

Thriving with Our Community and People



We are dedicated to building vibrant communities and enriching lives, both in work and leisure. By creating inclusive spaces such as homes, workplaces, hotels, and public areas, we encourage interaction, creativity, and personal growth. Through collaborative initiatives that emphasise intergenerational inclusion and cross-cultural exchange, we actively promote the arts and culture as a powerful tool to foster meaningful connections and encourage mutual understanding. In partnership with local communities, we enhance harmony and inclusivity across all ages, empower individuals, and inspire future leaders. We are equally committed to safeguarding the health, safety, and well-being of our colleagues while supporting their continuous growth and development. Our inclusive approach embraces diversity, supports minority groups, and advocates for social equity, addressing societal challenges to drive meaningful change. Together with our community and colleagues, we aim to create a sustainable, equitable, and thriving future for everyone.



 **109,953 hours**
Of training provided, recorded a 42% increase

 **49.7%**
Of positions held by women

 **~12 million**
In donations (HKD)

 **8,243 hours**
Of volunteer services provided, recorded a nine times increase¹

 **26 organisers**
Received support on community activities, recorded a three times increase

¹ The nine times increase compared to previous fiscal year was mainly contributed by the launch of our CCG Hearts loyalty programme, which has provided a platform to foster community services and volunteerism.

Curating an Inclusive Community

Fostering inclusive and compassionate communities requires the active participation of all individuals. To inspire greater participation and engagement in community service, we have integrated our volunteering initiatives and recognitions into our CCG Hearts loyalty programme and staff engagement. The CCG Hearts "Quest" feature encourages proactive participation in volunteering to enhance the lives of others by allowing participants to earn points and redeem rewards while spreading joy. By fostering a culture of volunteerism, we not only strengthen community bonds but also create an environment where everyone feels valued and included.

Performance Highlights



8,243 hours

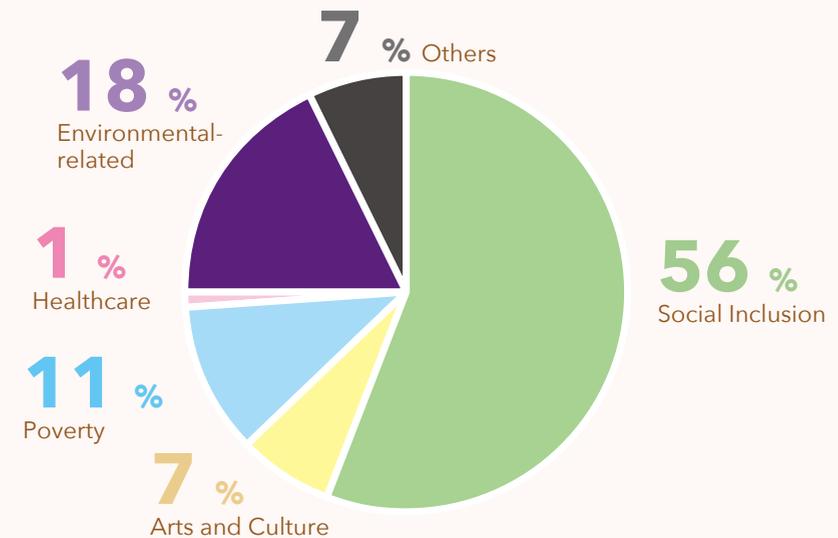
Of volunteer services provided, recorded a nine times² increase



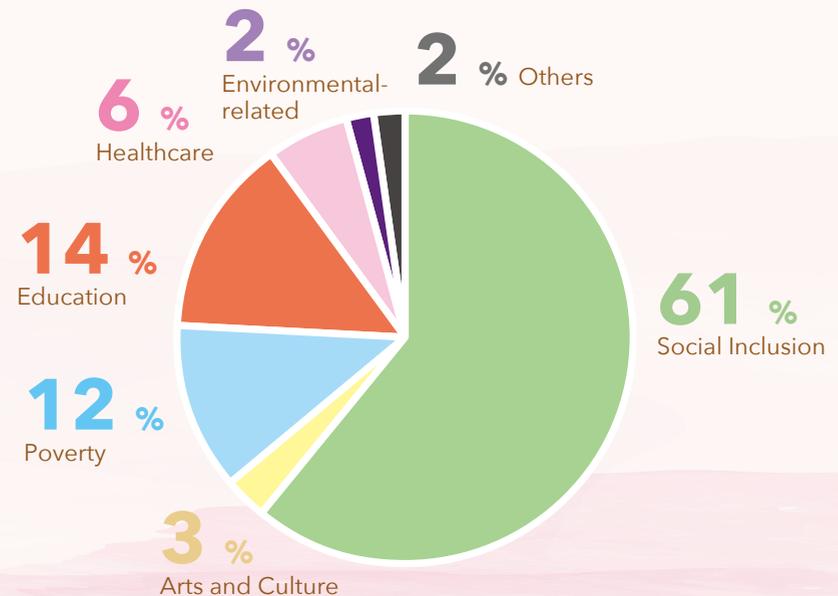
26 organisers

Received support for community activities

Community Service Hours, by Focus Area



Donations, by Focus Area



² The nine times increase compared to previous fiscal year was mainly contributed by the launch of our CCG Hearts loyalty programme, which has provided a platform to foster community services and volunteerism.

Golden Years Community Programmes

We are committed to fostering inclusive communities by promoting cross-generational connections and raising awareness of the importance of community integration. Through year-round activities, we empower the elderly to engage meaningfully, share their wisdom, and strengthen community ties. Aligned with our vision, "Places with Heart", we prioritise age-friendly facilities and support the mental well-being of both the elderly and their caregivers. Additionally, we provide tailored healthcare services to address their needs. Our goal is to create a more liveable and inclusive Hong Kong, promoting harmony across all generations.

Age Friendly Estates Pilot Scheme

We have partnered with The Hong Kong Council of Social Service to launch a series of initiatives and events under "Age Friendly Estates Pilot Scheme" in FY2023/24.

To connect residents with local resources, we hosted a Community Resource Expo at Golden Lion Garden, introducing nearby community resources such as local social welfare organisations and district health centres.



In collaboration with the Sha Tin District Health Centre, we facilitated free Covid-19 vaccinations for 100 elderly residents at Hilton Plaza, safeguarding their health.



