



Modern Living Investments Holdings Limited 雅居投資控股有限公司

(Incorporated in the Cayman Islands with limited liability)

Stock Code: 8426

QUALITY LIVING ENVIRONMENT
FOR THE COMMUNITY

2018

Environmental, Social and Governance Report

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

ABOUT THIS REPORT

This report is the second Environmental, Social and Governance report (the “ESG report”) published by Modern Living Investments Holdings Limited (the “Company”). By reporting the policies, measures and performances in environmental, social and governance (“ESG”) aspects, the Company and its subsidiaries (collectively “Modern Living” or “the Group”, referred to here-after as “we”, “our” or “us”) allow all stakeholders to understand the progress and development direction of the Group. The report is available in both Chinese and English.

Reporting Scope and Boundary

The ESG report focuses on the Group’s property management services for the year ended 31 December 2018 (the “Reporting Year”). Compared with our previous report published in May 2018¹, we have expanded the reporting scope to cover our headquarter office in Shek Mun (the “headquarter office”) and the management offices of three public-housing estates (collectively the “sites of operations”, including Tai Yuen Estate, Shui Pin Wai Estate and Tin Yiu Estate) managed by the operating subsidiary of the Company, Modern Living Property Management Limited (hereafter as the “operating subsidiary”). The following table specifies details of the three public estates:

Public-housing estates	Locations	Gross floor area (“GFA”) in management (sq. ft.)
Shui Pin Wai Estate	Yuen Long	4,843
Tai Yuen Estate	Taipo	6,760
Tin Yiu Estate	Tin Shui Wai	2,959

Environmental key performance indicators (“KPIs”) of this ESG report only cover the headquarter office and offices at the three sites of operations. While this ESG report does not cover some of our operations in Hong Kong, it is on our agenda to extend the scope of the report in future.

Reporting Standard

This ESG report is prepared in accordance with the Environmental, Social and Governance Reporting Guide (the “ESG Reporting Guide”) in Appendix 20 of the Rules Governing the Listing of Securities on the GEM of The Stock Exchange of Hong Kong Limited. The four reporting principles, namely the principles of materiality, quantitative, balance and consistency, form the back-bone of this ESG report.

To provide stakeholders with an overview of the Group’s performance in ESG aspects, the report not only discloses environmental KPIs given the “comply or explain” provisions but also reports additional social KPIs under the “recommended disclosures” as set out in the ESG Reporting Guide. A complete index is inserted in the last section of this ESG report for reference.

Data Preparation

The Group has established a formal review process to ensure that any information presented in this ESG report is as accurate and reliable as possible. The Board of Directors (the “Board”) of the Company has overall responsibility for the establishment and disclosure of relevant measures and KPIs. This ESG report was reviewed by the Board on in the meeting for the first quarterly result.

Feedback Channel

Comments and suggestions can help define and strengthen the Group’s future ESG strategy and reporting. Stakeholders are welcome to contact the company’s Environmental, Social and Governance Committee by email at enquiry@modernliving.com.hk.

¹ Reporting boundary for financial year 2017 covered the Group’s headquarter office and Tai Yuen Estate in Taipo.

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CHAIRMAN'S STATEMENT

As a provider of property management services, Modern Living adopts a people-centric approach towards promoting sustainability within the Group and in the community where it operates. The Group firmly believes that its actions and effort in sustainability can contribute to the United Nations' Sustainable Development Goal 11 Sustainable Cities and Communities, and create values for stakeholders.

An Environmental, Social and Governance Committee (the "ESG Committee") appointed by the Board, comprising Ho Chu Ming, Ng Fuk Wah, Vicky Lau, Chan Yuen Sze and Lam Kwok Chu as members of the ESG Committee, ensures that the Group is steered in the right direction on its path towards sustainability. The ESG Committee reports to and advises the board regarding issue identification, policy adoption and updates, risk assessment and review, and practice monitoring, across the environmental, social and governance aspects.

