016	413-1	Operations with local community engagement, impact assessments, and development programs	People - Creating Liveable and Vibrant Communities
<b>Supplier Social Assessment</b>			
GRI 3: Material Topics 2021	3-3	Management of material topics	Planet - Co-driving Impacts with Our Stakeholders
GRI 414: Supplier Social Assessment 2016	414-1	New suppliers that were screened using social criteria	Planet - Co-driving Impacts with Our Stakeholders
<b>Customer Health and Safety</b>			
GRI 3: Material Topics 2021	3-3	Management of material topics	People - Delivering the Best Experience Through Service Excellence and Customer Engagement Planet - Building Sustainable Places with Heart
GRI 416: Customer Health and Safety 2016	416-1	Assessment of the health and safety impacts of product and service categories	People - Delivering the Best Experience Through Service Excellence and Customer Engagement
	416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	Appendices - HKEX ESG Reporting Guide Content Index
<b>Customer Privacy</b>			
GRI 3: Material Topics 2021	3-3	Management of material topics	Governance - Upholding Our Integrity
GRI 418: Customer Privacy 2016	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Governance - Upholding Our Integrity





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