To further address the physical and psychological needs of senior residents, 100 frontline colleagues from Property Services participated in an online training organised by the Hong Kong Association of Gerontology ("HKAG"). In recognition of our efforts, we have received the Golden Award of Friend of Age-friendly Housing Estates Online-learning and recognised as Friend of Age-friendly Housing Estates by HKAG.



In May 2024, we also organised a visit for residents of Pictorial Garden Stage I-III and Golden Lion Garden Stage II to the Jockey Club "age at Home" Gerontech Education and Rental Service Centre, where they explored the latest home-based elderly care equipment and facilities.



Through the Age Friendly Estates Pilot Scheme, we remain committed in addressing elderly residents' needs by collaborating with community organisations and continuously enhancing staff capabilities to support ageing in place.

Golden Gourmet



The Group partnered with the Golden Age Foundation in 2023 to launch Golden Gourmet, an elderly-friendly meal programme, in response to the prevalence and growing awareness of swallowing difficulties in Hong Kong's ageing population. A professional team of registered dietitian, nurse and speech therapist provided training for around 25 volunteers, including chefs from Nina Hospitality, equipping them with nutritional knowledge and cooking skills for elderly-friendly meals. They visited elderly homes to assist the preparation of elderly-friendly meals, improving the appearance and texture of foods while maintaining their nutritional value.

The initiative aimed to transform the dining experience for the elderly suffering from dysphagia, rekindling their interest in food and enhancing their mental and psychological health. Volunteers also built up skills in elderly-friendly meal preparation which they could apply for the benefit of the wider community and their family members. Building on the programme's success, the partnership was extended in 2024 to offer advanced training for volunteers and chefs from Nina Hospitality.

Dementia Care and Caregivers Support Programme

We partnered with the Hong Kong Sheng Kung Hui Welfare Council ("SKHWC") to promote the active engagement of persons with dementia ("PwDs") in everyday activities. Trainings were offered to community volunteers, family caregivers, and professional caregivers at private care homes, equipping them with facilitation skills to deliver failure-free activities to PwDs using SKHWC's user-centric DementiAbility Methods training kit themed around Hong Kong food culture. Under a controlled assistive environment, PwDs were able to re-engage in day-to-day activities such as shopping, tidying up the fridge, and setting the table, thereby redeveloping the confidence to take charge of their own lives and reintegrate into the community.



Apart from promoting the physical and mental well-being of the elderly, we also helped address the mental health challenges faced by caregivers through supporting SKHWC's "Happiness Surrounding You: Caregivers Support Service" programme. Aimed at alleviating stress faced by caregivers and enhancing their emotional management skills, the initiative invited around 160 caregivers to participate in a series of quilling paper art workshops, providing a creative outlet and much-needed breaks from caregiving responsibilities. Community education exhibition booths would be set up at the end of the programme to showcase caregivers' artworks, promoting awareness of caregivers' psychological well-being and fostering a caregiver-friendly community.

My Good Part-time Grandchildren Programme



Hong Kong's ageing population presents a growing concern, with a considerable number of elders being elderly singletons who live alone and lack regular social contact or support. In collaboration with Caritas Community Centre - Tsuen Wan, we launched the "My Good Part-Time Grandchildren" ("PTGC") programme, which aims to foster meaningful intergenerational connections and enhance access to community resources for a targeted 100 elderly singleton households.

The programme helped address the social needs of the elderly through initiatives focused on "Health", "Social Connections", and "Self-Sufficiency". Community volunteers engaged with the elderly through meal sharing, group activities, visits to district support services, and outings. The companionship helped reduce feelings of loneliness, strengthened community ties, and promoted self-sufficient living. Additionally, PTGC mobilised volunteers and corporate partners to build support networks for elderly singleton citizens and equipped volunteers with the skills and confidence to serve as community carers beyond the programme period.

HandsOn Hong Kong Community Engagement Programme



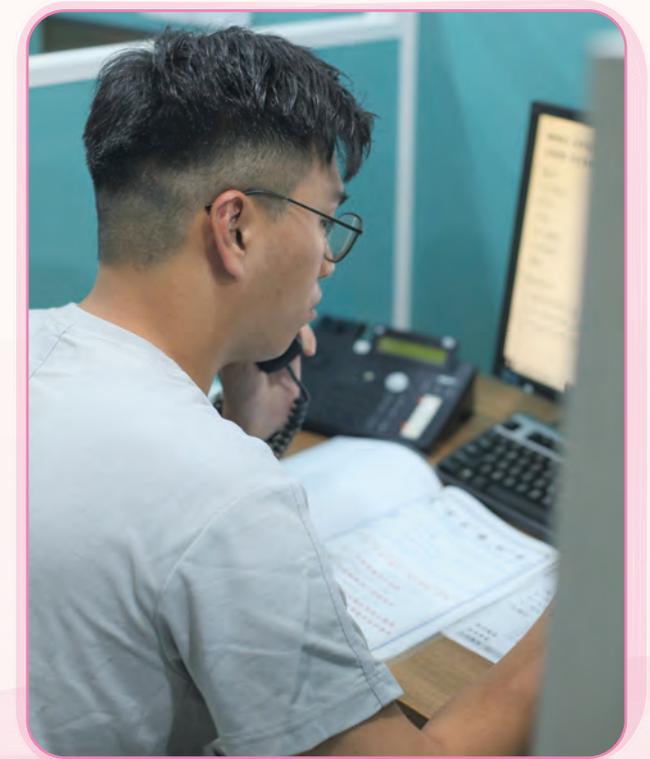
To promote volunteerism and a caring spirit in the city, we supported HandsOn Hong Kong (“HandsOn”) on the Community Engagement Programme to deliver a series of meaningful community service opportunities, allowing members of the public to experience the joy of doing good.

The collaboration with HandsOn this year focused on promoting active ageing by fostering social interactions and reducing emotional distress among elderly groups, as well as building a more interconnected and inclusive community for senior citizens. Around 90 volunteers provided support and companionship to more than 70 elders in a series of activities under the half-year programme, including accompanying elders with limited mobility on a reinvigorating forest bathing walk, cooking and serving nourishing soup for elders, guiding seniors in performing stress-relief exercises, and sorting recycled plastics alongside elderly workers.

