



恒基兆業地產有限公司
HENDERSON LAND DEVELOPMENT COMPANY LIMITED

Stock Code: 12



Sustainability and CSR Report
2015

ROLLING OUT
A GREENER FUTURE



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ABOUT THIS REPORT

Scope of Report

This is the second standalone annual Sustainability and CSR Report ("the Report") of Henderson Land Development Company Limited ("Henderson Land" or "the Group").

The Report complements our 2015 Annual Report where our financial results and corporate governance practices are outlined. It provides information to our stakeholders on the environmental, social and economic impacts of the Group's operations and highlights both our historic performance and our plans and targets for the future.

Transparency is very important to Henderson Land. The Group has reported our approach to sustainability since 2006 and remains committed to communicating annually and to managing our sustainability impacts responsibly. The Report also functions as a benchmark for the Group, identifying areas where we can improve and adjust our approach based on our annual progress and on the feedback we receive from our stakeholders.

The Report provides an account of our approach and our performance during the calendar year ended 31 December 2015. It describes the sustainability performance and initiatives of Henderson Land's head office in Hong Kong and

wholly-owned property management subsidiaries Goodwill Management Limited ("Goodwill"), Well Born Real Estate Management Limited ("Well Born") and Hang Yick Properties Management Limited ("Hang Yick"), and our wholly-owned construction subsidiary E Man Construction Company Limited ("E Man").

The Report focuses on our Hong Kong operations which represent a significant part of Henderson Land's business, as well as our property management and construction subsidiaries which also make an important contribution to the Group's overall environmental and social impacts and influence. The Report does not include performance data from companies in which Henderson Land does not have a controlling interest.

How We Report

The Report is prepared in accordance with the "Core" option of the internationally recognised Global Reporting Initiative's ("GRI") G4 Sustainability Reporting Guidelines. It also references the Environmental, Social and Governance Reporting Guide ("the ESG Reporting Guide") set out in Appendix 27 of the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited ("HKEX"). In preparing the Report, an independently

managed stakeholder engagement and materiality assessment exercise was conducted.

An electronic version of the Report can also be downloaded from our website <http://www.hld.com/en/csr/sustainability.shtml>. If you have any questions about the Report, or opinions about the Group's sustainability issues, please feel free to contact us via corpcomm@hld.com

Stakeholder Engagement

Henderson Land conducts regular engagements on key issues with stakeholders who represent the interests of our customers, communities, employees, contractors, suppliers and investors. The Group recognises the importance of interacting with our stakeholders as an integral part of our business operations and corporate development. We do so in an active and effective manner in order to maintain an open dialogue with them and respond to their varied and sometimes conflicting priorities.

Regular Communication Channels



Material Aspects and Boundary Setting

We know that understanding what matters to our stakeholders is vital to Henderson Land's continued success. The Report, therefore, focuses on the

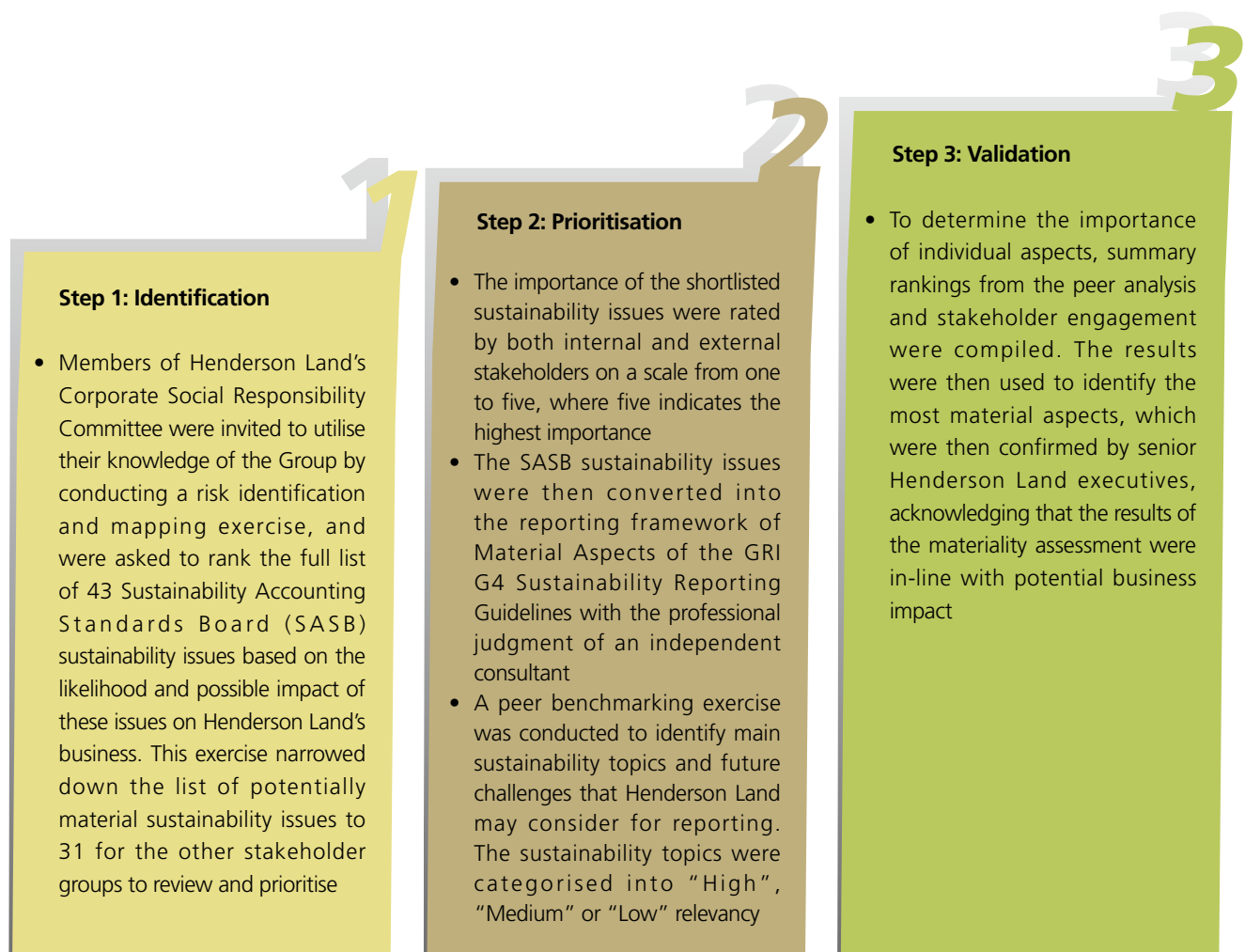
economic, environmental and social aspects that have been identified as material to our businesses and stakeholders. Guided by an independent sustainability consultant, the Group conducted a rigorous materiality assessment to identify, prioritise and validate the evolving environmental, social

and governance issues for Henderson Land. Our materiality process involved desk based research, media scans, peer benchmarking, stakeholder consultations and internal discussion. We use this process to track stakeholder concerns and identify new issues as they emerge.

ABOUT THIS REPORT

In preparing the Report, we sought the views of a number of the Group's major stakeholder groups on our current sustainability performance, the content of our previous report as well as the key sustainability risks and challenges they believe we need to address. The selection of stakeholders was based on the relevance to and understanding of our business and the property development sector. These stakeholders include employees, business partners, customers, analysts, industry groups, non-profit organisations and media.