The Board is aware that sustainability issues may impose potential risks on business operations. By establishing the ESG Committee, the Group has refined its internal control process in terms of risk assessment of the impacts of health, safety, environment and society. Going forward, the Group will ensure that such refined system can effectively perform evaluation of imminent ESG risks, and can enable us to better prepare for societal and market changes in a timely manner.

The Group is committed to providing a pleasant environment for the community it serves. To achieve this aim, it adopts various emissions reduction measures in all of its operations. We consider environmental compliance as a starting point, and thus constantly seek ways to improve our environmental performance in other areas such as resource consumption and carbon footprint.

With a focus on people and the community, the Group focuses on building a culture of community care and environmental protection among all employees, as well as on increasing community engagement with external stakeholders. Community wellbeing is crucial to how we measure the success of our business.

Stakeholder engagement provides essential links to strengthen our sustainability efforts. By engaging internal and external stakeholders we maintain a good grasp of their opinion and expectations, which allows us to come up with plans to address the most relevant issues. Their feedback has been guiding us in the preparation of this ESG report.

By putting people first, the Group aspires to become an industry leader in sustainability and to create a caring culture with everyone in the community. We are confident that innovation and dedication, together with the support of stakeholders, would continue to guide us in our pursuit of a brighter and more livable future of the community.

Ho Chu Ming

Chairman and Executive Director

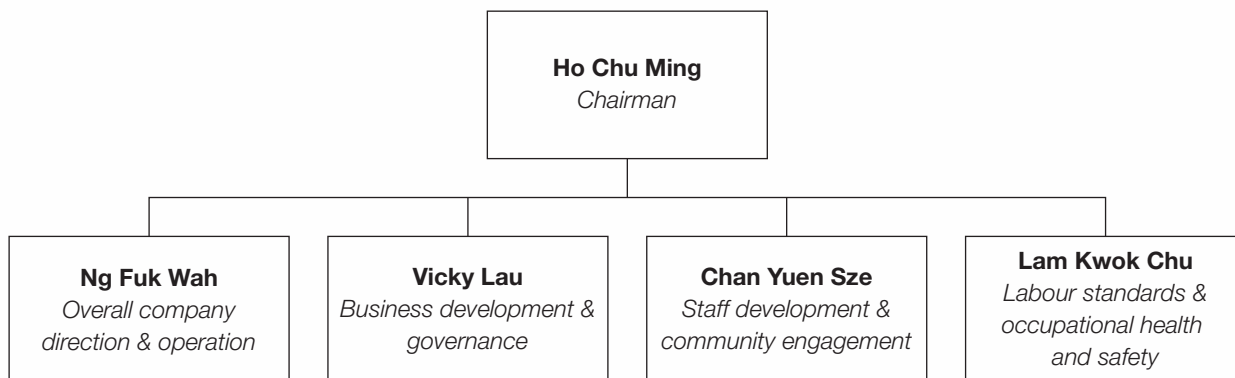
14 May 2019

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ESG GOVERNANCE

The ESG Committee has the responsibility to oversee the Group's policies, initiatives and performance on sustainability matters, principally in respect of employment, community investment, environmental protection and operational responsibility. It also defines the Group's sustainability strategies, set objectives and approves targets.

ESG Committee structure and membership:



The ESG Committee reports to the Board on a monthly basis. To further strengthen corporate sustainability governance, the Group has adopted the terms of reference for the ESG Committee setting out its powers and authority delegated by the Board, as well as its scope of work and resources allocated.

Risk Management

The Group considers risk management as an integral part of daily management processes and good corporate governance. The Board has overall responsibility for overseeing the Group's risk management and internal control systems, the process of which is being audited and monitored by the Hong Kong Housing Authority (the "HKHA"). The Group's operations have gone through external certification system, including undertaking ISO 9001, ISO 10002, ISO 14001 and OHSAS 18001 on environmental, societal and occupational practices performance. The Company has also engages an external independent consultancy to conduct an annual review on internal controls which covers risk management.