Care for the Elderly Ambassador

We partnered with the Senior Citizen Home Safety Association for the three-year “Care for the Elderly Ambassador” programme which came into a conclusion in December 2023, with an aim to foster intergenerational, age-inclusive communities and promote respect and care for the elderly.

In 2023, the initiative engaged primary and secondary school students in Tsuen Wan and Kwai Tsing to provide 865 home visits and 2,198 caring calls to elders in the two districts. Meanwhile, elders were invited to share their life experiences in online and offline talks, helping more than 7,400 youths explore their life goals and self-worth.



Support and Joy for the Underprivileged

We are dedicated to supporting those in need by fostering an inclusive and accessible living environment that welcomes individuals from all walks of life, regardless of their abilities or backgrounds. By embracing diversity and promoting inclusivity, we aim to create vibrant spaces that bring joy and positivity to the community, transforming lives and uplifting society as a whole.

Delivering Love and Care to Underprivileged Groups through Festive Events

In 2024, we collaborated with Hong Kong Sheng Kung Hui Welfare Council ("SKHWC") to organise a series of festive events aimed at spreading joy and warmth to economically disadvantaged communities, helping them feel valued and included during the festive seasons.



During Chinese New Year, we sponsored a Poon Choi Festival at United Court, a transitional housing project operated by SKHWC. About 180 underprivileged elders enjoyed a hearty meal while immersing themselves in festive joy, experiencing the excitement of a lucky draw and captivating performances of Cantonese Opera, acrobatics and dragon dance by children. At Easter, a lunch buffet and party were organised at Nina Hotel Tsuen Wan West for low-income families, bringing holiday cheer to around 120 participants.

Between Mother's and Father's Day, a talent contest and carnival were organised at United Court, allowing residents to express their love and gratitude to their families while showcasing their skills in cooking, singing and performing. 15 winners of the contest received gift vouchers from Nina Hospitality for a memorable night or dinner buffet with their families.



Making Christmas Magical for Ethnic Minority and Hearing-impaired Students in Need

In 2023, we continued our support to Operation Santa Claus ("OSC"), an annual initiative by the South China Morning Post and Radio Television Hong Kong to fundraise for smaller and lesser-known charities in Hong Kong.



As part of the campaign, we organised a bus tour for around 25 ethnic minority children from Integrated Brilliant Education to learn about the city's historical buildings, including Central Market, and explore the vibrant festive displays during Christmas time, with an aim to foster cultural appreciation and social integration.

Nina Hospitality organised two festive cupcake workshops for 34 hearing-impaired youth beneficiaries from SLCO Community Resources, allowing them to experience baking with the support of sign-language interpreters.



Donating Hope - Commitments to the Local Dog Shelters

The Group is committed to fostering a more equitable and inclusive society, ensuring that no individual is neglected. Acknowledging the urgent needs of our four-legged companions during the winter season, Nina Hospitality gathered used duvets and towels from our hotels and generously donated them to local dog shelters, including Sai Kung Stray Friends Foundation, Catherine's Puppies, and Cheung Chau Furry Children's Voice.



Supporting Underprivileged Students for Professional Sports Training Programme

We supported InspiringHK Sports Foundation on the RUN Inspires! programme to provide professional running training to 56 underprivileged primary school students and those with special educational needs in Tsuen Wan, equipping them with confidence to face future challenges through fostering positive character traits including perseverance and teamwork.



Over the course of one year, each student attended 60 hours of weekly running classes delivered by professional coaches, eight hours of experiential learning activities, and two hours of sports assessment, performance or competition. Additionally, two Sports Promotion Days were organised, inviting parents and the public to participate and experience the joy and benefits of running.

On completion of the programme, more than 80% of participating students demonstrated improved understanding of sportsmanship and teamwork, and showed a stronger drive to strive for excellence and push their personal limits.

Preparing Special Education Needs Students for Career Opportunities



Nina Hospitality has partnered with local vocational training institutions to provide internship and job attachment opportunities for students with Special Education Needs ("SEN"). To prepare staff for coaching and supporting SEN students, a social worker from VTC SHINE Skills Centre shared practical tips on effective communication and collaboration with SEN students. The first group of 10 SEN students from SHINE began their four-week job attachment at hotels in June 2024. This initiative reflects our commitment to fostering an inclusive and supporting the Business-School Partnership Programme.



Christmas Angel Campaign 2023



With the belief that every child deserves to have Christmas wishes, we partnered with The Salvation Army on the Christmas Appeal 2023 campaign, sponsoring Christmas presents, training programmes and day trips to children from about 900 low-income families, spreading love and joy during the festive season.

As part of the programme, CCG Hearts volunteers helped pick, pack and gift more than 850 pieces of sponsored brand-new toys to underprivileged children based on their filled Christmas wish cards. We also sponsored training programmes in cooking and emerging sports such as VX and Futnet for 80 disadvantaged children and their family members, helping them explore their potentials and develop new interests. At the start of the new year, about 20 underprivileged children and their families took a break away from daily hassles having fun and quality family time together during a day trip sponsored by the Group.

Volunteer Opportunities for All-round Wellness



We sponsored and supported the Hong Kong Federation of Youth Groups (“HKFYG”) on the “Volunteer Opportunities for All-round Wellness” programme, which aims to enhance the social, emotional and physical wellbeing of youths, as well as their environmental awareness through encouraging their participation in community services.

HKFYG’s youth volunteers took part in volunteer activities organised one to three times per month under the companionship of CCG Hearts volunteers who come from diverse backgrounds, fostering cross-generational mentorship and strengthening community connections. Services included wellness art workshops where volunteers and underprivileged children or elderly beneficiaries created artworks together, cooking workshops where volunteers prepared meals for those in need, beach, trail or sea clean-ups through hiking and kayaking, as well as recycled clothing sorting workshops.



Empowering Next Generation through Education and Nurturing

Recognising that the future lies in the hands of the next generation, we are dedicated to fostering their growth and development through meaningful opportunities. Through a variety of initiatives and youth-focused programmes, we create a dynamic and inclusive environment where young people can learn, connect, and contribute. By fostering opportunities for personal and professional growth, we aim to inspire creativity, build resilience, and cultivate leadership skills. The younger generation plays a vital role in our sustainability initiatives, which aim to nurture the talents, encourage collaboration, and prepare them to shape a future defined by openness, innovation, and inspiration.