Below, we outline the process we conducted to determine the material issues and the content to be featured in the Report.



In the process of the stakeholder engagement exercise, a number of recommendations were made as to how the Group could improve our overall sustainability performance whilst maintaining long-term growth. These views have been summarised below along with our responses on how we plan to address the challenges pinpointed by our stakeholders, and how we hope to achieve improvements.

Stakeholders' suggestions	Action
1. In relation to the volunteer activities of the Group, Henderson Land should create a channel for volunteers to provide feedback on voluntary services	Henderson Land has provided an online platform for volunteers to provide their feedback
2. Use more case studies on green properties in the Report to highlight the efforts of the Group	We have highlighted more case studies within the body of the Report
3. Greater communication with stakeholders on Henderson Land's sustainability efforts	We have included CSR and sustainability features in our Henderson Club newsletters
4. Henderson Land should discuss its labour shortage problem and its efforts to combat this risk within the Report	Henderson Land will continue to maintain an open and transparent dialogue regarding the challenges faced by the Group and the property development industry

Following the materiality assessment, 13 GRI Material Aspects were identified. In the following sections of the Report, we will highlight our policies, management approach and performance for each material aspect. The following table presents the identified material issues relevant to our business, and their impact within and outside of our organisation. Respective material issues are represented by their corresponding GRI Material Aspects and Specific Standard Disclosures.

List of Material Issues and Corresponding Aspect Boundary

High priority issues	Impact location (Within/ outside of the Group)		Where impacts occur outside of the Group	Sections in the Report where the issue is addressed
	Within	Outside		
Economic Performance	√	√	<ul style="list-style-type: none"> Customers and tenants Investors/ Analysts Suppliers and contractors 	About Our Group
Procurement Practices	√	√	<ul style="list-style-type: none"> Suppliers and contractors 	Our Value Chain and Customers
Energy	√			Our Environment
Emissions	√	√	<ul style="list-style-type: none"> Local communities and NGOs 	Our Environment
Effluents and Waste	√	√	<ul style="list-style-type: none"> Local communities and NGOs 	Our Environment
Compliance (Environmental)	√	√	<ul style="list-style-type: none"> Government and regulators 	Our Environment
Employment	√			Our People
Occupational Health and Safety	√			Our People
Diversity and Equal Opportunity	√			Our People
Non-discrimination (Human Rights)	√			Our People
Customer Health and Safety	√	√	<ul style="list-style-type: none"> Customers and tenants Suppliers and contractors 	Our Value Chain and Customers
Product and Service Labelling		√	<ul style="list-style-type: none"> Customers and tenants Suppliers and contractors 	Our Value Chain and Customers
Compliance (Product Responsibility)	√	√	<ul style="list-style-type: none"> Government and regulators 	Our Value Chain and Customers

MESSAGE FROM MANAGEMENT

I am delighted to introduce the second standalone Sustainability and CSR Report of Henderson Land. This Report represents a significant next step in our drive to communicate transparently with all our stakeholders about our commitments and progress in all areas where we engage with society and have an impact on the environment. Benchmarking and reporting on our progress helps to ensure that corporate sustainability reporting remains embedded within our business strategy. During 2015, we have continued to make progress on placing the principles of corporate social responsibility (CSR) at the heart of our business strategy and we are committed to continuing to improve our sustainability performance in the year ahead.

The ongoing corporate development of Henderson Land is a process that must take into account the views of our many stakeholders as we face the future. During the year, we conducted a comprehensive stakeholder engagement exercise with internal and external stakeholders, to gain a fuller understanding of their perceptions on our sustainability performance and their expectations on our CSR disclosure. Their feedback is reflected in this Report and continues to guide our development of longer-term objectives.

As one of Hong Kong's pioneering developers of green buildings and sustainable building management systems, Henderson Land's dedication to both improvements in society and

the enhancement of our built and natural environment finds expression in the sustainable communities we create. Our design, planning, and project management teams continue to develop and implement ways to use energy, water, and materials efficiently, while lowering our carbon emissions. By embedding these sustainability features into our projects, we strive to create long-term value and provide our communities with distinctive residential and commercial spaces that minimise their impact on the environment, promote healthy lifestyles, and drive economic growth.

People are at the heart of our business. It is thanks to the Group's many employees that we are able to deliver high quality



“ A successful business is a sustainable business. We recognise that the long-term success of the Group is closely linked with the health and prosperity of the communities we operate in. ”

properties and communities for our customers, creating lasting positive economic, social and environmental impacts. We will therefore continue to invest in our employees and their safety to ensure that we remain an employer of choice. We will also continue to focus on recruiting and retaining talent by nurturing our reputation as a caring employer and offering opportunities for our employees to grow.

A successful business is a sustainable business. We recognise that the long-term success of the Group is closely linked with the health and prosperity of the communities we operate in. We take every opportunity to connect with our local communities by adopting a holistic and sustainable approach to community

investment. Our forward looking initiatives range from education and environmental protection, to offering opportunities for social betterment through poverty alleviation and social enterprise programmes.

Hong Kong is facing an increasing need for more and better homes and workplaces. As a leading developer, it is essential that Henderson Land must respond to this need. We are doing this through land-use conversion of the Group's extensive land bank in the New Territories, and urban renewal projects that re-energise older districts.

As we look to the future, the combined resources and extensive reach of the Group, its subsidiaries and associates

will be geared to creating a better place for people to live and work in, thereby contributing to a sustainable future for all.

LEE KA SHING

*Vice Chairman
and Chairman of Corporate Social
Responsibility Committee*

ABOUT OUR GROUP

Corporate Profile

Henderson Land is an award winning property developer with businesses in Hong Kong and mainland China. Founded in 1976 by our Chairman, Dr The Honourable Lee Shau Kee, GBM, and listed in Hong Kong since 1981, the Group has created some of Hong Kong's most iconic properties such as the International Finance Centre complex, 39 Conduit Road and Double Cove. We collaborate with exceptional professionals and architects to stay at

the forefront of contemporary design and development excellence. The vertical integration of our operations continues to drive efficiency and consistency in the design, development, construction and management of all our projects.

Our core businesses comprise property development and property investment. Henderson Land also has direct equity interests in a listed subsidiary, Henderson Investment Limited, and three listed associates, The Hong Kong and China Gas Company Limited ("HKCG") (which

in turn has equity stakes in a listed subsidiary, Towngas China Company Limited), Hong Kong Ferry (Holdings) Company Limited ("HKF") and Miramar Hotel and Investment Company, Limited ("Miramar").

We seek to maximise the value that we bring to our shareholders, customers and the community, driving excellence across our operations through our commitment to product quality and service delivery while maintaining a focus on sustainability and the environment.



Note: all attributable interests (including interests held by associates) shown above were figures as of 31 December 2015.

Economic Performance

Our diversified business model consists of the three pillars: property development, property investment and strategic investment in Hong Kong and mainland China. Our property development business drives our profits and growth while our property investment business and strategic investments provide an increasing and stable source of income generation.