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STAKEHOLDER ENGAGEMENT

Understanding and meeting the needs of our stakeholders² is vital in our path towards sustainability. Stakeholders' feedback leads the Group to identify material ESG issues and manage the relevant risks and opportunities. In the Reporting Year, the Group has engaged our key stakeholders via multiple channels to gather their feedback and strives for continuous improvement. Meetings, workshops and other communicative events were held across sites of operations for internal and external stakeholder groups.

			Government (HKHA, ICAC & Social Welfare Department)	Communities
Employees	Residents	Suppliers		
A wide range of initiatives to promote healthy workplace, living and well-being amongst our employees	Conducting on-site review quarterly to identify areas for improvement and to meet with their expectation; Organising estate-based activities with resident representatives	Setting specifications and requirements with annual evaluation to ensure the quality of materials purchased	Participating in training courses provided by the government to understand community issues	Supporting the community through encouraging employees to participate in charity activities and volunteer services

Identifying Material Issues

Key to the business management of the Group, stakeholder participation helps the Group review potential risks and business opportunities, and also facilitates the mitigation of these risks as well as the identification of opportunities. Understanding stakeholders' views allow the Group to better fulfil their needs and expectations with its business practice and manage different stakeholders' opinions.

Combining the insights of the management interview and expert advice, the Group has identified three material issues from the 11 environmental and social aspects of the ESG Reporting Guide to be the focuses of this ESG report. These three issues are health and safety, development and training, as well as community investment .

Moving Forward on Stakeholder Engagement

Adopting a people-centric approach towards promoting sustainability within the Group and in the community, the Group is keen to learn more about the expectations and interests of our stakeholders in order to ensure their feedback are effectively considered in the development of our sustainability strategy. To carry out engagement activities on a systematic and regular basis, the Group is planning to develop a more comprehensive engagement strategy (for instance, with reference to the AA1000 Stakeholder Engagement Standard), which include detailed planning of yearly stakeholder engagement activities, as well as annual assessment and review of material issues through stakeholder surveys.

² Stakeholders are those who have considerable influence on our business, and whom our business has a significant impact on.

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CARING FOR OUR EMPLOYEES

As a caring and responsible employer, Modern Living is devoted to providing a quality workplace for its employees. At Modern Living, it is not only about fostering a safe and healthy working environment for our employees, but also providing opportunities to develop and realise their potential as they move along the career path. As part of our employee management system, the Group has established a set of policy statements and guidelines to outline its commitments to fostering a respectful, safe and healthy working environment and promoting life-long learning.

Health and Safety

The presence of any hazardous substances, physical and chemical hazards, at the workplace put employees at risk. Modern Living acknowledges its responsibility to look after their employees and considers risk management as a critical success factor in occupation health and safety management in the Employment and Labour Practices Policy Statement. As part of the Group's risk management system, the Company has established a safety committee (the "Safety Committee") which is responsible for identifying work tasks with high risks, providing sufficient guidance, training and personal protective equipment and conducting regular risk assessment to ensure and maintain a safe working environment for all employees.

For work tasks identified with higher risks, such as working in confined space and working with cleansing chemical, specific safety working procedures and personal protective equipment are provided to employees. Furthermore, the Group organises safety training to strengthen their understanding of the procedures. During the reporting year, topics of the safety training covered:



A risk assessment was conducted by the registered safety officer in the sites of operations in 2018. Potential risks identified include falls from height when working in the podium and rooftop. Proposed corrective actions, including the installation of safety belt with anchorage system, and provision of elevated working platform, were submitted to the HKHA for improvement³. Upon completion of the improvement works by the HKHA, the Group will resume works in those areas.

During the Reporting Year, there were no cases of workplace fatalities while eight incidents of work-related injuries⁴ recorded. The work-related injuries cases involved cleaners and security guards, incurred due to accidents in regular work activities (e.g. patrols). Investigations and follow-up actions were immediately undertaken within the Group. There was however no incident of non-compliance relating to provision of safe working environment and protection of employees from occupational hazards.