Internship and Scholarship

Golden Age Foundation x Saint Francis University x Pine Residence Internship Programme

A three-phase internship programme was launched at Pine Care Group by Golden Age Foundation, in collaboration with Saint Francis University Hong Kong, involving 25 Higher Diploma in Health Studies students. The programme covers 14 modules, including medication management, specialised care techniques, manual handling skills, use of mobility aids, personal hygiene care, and health monitoring.



The first phase of the internship began successfully in early June 2024, with dedicated guidance from mentors. The interns actively participated in daily operations, assisting elderly residents with daily activities, monitoring health indicators, and supporting rehabilitation training.

Through this internship, students gained invaluable hands-on experience, enhanced professional skills, and deepened their understanding of the elderly care industry's scale and development trends. This will help them plan their future career paths. Most importantly, the programme fosters intergenerational communication and understanding by encouraging direct interaction with elderly residents.

HKUST Chinachem PrimeMovership Scholarship and RoboGames 2024

The Group established the Chinachem PrimeMovership Scholarship for students of the Division of Integrative Systems and Design, the Hong Kong University of Science and Technology ("HKUST"), with an aim to nurture a new generation of entrepreneurial and innovative technology leaders capable of solving real-world challenges.

In FY2023/24, the scholarship was awarded to 20 students, following a rigorous selection process which assessed student projects' social impact, degree of community engagement, and multi-disciplinarity.

In April 2024, we supported 15 HKUST students' participation in RoboGames, one of the world's largest robot competitions, in California, United States. The team won a total 15 medals from 11 events ranging from auto humanoid, art bots to sumo, in addition to developing their technical expertise, problem-solving abilities, networking and leadership skills.

Space Transformation for Youth

School Campus Revitalisation



We partnered with Habitat for Humanity Hong Kong on the Project School Works programme, sponsoring school campus revitalisation projects to enhance the learning environments of 1,400 students at two local schools.

Together with CCG Hearts volunteers, students from participating schools helped transform their campuses by painting vibrant murals on walls and playgrounds, creating more engaging and inspiring spaces for learning and growth.

Launch of Nina Communal by Nina Hospitality



We have introduced Nina Communal, a versatile space located in Nina Hotel Tsuen Wan West and Nina Hotel Kowloon East. Designed as a vibrant mixed-use facility, it offers a dynamic environment for dining, co-working, recreation, and socialising, creating opportunities for young people, especially those living in Nina Hotel Tsuen Wan West under the youth hostel programme, to connect, collaborate, and thrive. By fostering meaningful interactions and providing an inspiring space, Nina Communal is not just a venue but a hub for youth empowerment and community engagement, supporting their development and ambitions.

Promoting Arts and Culture through Intergenerational Collaborations

Arts, culture, and heritage are vital to building a vibrant, inclusive, and prosperous society, driving economic growth and fostering social cohesion. They serve as powerful mediums for communication, bridging generations and cultures while promoting mutual understanding. The Group actively supports events that encourages intergenerational inclusiveness and cross-cultural exchange, while delivering meaningful messages such as love and care for the elderly, ensuring they are passed on to future generations.

Chinachem Group celebrates French May 2024

As a global community builder, we are dedicated to preserving and promoting local and international art and culture. For the fourth consecutive year, the Group partnered with the French May Arts Festival, sharing a vision to enrich community life through arts and culture.

In this collaboration, we promoted French culture at Central Market and NINA MALL, while introducing Festival programmes for the first time at D-PARK and Nina Park. These included sustainability-focused contemporary dance performances, where dancers utilised the surrounding environment in a site-specific performance to echo the theme of sustainability. Alongside these, French GourMay Markets featuring French delicacies and fine wines have brought a taste of French art, culture, and lifestyle to the city. Additionally, dance workshops were organised for schools and community groups, culminating in a community dance performance by children at NINA MALL which fostered community connections and created positive social energy. The collaboration showcased French art and gastronomy while demonstrating our commitment to building communities through inclusive participation and engagement.



ACE Art 2024

To demonstrate care and love through creativity and arts, we sponsored the organisation of Anchor Children with Elders (“ACE”) Art 2024 by Mighty Oaks, an NGO that focuses on promoting elderly welfare and fostering intergenerational connections.

ACE Art is an annual student competition aimed at promoting understanding and respect for the elderly through creative expression. Young student participants engage with their grandparents or elders in the community to learn about their past, creating artworks inspired by the older generation’s stories on a themed canvas. The theme for ACE Art 2024 is “All We Need is Love”, with hand fans chosen as the canvas for their practicality as an everyday item and cultural significance in Hong Kong.

We were honoured to have been involved in selecting the winners as well as hosting the award ceremony and exhibition at NINA MALL Atrium, showcasing award-winning and outstanding artworks to promote the message of intergenerational connection to the wider public. After the exhibition, 1,700 pieces of artworks were gifted to elders during community service visits to elderly homes and centres, spreading love from the young to the old.