Our Business Model



ABOUT OUR GROUP

2015 Financial Highlights

As at 31 December 2015, Henderson Land had a market capitalisation of

HK\$157 billion

and the combined market capitalisation of the Group, including its listed subsidiary and associates was

HK\$358 billion



Revenue
HK\$23.6 billion



Profit attributable to
equity shareholders
HK\$21.3 billion



Dividends per share
HK\$1.45

Membership and Awards

Major Awards Received in 2015

Organiser	Award
Asia Pacific Customer Service Consortium	2014 Customer Relationship Excellence Awards <ul style="list-style-type: none">• Customer Engagement Program of the Year 2014 (Property Management) (Hang Yick and Well Born)• Best Clubhouse of the Year 2014 (Property Management) (Hang Yick and Well Born)• 13 Consecutive Years of Participation (Well Born)
BCI Asia	BCI Asia Top 10 Developers Award 2015
CAPITAL WEEKLY	The Listed Enterprise Excellence Awards 2015
China Business News	2015 China Real Estate Value Report Top 10 Hong Kong Enterprises
China Green Building Council	China Green Building Leadership Award

For more information on our economic performance, please refer to our Annual Report 2015.
(http://www.hld.com/en/investor/annual_15.shtml)



Properties in
Hong Kong
(attributable floor area)

24.4million sq. ft.



Properties in
mainland China
(attributable floor area)

126.9million sq. ft.



Total number of
full-time employees

7,910

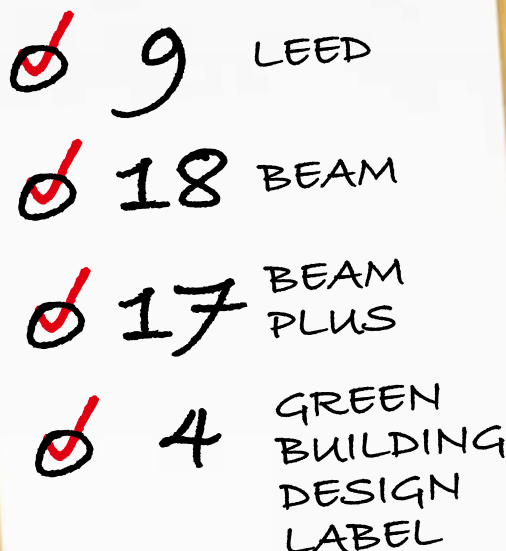
Organiser	Award
China Real Estate Chamber of Commerce Hong Kong Chapter and Ensign Media	China Property Awards 2015 <ul style="list-style-type: none"> • Best Boutique Residential Development (Hong Kong and Macau) – Highly Commended (High Park and High Park Grand) • Best Office Development (Hong Kong and Macau) (Global Trade Square)
Corporate Governance Asia	5 th Asian Excellence Recognition Award 2015 <ul style="list-style-type: none"> • Best CSR • Best Investor Relations Company • Best Investor Relations Professional
Hang Seng Indexes Company Limited	Constituent Company of the Hang Seng Corporate Sustainability Index Series
Hong Kong Council of Social Services	10 Years Plus Caring Company 2014/15

ABOUT OUR GROUP

Organiser	Award
International Property Awards	<p>International Property Awards 2015-2016</p> <ul style="list-style-type: none"> • Best International Residential High-rise Development (Double Cove Phases 2&3) • Best Residential High-rise Development Asia Pacific (Double Cove Phases 2&3) • Best Architecture Multiple Residence Asia Pacific (Double Cove Phases 4&5) <p>Asia Pacific Property Awards 2015-2016</p> <ul style="list-style-type: none"> • Best Residential Landscape Architecture Hong Kong – 5-Star (Double Cove Phase 1) • Best Residential High-rise Development Hong Kong – 5-Star (Double Cove Phases 2&3) • Best Architecture Multiple Residence Hong Kong – 5-Star (Double Cove Phases 4&5) • Best Mixed-use Architecture Hong Kong – 5-Star (Eltanin • Square Mile – Tai Kok Tsui Urban Renewal) • Best Office Architecture Hong Kong – 5-Star (18 King Wah Road) • Residential High-rise Architecture Hong Kong – Highly Commended (The Hemispheres)
MerComm, Inc.	<p>2015 International ARC Awards</p> <ul style="list-style-type: none"> • Gold Winner – Sustainability and CSR Report 2014 <p>2015/16 Mercury Excellence Awards</p> <ul style="list-style-type: none"> • Gold Award – Annual Reports - (Overall Presentation: CSR – Corporate Social Responsibility Report)
Reed MIDEM	<p>MIPI Asia Awards 2015</p> <ul style="list-style-type: none"> • Best Innovative Green Building – Silver Prize (High Park and High Park Grand) • Best Futura Project – Silver Prize (King Wah Road and HK Newton Offices)
The Community Chest	Award of Merit 2014 / 2015
The Hong Kong Institute of Facility Management	<p>Excellence in Facility Management Award 2015</p> <ul style="list-style-type: none"> • Excellence Award (Medium-Scale Residential) (Double Cove) • Excellence Award (Retail) (Miramar Shopping Centre) • Merit Award (Large-Scale Residential) (Grand Promenade, Metro City 2 and The Reach) • Merit Award (Industrial) (Well Tech Centre) • Merit Award (Medium-Scale Residential) (The Beverly Hills) • Merit Award (Small-Scale Residential) (Centre Point, Cité 33, King's Park Hill and Régence Royale)
Urban Land Institute	2015 Global Awards for Excellence – Finalist (Global Trade Square)
World Green Organisation	<ul style="list-style-type: none"> • Sustainable Business Award 2015 (Hang Yick and Well Born) • Green Office Awards Labelling Scheme (GOALS) (Hang Yick and Well Born)
Yahoo Hong Kong Limited	Yahoo Emotive Brand Awards 2014-2015: Property Developer / Agent Category

Project Accreditation in 2015

Accreditation	Development	Rating
Leadership in Energy and Environmental Design (LEED)	18 King Wah Road	LEED for Core & Shell – Pre-certification Platinum
	Double Cove	LEED for Neighbourhood Development – Pre-certification Gold
	Henderson 688	LEED for Core & Shell – Gold
	Mira Moon	LEED for New Construction – Gold
Building Environmental Assessment Method (BEAM)	Double Cove Phase 1	BEAM – Platinum Standard
	Henderson 688	BEAM – Platinum Standard
	Double Cove Phases 4&5	BEAM – Provisional Platinum Standard
	Mira Moon	BEAM – Gold Standard
BEAM Plus	High West	BEAM Plus (New Buildings) – Gold Rating
	Jones Hive	BEAM Plus (New Buildings) – Provisional Silver Rating
	The Zutton	BEAM Plus (New Buildings) – Provisional Silver Rating
Green Building Design Label (GBDL)	18 King Wah Road	3-Star Rating



☒ 9 LEED
☒ 18 BEAM
☒ 17 BEAM PLUS
☒ 4 GREEN BUILDING DESIGN LABEL

To date, we have achieved nine LEED, 18 BEAM, 17 BEAM Plus and four Green Building Design Label project accreditations for our projects, comprising 13 office and commercial developments, 19 residential developments and one hotel property.