Development and Training

The Group believes that investing in employee learning and development is a key driver for building a talented and engaged workforce. Through learning and development opportunities, our employees are able to acquire professional knowledge and skills to enhance competencies in terms of career growth and development. This commitment is underlined in our Employment and Labour Practices Policy Statement, which prescribes the allocation of resources to staff development and training.

³ Due to the ownership of housing estates in the sites of operations, further actions is in the scope of work of the HKHA.

⁴ One case of work-related injuries was reported in Tai Yuen Estate and seven cases in Tin Yiu Estate.

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During the reporting year, the Group reviewed and redesigned the training programme by taking reference to the results of the annual performance and career development review. A variety of training programmes were organised for employees at different sites of operations.

Training Themes	Content Highlights
Employment and Labour Practices	<ul style="list-style-type: none">• Prevention of Child Labour• Occupational Health and Safety Practices in Office
Operating Practices	<ul style="list-style-type: none">• Prevention of bribery• Security & Guarding Ordinance & Regulations• Duties of Security Guards• Patrolling Skills
Community	<ul style="list-style-type: none">• Community health• Harmonious community

Employment System

Modern Living respects every employee and recognizes the value of diversity and equality. In addition to the Group's Employment and Labour Practices Policy Statement, the operating subsidiary has issued a Staff Handbook, which includes detailed guidelines on recruitment, promotion, dismissal, working hours, rest periods, compensation, benefits and welfare, equal opportunities, diversity and anti-discrimination as to ensure that employees understand their rights and duties. For a fair, respectful and inclusive working environment, employees are entitled to equal opportunity in promotion decisions given their qualification, experience and work performance.

In case of suspected violation of the employment and labour practices, employees are encouraged to report them to the Group via internal whistleblowing channels. A dedicated email was set up by the Chief Executive Office (the "CEO") office to handle reported cases. For each complaint received, a committee comprising the CEO, the Operations Director, the HR Director and the Property Manager of the sites of operations concerned will be set up. This ad-hoc committee should conduct investigation through interviews with the informant(s), the victim(s) and other involved parties wherever applicable. For each case investigated, a report should be prepared and will be circulated among senior executives of the company. In case of suspected criminal offence, the Company will alert the police and other relevant government departments immediately. There was no labour dispute or litigation in relation to labour matter in the Reporting Year.

Labour Standards

Modern Living adopts a zero-tolerance policy against the use of child labour and forced labour. Measures are taken to ensure adherence to the Employment and Labour Practices Policy Statement. During recruitment process, the Human Resources Department is required to inspect the proof of identity of all applicants (to both full-time and part-time positions) such as Hong Kong Identity Card and valid work visa labels. Guidelines regarding overtime work, allowances and compensation leave are specified in the Staff Handbook, to reduce the risks of forced labour.

The Group abides by labour-related laws and regulations, including but not limited to the Employment Ordinance and the Occupational Safety and Health Ordinance of Hong Kong. In the reporting year, no cases of non-compliance in relation to employment, health and safety and labour standards were reported. During the Reporting Year, there was no incident of child or forced labour in the Group.

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COMMUNITY INVESTMENT

Supporting the communities where we operate is one of our opportunities to create value. With this mission in mind, we strive to build an inclusive community. Our Community Investment Policy Statement underlines the importance of engaging and supporting communities. The Group contributes to the communities by encouraging its employees to take part in volunteer services, as well as sponsoring community projects.

Our community initiatives are designed to focus on three main areas:

Sports and Culture

Caring for the elderly

Protecting the environment

In addition to cash sponsorships, the Group also encouraged and coordinated community initiatives involving the employees during the Reporting Year.