Movie Ticket Donation

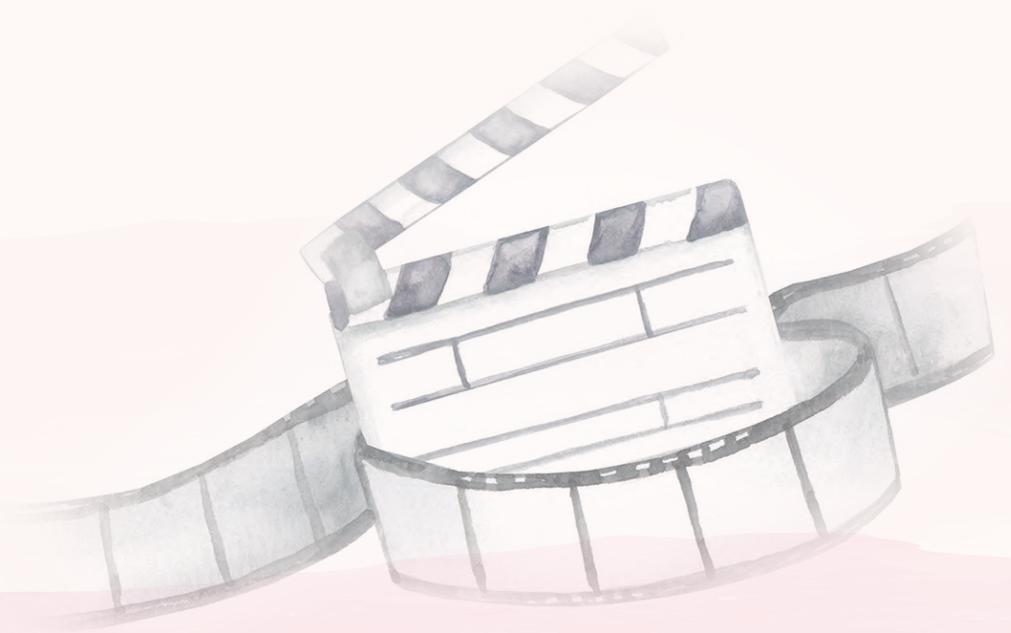
Recognising the importance of making arts and culture accessible to all generations, we collaborated with Yan Oi Tong Woo Chung District Elderly Community Centre in Tuen Mun to provide free movie tickets to senior citizens. From July 2023 to June 2024, more than 18,000 tickets were distributed to elders, offering them opportunities to enjoy arts and culture while spending leisure time with friends.

The initiative strengthened social ties and promoted social inclusion while encouraging broader participation in arts and culture by people from different generations. Since May 2023, we had extended the coverage of the sponsored morning movie sessions to weekends and other sessions before 11am, better accommodating elders' schedules and preferences and further improving the accessibility of the movie-going experience.

CCG Grand Award to Support Local Film Industry



As part of our commitment to nurturing the local film industry, we continue to take proactive steps to support and elevate the creative efforts of homegrown talent. In collaboration with the Hong Kong International Film Festival Society to foster local film talent, we proudly sponsored and presented the second edition of the CCG Grand Award, recognising an outstanding locally produced film project at the 22nd Hong Kong - Asia Film Financing Forum. The Way We Talk, one of five Hong Kong projects shortlisted for the award, was named this year's winner and received a cash prize of 200,000 (HKD). We will remain dedicated to supporting the arts and cultural industries, nurturing local talent, and creating a positive impact on the Hong Kong film industry and the broader community.



Safeguarding Health and Safety of Our Colleagues

The Group firmly believes that Occupational Health and Safety (“OHS”) is a vital cornerstone of our overall strategy, operations, and activities. We are dedicated to promoting a work environment that prioritises the prevention of accidents and injuries through our OHS framework, committee, management, performance review and monitoring.

Occupational Health and Safety Committee

To achieve this, we have established the Occupational Health and Safety Committee (“OHSC”), operating under the ESG Sub-committee - People. The OHSC comprises of representatives from the Human Resources, Workplace Services, Project, Nina Hospitality, Property Services, etc. A Terms of Reference is formalised to define the scope, responsibilities of the OHSC to facilitate effective OHS management. The OHSC is responsible for implementing

OHS management in their department to reduce and control hazards. They ensure compliance with OHS standards and requirements for the Group, promote OHS knowledge and culture through training, and communicate any risks, concerns, and recommendations to the appropriate departments promptly.

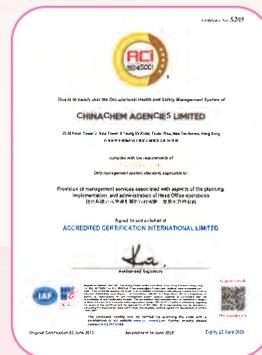
Occupational Health and Safety Management Framework

We have adopted the Occupational Health and Safety Management Framework (“the OHS Framework”), which details the objectives, procedures, resources, and a review system for enhancing safety measures.

To adhere to the OHS framework and relevant rules and regulations, the Group also conducted a comprehensive OHS risk assessment, along with internal and external audit. We have successfully achieved ISO 45001:2018 certification for our OHS management and are working towards obtaining the same certification for all operations in the future, including targeting certification of our hotel operations by 2024.

Additionally, we regularly review and monitor OHS performance by establishing clear KPIs and defined indicators, which promote continuous improvement and

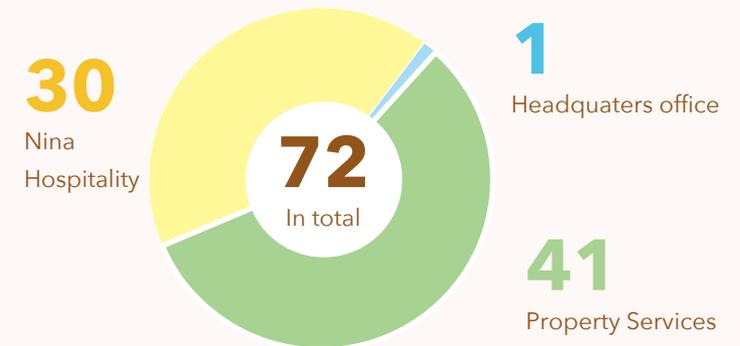
ensure that OHS data supports governance and maintains our performance. In the event of an occupational health and safety incident, we have established comprehensive procedures for incident investigation, reporting, review, corrective actions, and preventative measures, along with regular drills.



ISO 45001:2018 certification for our headquarters office

Safety Performance Highlights

Number of Lost Time Injuries (sick leave >0 days)



2.0



Lost-Time Injury Rate (LTIR), reduced by 23.1% compared to the previous year

Safety Performance Highlights of Contractor Workers

0

Number of work-related fatalities of contractor workers

10

Number of lost time injuries of contractor workers (sick leave >0 days)

Industry Awards

We are committed to maintaining a robust safety management system to enhance safety performance on our construction sites, thereby creating a safer and healthier workplace for our workers. During the Reporting Period, the Group's Tonkin Street Redevelopment Project received several awards in occupational health and safety, underscoring our efforts and dedication in this critical area, including:

1. Occupational Health Award 2023-2024: Joyful@Healthy Workplace Best Practice Award (Enterprise/Organisation Category) - Merit Award
2. 29th Considerate Contractors Site Award Scheme - CCSA (Non-Public Works - New Works - Group B) - Merit
3. Construction Industry Safety Award Scheme 2023/2024
 - Building Sites (Private Sector) - Certificate of Good Performance
 - Safety Teams - Merit Award



Safety Trainings and Workshops

To create a safe working environment and ensure compliance with laws and regulations, we provide ample resources and trainings to both employees and contractors. During the Reporting Period, we provided a total of 6,984 hours of health and safety trainings to our employees, which included departmental on-the-job training focused on occupational safety, workplace safety training, wellbeing and wellness workshop and fire safety training, etc.