ABOUT OUR GROUP

Team of Professionals

Qualification	Total number (persons)
BEAM Professional	21
Certified Arborist	4
Ecologist	1
GBL Qualified Manager	10
HKQAA Sustainable Building Index Verifier	3
LEED Accredited Professional	10
LEED Green Associate	2

Memberships and Charters

Henderson Land and its executives actively participate in industry professional bodies to share expertise, promote best practice and increase cooperation across the sector. During 2015, the Group's many memberships included:

Organisation	Position
BEAM Society	Corporate Member
Business Environment Council	Council Member and Chairman of Waste Management Advisory Group Steering Committee
China Green Building Council	Executive Committee Member
China Green Building (Hong Kong) Council	Founding Member and Corporate Member
Construction Industry Council	Council Member and various positions
Zero Carbon Building (CIC)	Chairman
Harbour Business Forum	Patron Member
HKSAR Advisory Committee on Recycling Fund	Member
HKSAR Land and Development Advisory Committee	Member of Planning Sub-Committee and Land Sub-Committee

Organisation	Position
HKSAR Harbourfront Commission	Member
Hong Kong Construction Association	Permanent Supervisor and Council Member
Hong Kong Green Building Council	Patron Gold Member and various positions
The Hong Kong Institution of Engineers	Member of Authorised Persons, Registered Structural Engineers and Registered Geotechnical Engineers Committee
The Hong Kong Polytechnic University	Member of The Departmental Advisory Committee, Building and Real Estate Department
The Real Estate Developers Association of Hong Kong	Vice President and various positions
Vocational Training Council	Member of The Real Estate Services Training Board

The Group also participated in external environmental charters including:

Charter	Organisation
Be Our Greening Partner Charter	Greening, Landscape and Tree Management Section, Development Bureau
Carbon Reduction Charter	Environmental Protection Department
Energy Saving Charter on Indoor Temperature	Environment Bureau and Electrical and Mechanical Services Department
Energy Saving Charter on "No Incandescent Light Bulbs"	Environment Bureau and Electrical and Mechanical Services Department
Food Wise Charter	Food Wise Hong Kong Steering Committee, Environment Bureau
Waste Check Charter	Environmental Protection Department

CORPORATE GOVERNANCE

Governance Structure

The Group recognises the importance of robust corporate governance practices and procedures in directing and guiding our organisation using professional and ethical business practices. Our pre-eminent Board of Directors, sound internal controls, and dedication to accountability and transparency with our shareholders are core elements of the Group's governance principles. We take every possible measure to ensure that our business is conducted in accordance with all applicable rules and regulations, codes and standards.

Our Board is responsible for the Group's business strategy and overall management of our business activities. To ensure we adhere to sound management practices, the Board has five committees, namely the Standing Committee, the Audit Committee, the Remuneration Committee, the Nomination Committee, and the Corporate Governance Committee. The Corporate Governance Committee consists of three independent non-executive directors and is the Group's highest governance body tasked with developing and reviewing the Company's policies and practices in relation to corporate governance. The Committee also monitors such policies and practices in compliance with legal and regulatory requirements. The Audit Committee assesses the effectiveness of the Group's risk management and internal control systems.

The Corporate Social Responsibility Committee comprises several directors and department heads and is chaired by the Group's Vice Chairman, Mr Lee

Ka Shing. It is responsible for overseeing issues with respect to sustainability and corporate social responsibility.

The Board of Directors provides clear directions to the management team and entrusts the day-to-day management, administration and operations of the Group to the management team. Further information on the composition of the Group's Board of Directors and related details can be found in the Corporate Governance Report on pages 88 to 103 of the Group's Annual Report 2015.

Anti-Corruption

Henderson Land adheres to stringent anti-corruption policies as outlined in our Code of Conduct, which defines the

Group's stance on conflicts of interest, intellectual property rights, privacy and confidentiality of information, bribery, corruption, and equal opportunity. All employees are required to abide by our professional standards and comply with our Code of Conduct.

In addition, seminars are held to update members of staff on any changes to regulation and to refresh their knowledge on aspects of ethical practices.

Should there be any concerns or opinions on the Group's operations, a direct email link is provided via which employees have access to the Vice Chairman.

During the year, there were no incidents of corruption reported within the Group.



CSR Policy

The Group firmly believes that Henderson Land can play a positive and inclusive role in the development of the local community and has developed a dedicated CSR Policy to explain our approach. The CSR Policy explains our commitment to strive for best practice and go beyond minimum regulatory requirements in areas such as workplace quality, environmental protection, operating practices and community involvement, amongst others. The Policy also explains our commitments to maintaining open and transparent dialogue with our stakeholders and ultimately maximise the economic, social and environmental benefits that the Group delivers to the community.

The CSR Policy commits the Group to:

- Meeting all applicable legal and regulatory requirements on corporate social responsibility ("CSR") matters
- Pursuing good practices of CSR in its operations
- Implementing the policies relating to workplace quality, environmental protection, operating practices and community involvement
- Minimising the Group's potential environmental impact
- Providing a safe and healthy working environment to all employees and site staff in compliance with the applicable legal requirements
- Supporting meaningful community-oriented activities in partnership with our employees, community bodies, society and government
- Encouraging our staff to be proactive in CSR and providing training to them
- Promoting CSR awareness among consultants and contractors
- Engaging our stakeholders in the CSR process
- Monitoring and improving the performance in CSR

Risk Management

The Audit Committee is responsible for considering the effectiveness of the Group's risk management and internal control systems. The Committee adopts a proactive approach to investigate any activities within its terms of reference. A Risk Management Policy at the Group level helps to direct and manage the Group's identification, analysis and management of risk so that they are maintained at acceptable levels.

Our Audit Department also conducts audits of the Group's major activities to ensure that risk management functions are in place and functioning effectively. The Audit Department reports directly to the Audit Committee with their findings.

As a responsible organisation with a long-term outlook, the Group has adopted a holistic approach to risk management that considers various aspects of our business and operations. Risks that continue to affect the Group are ESG risks in our supply chain and those posed more broadly by climate change. We address each of these risks strategically, devising policies to reduce our greenhouse gas footprint both in our operations and supply chain while adapting to the effects of climate change by providing shelters, increased breaks, and refreshments so that our workers are protected from inclement weather. ESG risks within our supply chain are addressed through strict contractual and tender requirements. We also maintain a list of preferred suppliers so as to ensure

the timely and efficient delivery of the products and services we require.

As the demand for skills and talent specific to our sector continues to increase, competition poses the risk of employee turnover. We address this risk by providing our employees with training opportunities and competitive benefits, creating loyalty while cultivating their professional development.

Further details on how we address each of the risks mentioned above can be found within the relevant sections of the Report.

OUR VISION FOR SUSTAINABILITY



For a business to be sustainable, it has to be trusted by its stakeholders. At the heart of Henderson Land's status as one of Hong Kong's leading property developers is our commitment to building a more prosperous and sustainable society. We place utmost priority on our social responsibilities, on acting with integrity and on putting the needs of our stakeholders at the heart of everything we do.

Our Vision

The Group aspires to continue to be an industry leader by maximising long-term value for society in terms of our economic performance and the positive social and environmental impacts of our operations.

Organisational Values

The Group's corporate sustainability strategy is derived from three goals that underscore Henderson Land's overall corporate vision:

Firstly, we seek to cultivate a caring culture by investing in our people and their skills to help meet new challenges. We prioritise the health and safety of all personnel linked to our operations.

Secondly, we target delivering operational improvement and continuously pursue ways to generate mutual benefits for our stakeholders. We prioritise the reduction of waste and energy consumption in all our operations.

Thirdly, we strive to enrich our customers' lives by creating high quality, aesthetically pleasing, innovative new homes and commercial developments that enhance, and integrate with the natural and built environment to address the aspirations of modern sustainable living.