Highlights of community initiatives:

Climate Discovery Education Hike	Dementia-Friendly Community Campaign
Date: 18 March 2018 Organisation: CarbonCare InnoLab (CCIL)	Date: October & December 2018 Organisation: Social Welfare Department
To boost employees’ awareness of climate change, some of our employees took part in a hiking activity to Tai O. The site was chosen for its vulnerability to flooding. The activity encouraged participants to enhance their understanding of the relationship between environmental issues and our city in a relaxing manner.	To promote a caring culture within the Group, the Group arranged a training activity for the property management team at an Elderly Centre. Through this activity, participants could gain first-hand experiences of how to identify elderly tenants with possible signs of Alzheimer’s Disease, and how to reach out for support in the community. It also helped participants learn about elderly needs.

A summary of community investment initiatives is included in the section of Summary of Key Performance Indicators.

In 2018, our community investment endeavours have received external recognition, the Social Capital Builder Awards, SCB, issued by the Community Investment and Inclusion Fund. In future, the Group will continue to refine its community investment projects and make greater contributions to the sustainable development of the community.

PROTECTING THE ENVIRONMENT

Recognising that climate change can bring risks and opportunities to businesses and communities, we are committed to reducing our environmental impact associated with our activities. The Group has in place an Environmental Protection Policy Statement which outlines our commitment to protecting the environment and minimising the environmental impact of our business operations, while guidelines are provided for employees to encourage environmental-friendly practices.

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Energy and Air Emission Management

The Group's Environmental Protection Policy Statement prescribes actions to promote energy conservation, to reduce waste, and to mitigate pollution, including greenhouse gas (the "GHG") emissions and discharges into water and land.

As the first step in establishing a carbon reduction strategy, the Group has employed an external professional consultancy to conduct a carbon assessment to quantify the GHG emissions (or "carbon emissions") for our operations during the Reporting Year. The quantification process is in accordance with the Guidelines to Account for and Report on Greenhouse Gas Emissions and Removals for Buildings (Commercial, Residential or Institutional Purposes) in Hong Kong, with reference to other international standards such as the ISO 14064 standard and the GHG Protocol.

Total carbon emissions	Total energy consumption
188.8 tCO ₂ -e	334.3 MWh

The total GHG emissions of our headquarter office as well as our offices in the sites of operations were 188.8 tonnes. Consumption of electricity accounts for a major part of the total GHG emissions, we therefore have established a set of guidelines regarding energy efficiency in the headquarter office and offices in the sites of operations. Practices prescribed in these guidelines include:

Air conditioning & ventilation	Lighting
<ul style="list-style-type: none">— Conserve energy by increasing the room temperature set for the air-conditioners;— Improve air circulation to achieve cooling effects;— Turn off some air conditioners during lunch and off-hours;— Put up double-layer bamboo blinds for windows that face strong sunlight to insulate the heat brought by direct sunlight and cool down indoor temperature.	<ul style="list-style-type: none">— Remove unnecessary light pipes, light bulbs and decorative lights;— Use energy-efficient light tube or bulb;— Adjust timers of automatic lighting system according to the sunshine time;— Manage and monitor energy consumption, with daily inspections to identify abnormal switches (premature lighting, late lighting) and to carry out remedial actions.

During the Reporting Year, the air pollutants from our operations include NO_x, SO_x and RSP, which were generated by passenger cars deployed by the Group. For details of the environmental performance data, please refer to the section of Summary of Key Performance Indicators at the end of this ESG Report.

While the Group continued our efforts in reducing carbon emissions through improving energy efficiency, we believe that continuous assessment enables us to better understand the use of resources and develop specific action plans and develop more comprehensive carbon and other air emission reduction targets.

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Resource and Waste Management

We understand that the energy and water we consume, and the air and land around our operations and supply chain are all shared natural resources. Using resources in an efficient and sustainable way has been part of our business strategy.

Water Efficiency

To support this strategy, various environmental initiatives have been developed and implemented. To enhance water efficiency, we have been raising awareness on water conservation at the sites of operations with notices and reminders designed to remind employees of the importance of water consumption. During the Reporting Year, the headquarter office and offices at the sites of operations did not encounter any issues in sourcing water for property management purpose. Excluding the amount of water consumption at the headquarter office⁵, a total of 1,323 cubic metres of freshwater was consumed.