Townhall on Construction Site Safety

To elevate OHS standards for all employees in construction management, the Project department organised a safety townhall. The safety townhall featured representatives from the Construction Industry Council who shared insights on safety management practices. We also discussed recent construction site accidents as case studies to identify the challenges associated with risk management and propose feasible solutions for accident prevention and effective accident response.

We always prioritise construction site safety and to ensure the safety and health of workers, especially those facing high occupational health risks. We closely collaborate with contractors to develop and implement comprehensive safety measures. We strictly adhere to established policies, conduct regular site inspections, and provide designated break times to ensure the occupational health and safety of all employees.



Safety Sharing at Construction Site

To actively promote a culture of safety on the construction site, our Project Director visited the Ho Man Tin Station Package Two Residential Project in February 2024 to conduct a safety sharing session about scaffolding work. During this session, we emphasised the vital role of contractor workers in maintaining a secure working environment and encouraged all stakeholders and workers to uphold the principles of "People, Life First".

In addition, we have implemented a series of actions to further enhance worker safety which included industry accident reports with subcontractors during safety morning meetings to raise their awareness of site safety. We also organised talks for subcontractors involved in scaffolding work, emphasising the importance of monitoring the structural condition of scaffolding. Furthermore, evaluation meetings were organised with engineers, qualified personnel, the safety team, etc. to assess the external wall work. Scaffolding site safety inspections were conducted across all districts by qualified personnel, structural engineers, and the safety team to re-evaluate the conditions of scaffolding and ensure compliance with safe operating standards.

Nina Hospitality General Safety in Catering Training

Nina Hospitality is committed to creating a safe and healthy work environment for our employees. To uphold this commitment, we collaborated with the Occupational Safety and Health Council (“OSHC”) to organise the “General Safety Training for the Catering Industry”. In the Reporting Period, the initial training was successfully delivered to more than 20 staff members of Nina Hospitality, including the HR team, heads of the Food and Beverage Department and departmental trainers. Following the completion of the first phase of training, the HR team and heads of Food and Beverage Department planned to deliver inhouse safety trainings for staff members, ensuring comprehensive engagement across our workforce.



Workplace Wellness and Achievements

Healthy Spine Workshop

We encourage our staff to prioritise their health and consistently strive to create a healthy work environment. During the Reporting Period, Nina Hospitality invited a professional chiropractor to share valuable insights on common pain symptoms to our staff members. In addition to the informative presentation, the session offered personalised one-on-one consultations, enabling team members to address individual concerns and receive expert guidance on maintaining their physical well-being.

Distributing “Summer Cooling Kit” to Our On-site Staff Members

In response to the heatwave in Hong Kong, Property Services has distributed “Summer Cooling Kits” to site staff members in NINA MALL, Papillons Square, and other properties to help them cope with soaring temperatures. These kits include fans and cooling towels designed for comfort during work hours.



Fostering Continuous Growth and Development of Our Colleagues

Performance Highlights



109,953

hours

Of training provided,
recorded a 42% increase



30.5

Average training hours per
colleague



Average training hours,
by gender

30.0

Female

31.0

Male



Average training hours,
by employee category

23.1

Senior management

36.4

Management

29.5

General Staff

Due to evolving global trends, the demand for skills and expertise is always changing. As such, we have dedicated significant effort to ensure our colleagues are fully prepared to address the challenges faced by the Group.

The CCG E-learning platform includes courses with a wide range of topics, including the prevention of corruption, anti-money laundering and counterterrorism financing, employee conduct and business ethics, market conduct and fraud, privacy, confidentiality and information security.

Besides providing trainings to our colleagues, we also offer reimbursement for external training expenses, as well as professional memberships or qualification examination fees. Moreover, they will be granted paid leave to accommodate examination.

To ensure a structured approach to training at Property Services, we have established a Training Committee during the Reporting Period, comprising members from various departments and sections. These include Property Management Services, ESG, IT, Quality Assurance, Central Administration Unit, etc. The Training Committee reviews and enhances training plans for various sections, such as customer services and human resources management, covering topics of environmental protection, emergency handling, occupational safety, equal opportunity, etc. The Training Committee is also responsible for tracking training progress and collecting training data from business units, ensuring that training objectives are achieved.

CCG Innovation Ambassador Programme - Cohort 2

To nurture an entrepreneurial mindset and problem-solving skills within our team, we co-organised the CCG Innovation Ambassador Programme ("IAP") with the University of Hong Kong Business School Executive Education. As a "Learning by Doing" programme, this nine-month workshop centred on design thinking, innovation, and change mindset management provided our colleagues with a valuable and enriching experience to collaboratively learn and develop innovative solutions for our business and societal challenges.

Leveraging on the success of Cohort 1, this year we conducted the Cohort 2 of IAP. Across the two cohorts, a total of 64 colleagues from various departments have participated. These participants formed groups to present their innovative ideas to the senior management.



Places with Heart Academy



Places with Heart Academy serves as a dynamic platform dedicated to capacity building and fostering innovative business approaches among our colleagues. We organise a variety of seminars, invite distinguished keynote speakers, and engage in meaningful dialogues to ensure our team stays abreast of the latest business insights and information. This proactive approach equips our colleagues to navigate the complexities of an ever-evolving market. Places with Heart Academy also shares knowledge across diverse fields. These include sustainability, digitalisation, business management, stakeholder engagement, and personal development.

ESG Talks and Site Tour

To prepare our workforce for the future, we emphasise the importance of integrating ESG practices into daily work and decision-making. We regularly organise ESG talks to keep our colleagues informed about regulatory changes and invite industry experts to share their insights on sustainability topics. These initiatives help our team develop the necessary ESG skills and mindset, fostering a culture of sustainability and innovation.