These are the values that constantly apply to all employees and directors and to all company activities.



OUR ENVIRONMENT



As a major property developer, Henderson Land owns, develops and manages a substantial portfolio of properties in Hong Kong and mainland China. We seek to minimise our environmental impact, with the Group's goal being to operate in a manner that enhances resource efficiency while also paying due consideration to environmental performance.

The Group's Environmental Policy encourages the consideration of environmental aspects in our decision making process, management and organisational culture. The Policy applies to every stage of our business operations, from project planning and design, construction to completion, and also to our property management function. The Policy also pertains to our people and across our supply chain, covering aspects such as green building labelling, nature and resource conservation, optimised energy performance and green

purchasing. The Policy can be accessed online at: <http://www.hld.com/en/csr/envpolicy.shtml>.

Our Environmental Committees

The Group's Green Building Sub-Committee consists of representatives from Project Management, Construction, Property Management, Portfolio Leasing and Sales Department. The Committee formulates and updates our green strategies, and provides training and knowledge sharing opportunities to our green building professionals and other colleagues so as to enhance their knowledge and keep them abreast of the latest best practice.

During the reporting year, innovative ideas on both active and passive sustainable design, building design and building operational performance

optimisation, as well as more environmentally friendly construction methods, were generated through interactions between our in-house green building professionals and colleagues from various departments.

To minimise safety risks and improve environmental performance in our construction sites, a Safety and Environmental Committee has been set up to monitor all safety and environmental measures.

Environmental Considerations in Our Supply Chain

As a market leader, Henderson Land places great emphasis on sustainable procurement and green purchasing practices, with a departmental taskforce formed to review and standardise green procurement processes. For example, to



assist our departments in making sound purchasing decisions, the taskforce developed a set of standardised building services installations procurement manuals for residential building projects, which is updated on a regular basis. The Group's commitment to sustainable purchasing began over a decade ago, and we continue to search for ways to become even more environmentally friendly and cost-efficient in our sourcing activities.

Energy & Emissions

In light of global concerns over climate change and increasing national and regional commitments to reducing carbon emissions, the Group recognises that we must play our part in reducing Hong Kong's overall greenhouse gas footprint. By developing strategies to reduce energy consumption, we aim to simultaneously decrease both our carbon emissions and the overhead costs associated with energy consumption.

For the Group's development activities, our goal to maximise energy efficiency begins at the planning and design stages. Having been at the forefront of green building in Hong Kong, the Group has proven that environmentally friendly features such as the use of tinted or double window glazing, energy efficient building services installations and sophisticated home automation systems wherever feasible can go hand-in-hand with increasing the overall comfort and livability of our properties. We ensure that all development projects meet the relevant laws, regulations and requirements such as the Building Energy Efficiency Ordinance.

Progress of Our Energy Goals for New Property Projects in 2015

In line with the goals proposed in the Group's 2014 report, we are pleased to advise our progress made during 2015:

- Six of our new developments have complied with Building Energy Code Requirements
- Our project at 38-40A Hillwood Road achieved a reduction in annual energy consumption of 12%, ahead of the 11% target as compared with the BEAM Plus baseline for commercial buildings
- Double Cove (Phases 4&5) and Jones Hive accomplished our targets for 80% of the total rated power consumption of all electric appliances provided within the project to be derived from certified energy efficient appliances
- Four of our new property projects utilised energy efficient electric lighting, air conditioning and ventilation systems in both residential and commercial buildings

To reduce both energy consumption and emission produced from business travel, the Group has installed 58 sets of video conferencing systems in our offices in Hong Kong and mainland China. This ensures easy and efficient communication across our business.

Energy Saving Measures

Heat absorption via the external structure of a building can raise the temperature of its indoor spaces, placing demands for greater cooling and increased energy use. The Group addresses these issues at our leased properties by utilising thermal insulation such as window blinds and green roofs that lower the ambient internal temperature. Solar film is used on windows to reflect solar heat, thereby also reducing energy costs. Sensor controls help to ensure optimal use of lighting, while lift and escalator systems are operated according to pre-set schedules. We regularly analyse the usage of energy to identify further energy saving opportunities.

At the Group's construction sites, a number of measures such as T5 lighting, LED bulbs and highly efficient air conditioning equipment help to minimise energy consumption.

Our property management subsidiaries continuously aim to optimise the environmental performance of buildings that they manage. Goodwill has developed and implemented Environmental Instructions (EI) which cover emissions in accordance with the requirements of ISO 14001. Goodwill has also set a target of maintaining its current energy consumption for the following year and implemented a series of energy saving measures. In addition, a series of guidelines for the operation of its air-conditioning systems has been developed and tenants are encouraged to sign up to the Energy Saving Charter on Indoor Temperature.

At Well Born and Hang Yick, a Green Committee has been formed to review and promote energy saving opportunities and targets in addition to water quality at properties that they manage. In 2015,

OUR ENVIRONMENT

56 properties under the management of Well Born and Hang Yick compiled carbonless reports detailing their energy consumption. Five properties obtained "Green Organisation Labels" and 49 properties obtained "Carbon Reduction Certificates" under Hong Kong Awards for Environmental Excellence.

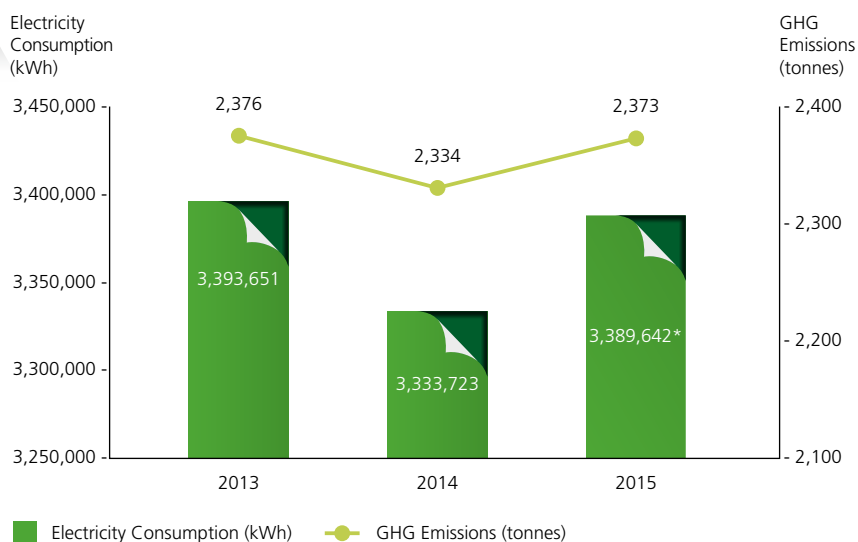
In 2015, our Property Management Department was honoured by Environmental Campaign Committee as one of the top four organisations with the most number of functional units being recognised as "Hong Kong Green Organisation".