Waste Management

Domestic waste generated at the sites of operations are regularly collected by the refuse collection vehicles of the Food and Environmental Hygiene Department or its contractors, which are transferred to the nearest refuse collection points. Materials that can be recycled (such as waste paper, waste metal, waste plastic, waste print cartridges, glass bottles and rechargeable batteries) were collected by the Group at the sites of operations, which were then transported to and handled by contracted waste collectors. It is the requirement of HKHA that all sites of operations shall keep monthly record of the recyclable materials collected and transported off sites.

While the operations of the headquarter office and the offices at the sites of operations did not involve substantial amount of hazardous waste, there were nearly two tonnes of the non-hazardous waste generated from the headquarter office and Shui Pin Wai estate office. Due to operational constraints, the Tai Yuen Estate and Tin Yiu Estate offices had not conducted weighting of non-hazardous waste by the end of the Reporting Year.

The Group recognises the significance of accurate reporting on environmental performance data and plans to expand the data reporting action into other sites of operations that had not been covered in the previous reporting. Meanwhile, all sites of operations are going to apply for the Source Separation of Domestic Waste Commendation Scheme developed by the Environmental Protection Department of the Hong Kong Government in 2019.

The Environment and Natural Resources

While Modern Living does not impose any significant direct impact on the environment and natural resources, the Group recognises that property management may pose impacts on the surrounding environment and therefore continues to promote environmental protection in the communities.

The Company has been taking initiatives along community events to support the mitigation of environmental impacts. During the Reporting Year, we reused and recycled materials from these community events, for instance, by recycling garden soils from Hong Kong Flower Show and using them in plantation displays for Chinese New Year, as well as by collecting and recycling mooncake boxes. The Company also organized two tree-planting activities and over 120 trees were planted.

The Group acts in accordance with relevant laws and regulations on emissions, including but not limited to the Air Pollution Control Ordinance, the Water Pollution Control Ordinance and the Waste Disposal Ordinance of Hong Kong. In the Reporting Year, there were no non-compliance cases in relation to the environment reported.

⁵ The property management company of the headquarter office is not able to provide separate water consumption data to the Group for the reporting year.

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OPERATING PRACTICES

Modern Living is committed to upholding high standard of corporate governance and business integrity in all its business activities. The Group's Supply Chain Management, Product Responsibility and Anti-corruption Policy Statement sets out objectives and requirements regarding ethical practices in business operations.

Supply Chain Management

By committing to responsible, fair and ethical business practices, we continue to nurture long-term business relationships with suppliers to build a fair and responsible supply chain. In addition to HKHA's Procurement and Supplies Instructions that requires the Group to obtain prior approval for procuring products and services that exceed a set amount at the sites of operations, and procurement of supply and subcontractors can only be done from the designated suppliers or subcontractors approved by HKHA, the Group has specified its own approach in managing environmental and social risks of the supply chain. The Company took the following measures to manage the environmental and social risks of supply chain:

Consideration of suppliers' environmental and social performance in annual review

Identification of environmental and social risks in supply chain

Establishment of communication channels with suppliers

Service Responsibility

Customer health and safety

As a service provider, we endeavour to maintain a safe and healthy environment for the residents and the general public who use and access the housing estates. Regular inspections into the performance of all escalators and lifts have been conducted at all sites of operations, to ensure system reliability and safety of building users. Fire drills are conducted yearly to ensure capability of emergency response in property management, and to raise fire safety awareness among residents. We have been working closely with government departments on the enhancement of residential and communal environment at the sites of operations, for example on pest controls.

Customer satisfaction

The Group seeks to improve its customer services and handle complaints with due procedures. To achieve this goal, the Group provided service in accordance with the criteria set out in the Property Service Agents Performance Assessment System Manual. The criteria cover quality standard of service provision in relation to estate management (including cleaning, security, soft landscaping etc.), and the procedures of handling complaints and requests. The service performance of the sites of operations was assessed by monthly audits and compliance checks⁶. The sites of operations take remedial measures suggested by the audit result to optimize service provision workflows. Wherever follow-up actions are required, the operating subsidiary endeavours to carry out remedial measures within one week.