This year, we invited Mr Edwin Lau, Founder and Executive Director of The Green Earth, to conduct a sharing about waste reduction and management, in response to the proposed Municipal Solid Waste (“MSW”) charging scheme. Our staff members engaged in interactive game activities and learnt to integrate concept of circularity into their daily operations.



Additionally, we organised a tour for 20 colleagues to explore our Nina Hotel Kowloon East, one of the only two Geopark Hotels in Hong Kong. With a Geopark theme, the hotel blends fossil-themed decorations with nature-inspired design and incorporates eco-friendly facilities and practices. During the tour, colleagues also visited the hotel's energy-efficient water-cooled air conditioning systems, gaining valuable insights into green buildings.



Cybersecurity Fun Day

We are committed to protecting confidential data and information of the Group, its partners, customers and employees. Therefore, in addition to using professional cybersecurity solutions to quickly detect network threats and repair incidents, we also provided network security training for employees to further minimise the losses caused by network attacks. The Group partnered with a cybersecurity solution provider to co-organise a series of workshops to enhance our employees' understandings of cybersecurity. Through interactive games, employees learnt how to create strong passwords, identify scams, recognise and handle suspicious emails.



Generative AI Solutions Experience Day

The Group collaborated with Microsoft to host an Experience Day centred around Generative Artificial Intelligence (“AI Solutions”). Experts from Microsoft shared the latest advancements in the field of Generative AI and demonstrated how the innovative solutions can be integrated into our operations to enhance productivity and work efficiency. Our colleagues had the opportunities to engage with experts to explore practical applications of Generative AI in our business context.



Mandarin Training

To meet growing business opportunities the Greater Bay Area, Nina Hospitality organised a ten-session Mandarin communication training for colleagues from hotel operations from May to July 2024. The training covered marketing, negotiation and product introduction. Guided by a professional trainer, our colleagues improved their communication skills and confidence in speaking Mandarin.

Building a Supportive and Engaged Workplace

Employee Management and Recognition

We place a strong emphasis on employee empowerment, cherishing the diverse talents and contributions of our team members. At the core of our success lies our workforce, and our dynamic culture thrives on acknowledging and rewarding their dedication. We foster an environment where each individual’s impact is not only recognised but also encouraged.

Employee Engagements

To ensure alignment of purpose within the Group and to move forward as one collective entity, we stay in touch with our employees in a number of ways.

Employer Value Proposition

In January 2024, we launched our new Employer Value Proposition (“EVP”), to establish a ‘Space to make a transformative impact, career and life’. The EVP covers four pillars, i.e. space to drive social progress, space to bring out the best in you, space to shape decisions, and space to support your family and your passions. Through initiatives such as stakeholder engagement and co-creation workshop aimed at attracting and retaining talent, and ensuring support of leadership teams, our culture was transformed to emphasise sustainability and employee empowerment.

Buddy Scheme

Launched in 2023, the buddy scheme is designed to help our new team members transition smoothly and integrate effectively. Each new joiner will be paired with an experienced colleague as a buddy for the first few months of their employment. The buddy assists the new joiner in settling into their role, understanding the Group’s organisational structure, culture, vision, mission, and values, and building networks and relationships within the Group.

In addition to addressing practical work issues, we also aim to foster a sense of belonging and inclusion. With the support of their buddy, new joiners can quickly adapt to their working environment and establish strong relationships with their colleagues. During the Reporting Period, we organised a celebratory lunch to welcome our new joiners and express our gratitude for the time and effort contributed by our colleagues.



Townhall Meetings

Engage with employees through biannual Townhall meetings at the Group plays a crucial role in reinforcing the company's core values and communicating future strategic directions. These sessions facilitated direct communication between leadership and staff, fostering transparency and unity. Employees were also aligned with our mission of sustainable development, encouraging active participation and a sense of shared purpose within the Group.

Employee Engagement Survey

This year, we conducted an employee engagement survey focusing on six key engagement drivers, including performance, leadership, net promoter score ("NPS"), company practices, work environment, and brand. These drivers were further broken down into seven sub-categories: caring organisation, feedback culture, transparency, brand perception, work collaboration, motivation, and performance. A total of 2,508 employees participated in the survey, with 76% of respondents achieving the top level of engagement, satisfaction, well-being, or employee net promoter score ("eNPS").

Suggestion Box

To promote open communication and continuous improvement, we have set up an online Suggestion Box in the Intranet, encouraging employees to share their ideas and feedback. This platform has successfully facilitated the implementation of several employee-driven suggestions. For example, based on employee suggestions, we introduced a "Cheat Day" in the staff canteen to diversify meal options, and extended laundry services to all staff.

Recognition and support

The Group values the significance of acknowledging employees' contributions in enhancing productivity and elevating employee satisfaction. To underscore this commitment, we actively demonstrate recognition and support through a range of prestigious awards.

CCG Innovation Awards 2023

We encourage our colleagues to be innovative and push the boundaries of their work, and we look forward to fostering this spirit of innovation both within and beyond the Group. To recognise the outstanding achievements in innovation by various teams, we held the "CCG Innovation Awards 2023" ceremony, where 6 teams were honoured with awards, including People Award, Digitalisation Award, Operation Efficiency Award, Business Transformation Award, Sustainability Award, as well as Brand and Marketing Award.

CCG Long Service Award

We highly value the dedication and loyalty of our employees, recognising the significance of appreciating their efforts. With our Long Service Award, we commemorate the significant milestones of our colleagues, expressing our thanks for their consistent dedication and efforts. This acknowledgment nurtures a culture of gratitude, loyalty, and drive within the Group, enhancing the connection between colleagues and management.



Employee Well-being and Benefits

Promoting Work-Life Balance

Understanding that many colleagues have commitments outside of work, such as the development of personal interests, we have introduced hybrid work arrangements. This arrangement helps them stay productive while managing their personal commitments. To further enhance the work-life balance and well-being of our employees, we implemented several changes this year.

Enhancement of Annual Leave and Community Leave

We increased the starting annual leave entitlements for each grade, effective 1 January 2024. Also, we offered an additional increase of one day annual leave after every two years of service for all grades except executives. To promote the spirit of community engagement and support within the Group, staff members who participate in community services organised by the Group will be able to earn CCG Hearts points, which can redeem a maximum of two days of Community Services Special Leave per year.