Progress of Our Emission Goals for New Property Projects in 2015

- In line with the goals outlined in the previous year, the Group avoided the use of ozone depleting, chlorofluorocarbon (CFC)-based refrigerants in the heating, ventilation and air-conditioning and refrigeration (HVAC&R) systems at six of our new developments
- Four of our projects successfully avoided the use of ozone depleting substances in the manufacture and composition of their building fabric and building services
- In four of our buildings, preventative measures were applied to minimise potential air, noise and water pollution during construction

Electricity consumption and corresponding GHG emissions[^] of our headquarters



[^]Energy indirect emissions from electricity consumption at our offices at Two ifc and AIA Tower
 * The increase in electricity consumption in 2015 was due to the increase in office space in AIA Tower

Electricity consumption and corresponding GHG emissions[^] of properties managed by Goodwill

	2015	2014	2013
Electricity consumption (MWh)	151,768	168,003	145,977
GHG emissions (kilotonnes)	106	117	102
No. of properties	32	30	29

[^]Energy indirect emissions from electricity consumption in these properties



Case Study - AIA Tower

Renovating and upgrading existing hardware can generate both environmental and cost reduction benefits. The Group continuously monitors and reviews the effectiveness and performance of its appliances, replacing any dated or inefficient systems with up-to-date energy saving technology.

At AIA Tower in October 2013, we began a phased process to replace six air-cooled chiller plants which had been in operation for over 16 years. After completion of the project in June 2015, it was noted that around 200,000kWh year-on-year reduction in energy consumption during the summer months had been achieved. This represented a 13.2% decrease in energy consumption and cost savings of approximately HK\$300,000.

Materials

As a property developer, it is essential that we consider the environmental impact of the materials that we source for construction. The Group employs an environmentally friendly construction approach that considers both design concepts and the materials used in construction. We also seek to conserve resources by using recyclable and renewable materials and other green alternatives in projects wherever possible.

We maintain our goals for the purchasing and recycling of materials at new property projects, avoiding the use of virgin forest products for works during construction and by applying modular and standardised designs to reduce waste. Construction materials are also sourced from the nearby regions wherever feasible so as to reduce the

environmental impacts associated with transport.

At the Group's offices, we maintain a policy of reducing, recycling and reusing our materials. Recycling bins are provided at our major offices with waste paper and used toner cartridges collected for recycling. We are also maximising the opportunities of internet technology to move toward paperless systems that promote communication between internal and external stakeholders.

Our approach to minimise material usage also extends to the Group's operations as we streamline processes and systems to drive efficient resource consumption. Our property management subsidiaries also follow policies on green procurement in line with the ISO 14001 standards, which require environmentally friendly considerations on products and services.

Effluents & Waste

To minimise waste, the Group ensures that it is recycled where possible, and disposed of in an environmentally responsible manner. This is of utmost importance at our construction sites where we use a waste management system that comprises sorting, recycling and proper disposal of construction/demolition materials. We also provide facilities for the collection, sorting, recycling and proper disposal of waste and recovered materials. Food composting machines are provided in some new developments to treat food waste and reduce the burden on public landfills.

OUR ENVIRONMENT

Goal:

The plumbing systems in new developments are designed to reduce annual sewage volumes by 20% or more at construction sites.

We also aim to reduce waste at our leased properties, where recyclable waste is collected, labelled and stored for collection by contractors on a regular basis. The Group ensures that all waste which is non-reusable or non-recyclable is disposed of properly by cleaning contractors.

Materials and recycling data of six of our construction sites*

Project Name/ location	18 King Wah Road	Big Star Centre	Double Cove Phases 2&3	Double Cove Phases 4&5	Global Gateway Tower	H • Bonaire
Materials Used						
Electricity (kWh)	212,757	333,960	1,338,025	2,090,785	344,400	163,330
Water (m ³)	14,767	4,056	4,851	10,205	2,480	2,230
Concrete (kg)	26,940,480	5,784,000	8,719,200	98,169,600	65,000	8,680,120
Steel (kg)	3,683,000	505,000	93,827	9,676,000	12,000	950,000
Waste Disposal						
Construction and demolition waste (kg)	651,000	2,447,000	3,780,000	10,837	410,000	375,000
Recycled and Reused						
Metal recycled (kg)	905,830	37,700	N/A	79,250	50	2,300

*Sites are at different stage of progress, use of materials data from 2015 only



Recycled material at properties managed by Goodwill

	2015	2014	2013
Paper (kg)	1,279,126	1,224,977	1,095,139
Plastic (kg)	17,049	15,570	15,043
Metal (kg)	23,589	19,523	15,331
No. of participating properties	26	24	24

Goodwill recycles aluminum cans, rechargeable batteries, food waste, CD ROM, printer cartridges amongst many other items. During the reporting year, Goodwill collected over two tonnes of peach blossoms and Chinese New Year flowers to be recycled. Food waste is also collected from food and beverage shops at Miramar Shopping Centre to be recycled and decomposed into waste water for discharge.

Water

It is an utmost priority that the quality of potable water meets the water quality standards of the Water Supplies Department at all our development properties. We also use water saving devices at our new property projects, aiming to achieve an estimated aggregate annual saving of 20% compared with the BEAM Plus baseline.

On the Group's construction sites, our key priorities are to conserve water and ensure the proper discharge of any wastewater. In some development projects, rainwater is also collected for car-washing purposes so as to minimise our piped water use.

Our property management subsidiaries carry out regular cleansing of communal freshwater and flushing water tanks at properties that they manage in accordance with the applicable regulations and guidelines. Other infra-red faucets and water saving measures are in place to minimise wastage and runoff.

Our Goals for Water for Leasing Properties

- Aim to have all office buildings join the Quality Water Recognition Scheme (QWRS) and the Flushing Water Plumbing Quality Maintenance Recognition Scheme
- Replace by infra-red sensor faucets where applicable
- Replace by dual flush cisterns and infra-red sensor flushing urinal where applicable
- Install water tank to collect fire service system drain-off water for reusing as water source for floor cleaning, where applicable

OUR ENVIRONMENT

Water consumption and corresponding GHG emissions[^] of our headquarters

	2015	2014	2013
Water consumption (m ³)	1,564	1,541	1,541
GHG emissions (tonnes)	0.64	0.61	0.64

[^]Indirect emissions from water consumption at our offices at Two ifc and AIA Tower

Water consumption and corresponding GHG emissions[^] of properties managed by Goodwill

	2015	2014	2013
Water consumption (m ³)	385,182*	370,622	280,395
GHG emissions (tonnes)	157	147	116
No. of properties	32	27	27

[^] Indirect emissions from water consumption in these properties

* The increase in water consumption in 2015 was due to the increase in the number of properties managed

Environmental Mitigation: Products and Services

The future of the Group's products and services will involve an ever greater consideration of sustainable design, where we continue to devise innovative and novel approaches to reduce our energy, water and carbon footprint. As we continue to source increasing amounts of environmentally friendly products and services, procuring such items will become cheaper and more cost effective as we create economies of scale.





Progress of Our Product and Services Goals for New Property Projects in 2015

Greening Measures

- Six of the Group's new residential developments achieved a goal of including landscaped and green areas that are equivalent to more than 20% of the total site area
- Such greenery also extended to the roofs of these developments, with five of the new projects this year utilising either high emissivity roofing material or green roofs. Site design appraisals were also conducted to embed environmentally friendly site planning and design concepts in our projects

Noise Mitigation

The Group continues to reduce construction noise and provide adequate mitigation measures for all Noise Sensitive Receivers located near our developments. Our projects remain in compliance with the criteria recommended in the Hong Kong Planning Standards and Guideline

Reducing Pollution

Minimising air and water pollution from our projects during construction is of utmost priority. In line with our goals, we manage and mitigate these impacts by adhering to individual plans for Environmental Management, Waste Management and Indoor Air Quality Management at our construction sites

Henderson Land employs a multi-stakeholder approach to ensure that we consider various viewpoints and perspectives in the development of our properties. Our construction operations employ a pragmatic approach to development, which considers the ecological value in accordance with all relevant laws and guidelines. The Group also seeks advice from NGOs and experts, collecting all findings during the early planning stage so as to minimise potential impacts. Where necessary, we will take appropriate mitigation measures.