Customer privacy

Modern Living is committed to protecting the personal data of our customers. With respect to client's right to privacy, the Group sets out the Guideline on Protection of Customer Data and Guidance on CCTV Surveillance, providing frontline employees with guidance and working procedures on the proper handling and protection of personal data of any individual, including residents, tenants and visitors. Tenant information is restricted to authorised personnel with designated computers and password access, while images generated from surveillance cameras are only accessible to designated persons on duties with prescribed functions of security management.

⁶ The monthly audit consists of four parts: 1) a score table of a list of service items/ standards, 2) checklist for compliance of environmental management, 3) assessor's comments (with incident description, and/ or recommendations), and 4) photo records of the spots checked.

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Marketing communications

The Group provides easy-to-access information regarding our services both on our printed communication materials and digital platforms. These communication channels help stakeholders, including our customers and shareholders, make informed choices. As stated in our policy statement, we are dedicated to marketing our services responsibly in line with relevant regulatory requirements and providing trustworthy information for customers.

The Group abides by laws and regulations in relation to product responsibility, including but not limited to Building Management Ordinance, Personal Data (Privacy) Ordinance and Competition Ordinance of Hong Kong. During the reporting year, no cases of non-compliance in relation to product responsibility were reported.

Anti-corruption, extortion, fraud and money laundering

Operating with honesty, integrity and fairness is essential to our business. Our Staff Disciplinary Code sets the standard and practices on anti-bribery and anti-corruption. As stated under the Code, directors and employees are prohibited to receive advantage from the tenants, license holders, residents, visitors, etc. when they are performing duties. Advantages can be in the form of gifts, loans, fees, rewards, employment opportunities, services or favours.

In addition, whistle-blowing procedures are set up for employees to raise concerns via dedicated email address on possible improprieties or non-compliance of employees, suppliers and business partners without fear of reprisal. Reported cases will be sent to senior management of the Group, including Chairman, Chief Executive Officer, and Directors of the human resources and operation departments. The Group should handle each reported case with due procedures and confidentiality.

The Group follows the relevant laws and regulations in relation to corruption, including but not limited to the Prevention of Bribery Ordinance of Hong Kong. During the reporting year, there were no cases of non-compliance or legal cases in relation to corruption, extortion, fraud and money laundering.

SUMMARY OF KEY PERFORMANCE INDICATORS

Environmental Performance

Air Emissions	Quantity	Unit
Nitrogen oxides (NO _x)	4.05	Kilogram
Sulphur oxides (SO _x)	0.10	Kilogram
Respiratory suspended particles (RSP)	0.30	Kilogram
Greenhouse Gas Emissions	Quantity	Unit
Scope 1 emissions	31.9	tonnes CO ₂ -e
Scope 2 emissions	137.6	tonnes CO ₂ -e
Scope 3 emissions	19.3	tonnes CO ₂ -e
Total carbon emissions	188.8	tonnes CO ₂ -e
Intensity of carbon emissions (by number of employees)	0.34	tonnes CO ₂ -e/person
Intensity of carbon emissions (by GFA)	0.012	tonnes CO ₂ -e/sq. ft.
Waste	Quantity	Unit
Total hazardous waste produced	Not available	tonnes
Total non-hazardous waste produced (including only headquarter office and the office of Shui Pin Wai estate)	1.9	tonnes
Intensity of non-hazardous waste produced (by number of employees)	0.020	tonnes/person
Intensity of non-hazardous waste produced (by GFA)	0.012	tonnes/thousand sq. ft.

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Energy Use	Quantity	Unit
Direct energy	231.4	GJ
Indirect energy	269.9	MWh
Total energy consumption	334.3	MWh
Intensity of energy consumption (by number of employees)	0.61	MWh/person
Intensity of energy consumption (by GFA)	0.02	MWh/sq. ft.