Employee Assistance Programme



We have partnered with an employee service consultancy company to launch the Employee Assistance Programme, a support system that offers 24 hours counselling hotlines, face to face counselling and clinical psychological service. We aim to provide our colleagues and their families access to professional guidance for work, family, personal and social interaction issues. Besides counselling services, the programme also offers online self-learning resources and trainings on topics related to mental health, such as work life balance, positive psychology, etc.

Healthy Food Choice

The Group is fostering a culture of healthy eating, acknowledging that nutritious meals are essential for a healthy workplace.

Monthly Fruit Day

To promote healthy living and encourages healthier eating habits, we organised a monthly fruit giveaway at the headquarters office.

Reopening of Staff Canteen at Nina Hotel Tsuen Wan West

In alignment with our commitment to fostering a healthy workplace culture, we reopened our staff canteen at Nina Hotel Tsuen Wan West. On this special day, our management team dressed up as chefs to serve meals to our staff members. Recognising the importance of prioritising healthy food choices that promote good nutrition, our canteen menu has been thoughtfully curated by our in-house nutritionist to provide a diverse selection of nutritious and wholesome options.



Employee Engagement and Social Events

We place our colleagues at the forefront and strive to create a supportive, joyful, and rewarding environment for them. To unlock the full potential of our team, we have organised a variety of activities throughout the year that foster bonding and promote a positive workplace atmosphere.

Striving for a Family-Friendly Workplace

We are dedicated to creating a family-friendly work environment for our colleagues, reflecting in various programmes and policies we have in place.

We offer extensive family benefits and support services. Our company provides parental, marriage, and compassionate leave to help colleagues during important life events. Additionally, our headquarters office has a nursing room that offers mothers a comfortable and private space. As part of our commitment to supporting our colleagues and their families, we extend medical coverage to the families of colleagues holding manager or above positions. We ensure that the healthcare provided to our colleagues and their families is of the highest quality. During the Reporting Period, we have further launched the following initiatives to uphold our commitment of building a family-friendly workplace.

Enhancement of Maternity and Paternity Leaves

Since 1 September 2023, we have enhanced our leave entitlement by offering fully paid maternity and paternity leave to mothers and fathers of newborns, allowing them ample time to cherish their first moments with their newborns.

The 3rd CCG Family Day

On 23 September 2023, we hosted the Family Day of the Group. This event brought together colleagues and their families for a fun-filled day. During the event, we celebrated nearly 60 children of our colleagues who were awarded scholarships from our established scholarship scheme, which supports their academic aspirations and recognises their outstanding achievements.



Good Employer Charter 2024

To demonstrate the Group's commitment to safeguarding the work-family balance of our employees, we have joined the Good Employer Charter 2024, featuring the theme of "Supportive Family-friendly Good Employer".

Enhancing Team Connections for a Happier Workplace

We are committed to creating a happier workplace and actively fostering a spirit of friendly competition and teamwork. As part of our commitment, we have organised a variety of activities throughout the year to promote bonding and enhance a positive working environment.



Workplace Events and Workshops

Throughout the Reporting Period, our Workplace Services Team organised a variety of engaging and sustainability-focused events to promote employee well-being, environmental awareness, and team bonding. These included Go Green Fair, Coffee Cupping x Upcycling Workshop, and Friday Challenge - Korean Ddakji, etc., with around 850 participants taking part in these activities.



CCG Staff Social Clubs

To align with the Group's broader objectives, we launched the CCG Staff Social Club to enhance wellness, promote inclusion and diversity, foster a sense of belonging, stimulate innovation, encourage teamwork, develop leadership skills, and facilitate the exchange of ideas and connections among colleagues.

The CCG Staff Social Club serves as an internal platform designed to turn our employees' ideas for social activities into reality. This club is open to all employees, including part-time and full-time staff, allowing them to create social clubs centred around different themes and participate in activities that interest them.

During the Reporting Period, we have 10 social clubs focusing on different areas, including basketball, badminton, football, golf, tennis, board games, coffee and cocktail making, drumming, floral design, and wine education.

Nina Hospitality Bowling Competition 2024

Our staff members from across our hotels came together to showcase their bowling skills, creating an atmosphere filled with excitement and camaraderie. At Nina Hospitality, we believe in fostering a spirit of friendly competition and teamwork, and events like this exemplify our commitment to creating a joyful workplace for our team members.



CCG Hearts: Give Compliments to Colleagues

We have developed a feature in CCG Hearts that allows our colleagues to compliment each other, fostering a supportive workplace.

Commitment to Diversity, Equity and Inclusion

Performance Highlights



Total number of colleagues, by gender

1,788

Female

1,813

Male



Total number of colleagues, by age

462

30 years old or below

1,410

31-50 years old

1,729

51 years old or above



Female representation in the workforce (%)

49.7%

The Group promotes diversity, equity and inclusion (“DEI”) and recognises the importance of a diverse workforce to the success of our business. We have signed the Equal Opportunities Commission’s “The Racial Diversity and Inclusion Charter for Employers” and have launched programmes to create a diverse, equal and inclusive workplace.

Promoting Inclusivity and Accessibility

Culturally Inclusive Sharing

In 2024, we have collaborated with the Equal Opportunities Commission (“EOC”) to organise sharing sessions, inviting an ethnic minority guest speaker to raise awareness amongst colleagues about ethnic minorities and the do’s and don’ts when interacting with them.



Supporting Diverse and Special Needs Talent

Talent-Wise Employment Charter and Inclusive Organisations Recognition Scheme

We are committed to providing more internship and employment opportunities for people with disabilities, thereby unleashing their potential, enabling their self-reliance, fostering social integration and building a caring and supportive society for all.

Hiring Recovering Individuals and Ethnic Minorities

We are dedicated to promoting diversity and inclusion through offering career opportunities for people from diverse backgrounds. To support this mission, we partnered with Baptist Oi Kwan Social Service to organise the “Your Career, Your Choice” Inclusive Job Fair. The Group and Nina Hospitality were one of the participating employers, aiming to hire talents from minority groups or those recovering from mental illness.