At our subsidiary Goodwill, relevant policies and procedures governing compliance with ISO 9001 and ISO 14001 Integrated Management System Manual were established for managing the delivery of services and environmental management activities.

During the year, there were no incidents of non-compliance with laws and regulations concerning the provision and use of products and services.



Sustainability in Action: Case Study of Double Cove

Creating Low-Carbon Communities

Located on a unique twin-cove peninsula, Double Cove enjoys sweeping views of the Tolo Harbour. The development comprises 21 residential towers and offers a tranquil living environment for over 3,500 households in addition to approximately 100,000 sq.ft. of retail space. Double Cove combines quality residential and sustainable design elements to create an attractive living environment.



In recognition of its innovative design and environmental standards, Double Cove has received many awards and commendations. Highlights of these awards include:



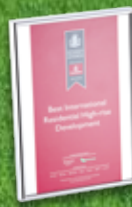
US LEED
Neighbourhood
Development -
Pre-certification Gold



BEAM Platinum
Accreditation
(Phase 1)



China Green
Building Design
Label 3-Stars Rating



2015-2016 International
Property Awards - Best
International Residential
High-rise Development
(Phases 2&3)



HK SAR Leisure and Cultural
Services Department Best
Landscape Award 2014 for
Private Property Development
- Gold Award (Phase 1)

Making Sustainable Living a Reality

At the inception of the project, Henderson Land's intentions were to create a community with an emphasis on green living, walkability and comfort. Double Cove aims to promote sustainable living both within the development site and the surrounding neighbourhood, creating an atmosphere in harmony with both the community and the environment. For this development, we adopted the United States LEED Neighbourhood Development (ND) assessment as our principal gauge to optimise site planning and green building design.

The landscaped and green areas at Double Cove are equivalent to more than half of the total site area. This has been achieved by preserving existing woodland and adding ample woodland spaces, green roofs, green walls, water features and landscaped amenities. While aesthetically pleasing, these green features have also helped to mitigate the urban heat island effect. The sustainable design of Double Cove was supported

by various scientific and engineering solutions such as urban heat island analysis, air ventilation assessments, Building Information Modelling (BIM) and computational thermal comfort simulations.

In its design, Double Cove adopted a number of innovative, environmentally friendly and building performance enhancement measures. A few highlights of these features are mentioned below:

- Parking facilities with charging stations are provided for electric vehicles
- Extensive jogging path along the landscaped area and connecting to residential towers to enable low carbon lifestyle
- A communal bicycle rental service encourages healthy living and eco-transportation
- CFC and HCFC free thermal insulation is used to minimise any adverse impact on the atmosphere
- Energy efficient building electrical and mechanical systems are installed, together with energy efficient household electric appliances and water saving sanitary fittings to lower carbon emissions. LED and T5 energy

efficient lighting is also widely in use throughout the development

- Rainwater collection systems have been installed to collect water for irrigation, reducing water use from the main grid
- Waste sorting and food waste composting facilities are provided to reduce waste being sent to landfills
- Residential units are spatially designed to enhance effective natural ventilation with the support of computational studies
- Sophisticated web-based and smartphone-based home automation systems allow residents to control the lighting, air conditioning, curtains, intercom and access installations for added convenience and to lower energy consumption

Should there be the need for maintenance, Double Cove features unique safety design standards such as a fall arrest system which is provided to safeguard workers in the time of non-accessible roof maintenance. Each residential tower is also equipped with a gondola, which is crucial for increased safety during regular building maintenance and cleansing.

OUR PEOPLE



The Group's human resources remain our most valuable asset. Ensuring that we recruit and retain talent is vital to Henderson Land's future growth and success. We remain committed to providing a safe, healthy and harmonious working environment for all employees and site staff, free from all forms of discrimination, and we continuously promote equal opportunities throughout our businesses.

Employment and Employee Welfare

Our full-time employees receive competitive compensation and benefits including paid paternity and marriage leaves, healthcare cover and retirement schemes. Additionally, free lunches and refreshments, travel outings, and holiday cottage bookings are provided.

Henderson Land encourages a healthy work-life balance among our employees.

Classes and seminars are hosted regularly on many aspects of healthy living. Employees also have access to a range of recreational activities that underscore well-being such as cooking, singing, and organic farming. The Group's dedicated Sports and Recreation Committee is very active in organising engaging employee activities.

We regularly review employee welfare and satisfaction via a staff survey.

Case Study - Nourishing Our People

Some Hong Kong companies traditionally provide their employees with free meals as a form of benefit. Henderson Land has kept this tradition alive for nearly 40 years, with free lunches, fruit and afternoon refreshments offered to all staff at our headquarters in the belief that it promotes the concept of an employee family.

By providing our staff with meals, the Group ensures they can leisurely enjoy a balanced and nutritious diet. Lunchtimes also provide opportunities for staff from all departments to bond, thereby promoting team spirit and boosting staff morale and loyalty. Our employees also enjoy special treats at festive times, such as Cantonese barbecued meat for Mid-Autumn Festival, Winter Solstice and Chinese New Year's Eve.



Total workforce in Hong Kong by employment type

	No. of employees	Full-time	Part-time
Group Headquarters	1,423	1,419	4
Construction	523	523	0
Property Management	3,374	3,300	74
Other Subsidiaries	1,839	1,596	243
Overall*	7,159	6,838	321

Employees in Hong Kong by position level, gender and age

	Position level	No. of employees	Male	Female	Aged below 30	Aged 30-50	Aged over 50
Group Headquarters	Managerial	373	271	102	4	216	153
	Supervisory	650	369	281	111	456	83
	General	400	129	271	124	197	79
Construction	Managerial	5	5	0	0	1	4
	Supervisory	134	134	0	10	45	79
	General	384	281	103	79	138	167
Property Management	Managerial	131	100	31	1	103	27
	Supervisory	732	517	215	128	349	255
	General	2,511	1,547	964	454	659	1,398
Other Subsidiaries	Managerial	127	70	57	0	62	65
	Supervisory	242	111	131	30	155	57
	General	1,470	378	1,092	180	622	668
Overall*	Managerial	636	446	190	5	382	249
	Supervisory	1,758	1,131	627	279	1,005	474
	General	4,765	2,335	2,430	837	1,616	2,312

* The "Overall" number comprises all full-time and part-time employees of the Group in Hong Kong including those working at our headquarters, construction, property management and other subsidiaries

OUR PEOPLE

Full-time employee turnover in Hong Kong

	No. of employees	Male	Female	Aged below 30	Aged 30-50	Aged over 50
Group Headquarters	228	118	110	89	113	26
Construction	162	127	35	27	67	68
Property Management	1,050	654	396	328	311	411
Other Subsidiaries	610	219	391	72	242	296
Overall*	2,050	1,118	932	516	733	801

* The "Overall" number comprises all full-time employees of the Group in Hong Kong including those working at our headquarters, construction, property management and other subsidiaries

New hires in Hong Kong

	No. of employees	Male	Female	Aged below 30	Aged 30-50	Aged over 50
Group Headquarters	189	80	109	113	69	7
Construction	138	109	29	40	55	43
Property Management	975	602	373	341	299	335
Other Subsidiaries	871	351	520	106	370	395
Overall*	2,173	1,142	1,031	600	793	780

* The "Overall" number comprises all full-time and part-time employees of the Group in Hong Kong including those working at our headquarters, construction, property management and other subsidiaries

Equal Opportunity and Diversity

The diversity of our employees provides us with a valuable mix of perspectives, skills, experience and knowledge for addressing contemporary business issues. At a senior management level, our board diversity policy sets out the Group's approach to selection of candidates taking into account an extensive range of characteristics, including but not limited to gender, age, cultural and educational background, professional

experience, skills, knowledge and length of service. Henderson Land ensures equal opportunity and non-discrimination apply to recruitment, promotion and all other aspects of our employment practices.