Water Use	Quantity	Unit
Total water consumption (Tai Yuen Estate, Shui Pin Wai Estate and Tin Yiu Estate offices only)	1,323	m ³
Intensity of water consumption (by number of employees)	2.53	m ³ /employee
Intensity of water consumption (by GFA)	0.09	m ³ /square feet

Packaging materials	Quantity/Unit
Total packaging materials used	Not applicable (The office operations and business nature of the
Packaging materials used per unit produced	Group in the reporting scope do not involve any use of packaging materials for finished products)

Social Performance

Workforce	Number of Employees
Full-time	519
Part-time	41
Total	560

Workforce	Below age 30	Age 30-40	Age 41-50	Above age 50	Sub-total (by type & gender)
Male					
C-level executives	0	0	0	13	13
Senior management	0	3	3	3	9
Middle management	3	6	2	5	16
General staff	18	11	10	121	160
Female					
C-level executives	0	0	2	0	2
Senior management	0	1	0	3	4
Middle management	1	3	1	1	6
General staff	7	8	57	278	350
Sub-total (by age groups)	29	32	75	424	560
Sub-total Male	198				
(by gender) Female	362				
Male to female ratio	1:1.8				

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Occupational Health and Safety

Number of work-related injuries	8
Number of work-related fatalities	0
Rate of work-related injuries (per '000 employees)	14.3
Rate of work-related fatalities (per '000 employees)	0
Number of lost days due to work-related injuries	291
	Male 122
	Female 169

Community Investment

Format of project execution	Beneficiary	Number of volunteers involved	Amount of contribution (HKD)	Number of volunteer hours
Organize volunteer activities in the name of the Group	Residents	38	4,200	49
Donate in the name of the Group	NGO (Oxfam, agency for volunteer services), elderly living alone, Hong Kong Employment Development Service	39	17,800	186
Organize or co-organize activities in the name of the Group	Elderly, ethnic minorities, NGO, Agriculture Fisheries and Conservation Department (AFCD)	440	62,000	950
Participation	AFCD, Pakistani students, NGO (Green Power, CarbonCare InnoLab)	94	54,000	780
Total:		611	138,000 HKD	1,965 hours

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ESG REPORTING GUIDE CONTENT INDEX

Material Aspects	Content	Page Index/Remarks
A1. General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	
A1.1	The types of emissions and respective emissions data.	
A1.2	Greenhouse gas emissions in total and, where appropriate, intensity.	
A1.3	Total hazardous waste produced and intensity	
A1.4	Total non-hazardous waste produced and intensity	
A1.5	Description of measures to mitigate emissions and results achieved	
A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved	
A2. General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials.	
A2.1	Direct and/or indirect energy consumption by type in total and intensity.	
A2.2	Water consumption in total and intensity	
A2.3	Description of energy use efficiency initiatives and results achieved	
A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved	
A2.5	Total packaging material used for finished products and, if applicable, with reference to per unit produced.	Not applicable
A3. General Disclosure	Policies on minimising the issuer's significant impact on the environment and natural resources.	
A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	

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Material Aspects	Content	Page Index/Remarks
B1. General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	
B1.1	Total workforce by gender, employment type, age group and geographical region.	P. 12; Not applicable in terms of geographical region.
B2. General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	
B2.1	Number and rate of work-related fatalities	
B2.2	Lost days due to work injury	
B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored	
B3. General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	
B4. General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.	
B4.1	Description of measures to review employment practices to avoid child and forced labour	
B4.2	Description of steps taken to eliminate such practices when discovered	
B5. General Disclosure	Policies on managing environmental and social risks of the supply chain.	
B6. General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	
B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored	

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

Material Aspects	Content	Page Index/Remarks
B7. General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	
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	
B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored	
B8. 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.	
B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	
B8.2	Resources contributed to the focus area	