We provide a confidential feedback system for our employees so that any opinions or concerns regarding discrimination may be reported via the Group's intranet or emailed to the Vice Chairman directly. During the reporting year, there were no incidents of discrimination.

Board of Directors composition by gender

Male	90%
Female	10%

Board of Directors composition by age

Aged 30-50	5%
Aged over 50	95%



Staff Training and Education

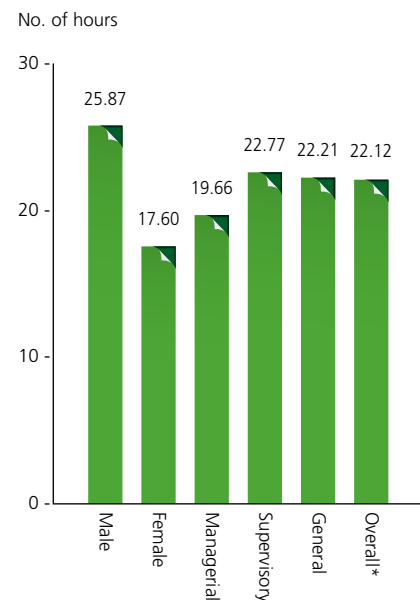
Henderson Land is committed to the development of our employees and to enhancing their skills and knowledge so that they contribute fully to our growth and success. Comprehensive internal training programmes are developed each year by the Group to further their professional development and ensure our in-house expertise meets existing needs. These programmes are reviewed and adapted periodically in line with feedback from our employees. We also offer subsidies and examination leave for employees wishing to pursue external academic or professional qualifications.

During the reporting year, a total of about 160,000 hours of employee training activities were delivered, comprising 63 internal training courses, as well as external, subsidised courses, and examination leave. Training courses attended by employees from across the Group covered a wide range of subjects and included language skills, negotiation skills, computer skills, commerce seminars, as well as a number of health and safety courses and seminars.

To highlight international and local best practice and knowledge, a number of speakers were invited to deliver workshops and presentations to staff and the Board of Directors. Legal and regulatory updates are provided to Directors on a monthly basis, while Directors are also encouraged to attend external talks and seminars to further develop their knowledge and abilities in discharging their duties. Information on courses and seminars held by professional bodies is provided to the Directors, while seminar enrolments are handled by the Company Secretarial Department.



Average training hours per employee by employee category



* The "Overall" number comprises all full-time and part-time employees of the Group in Hong Kong including those working at our headquarters, construction, property management and other subsidiaries

OUR PEOPLE



Health and Safety

Henderson Land is committed to minimising risk and providing a safe and secure workplace for all employees and site staff across our operations. Our carefully managed safety measures on the Group's sites have ensured that accident rates remain well below the 2015 accident rate target of not exceeding 10 in 1,000 workers.

The safety of our workers at construction sites is of paramount importance. All staff are encouraged to take Occupational Health and Safety and First Aid courses, while new workers who may not be

as familiar with our construction sites undergo a health and safety assessment and a care programme to familiarise themselves with our relevant policies and procedures. As hot weather can also pose a health risk to our employees, during inclement weather we ensure that site workers have adequate shelters, rest periods, ventilation facilities, and potable water.

To oversee site safety matters, an Occupational Health and Safety Committee, consisting of division heads and a Committee Chairman meets every three months and encourages direct communication between division heads and site staff on safety matters. To ensure that our sites meet the high standards, which we set ourselves, an independent safety audit is conducted at each of our construction companies and sites every six months.

Hang Yick and Well Born carry out at least five workplace visits each month and hold or attend at least six occupational health and safety activities each year. Some examples include the Hong Kong Occupational Safety and Health Award, and Workplace Hygiene Charter.

At Goodwill, safety measures include circulating a safety handbook on maintenance work to all onsite staff covering personal protective equipment, electrical safety and emergency procedures.



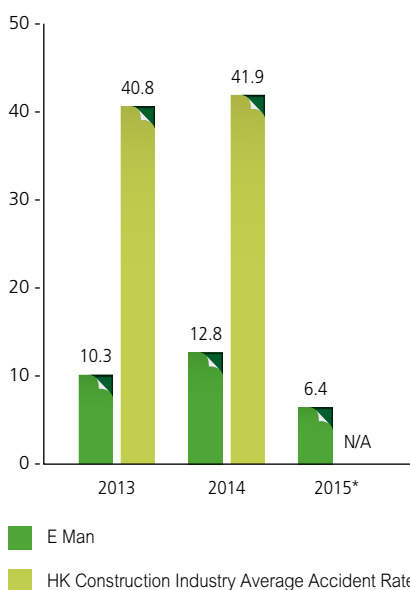
The Site Safety Subgroup

The Group's "Site Safety Subgroup" ("SSS") consists of a diverse range of professionals such as architects, engineers, surveyors and safety officers. The SSS carries out weekly inspections, ensuring that any significant unsafe practices are rectified immediately, and that minor issues are addressed within a fixed timeframe. Findings are discussed with the Project Management, Engineering and Construction Departments to develop solutions and improvements.

During the reporting year, the Site Safety Subgroup conducted 93 safety inspections of the Group's superstructure, substructure, demolition and alteration and addition projects. Around 745 safety findings were made and most of these were related to critical site activities such as working on bamboo scaffolding, lifting operations, material handling with risks of objects falling, flame cutting and welding, installation of curtain walls, excavation and bored piling.

Accident rate per 1,000 workers per annum in construction

Accident rate



* Industry average accident rate in 2015 is not available as of the date of the Report

Occupational health and safety data in 2015[^]

	Male	Female	Overall
Number of staff involved in work-related fatalities	0	0	0
Injury rate per 1,000 employees	20.67	2.24	13.78
Lost days due to work-related accidents and disease (occupational)	1,446.5	647	2,093.5
Lost days due to other sick leave (not related to work-related injuries)	4,295	2,989.5	7,284.5
Absentee rate per 200,000 working hours	2,658.10	2,824.77	2,720.34

[^] The OHS data includes only the employees of the Group's headquarters, Goodwill and construction subsidiaries

OUR VALUE CHAIN AND CUSTOMERS

Supply Chain Management

Henderson Land works with a diverse range of supply chain partners that the Group depends on for the smooth and efficient running of our operations, and the delivery of our products and services. The Group always aims to exert a positive influence on our supply chain, which comprises over 2,600 suppliers, representing an expenditure

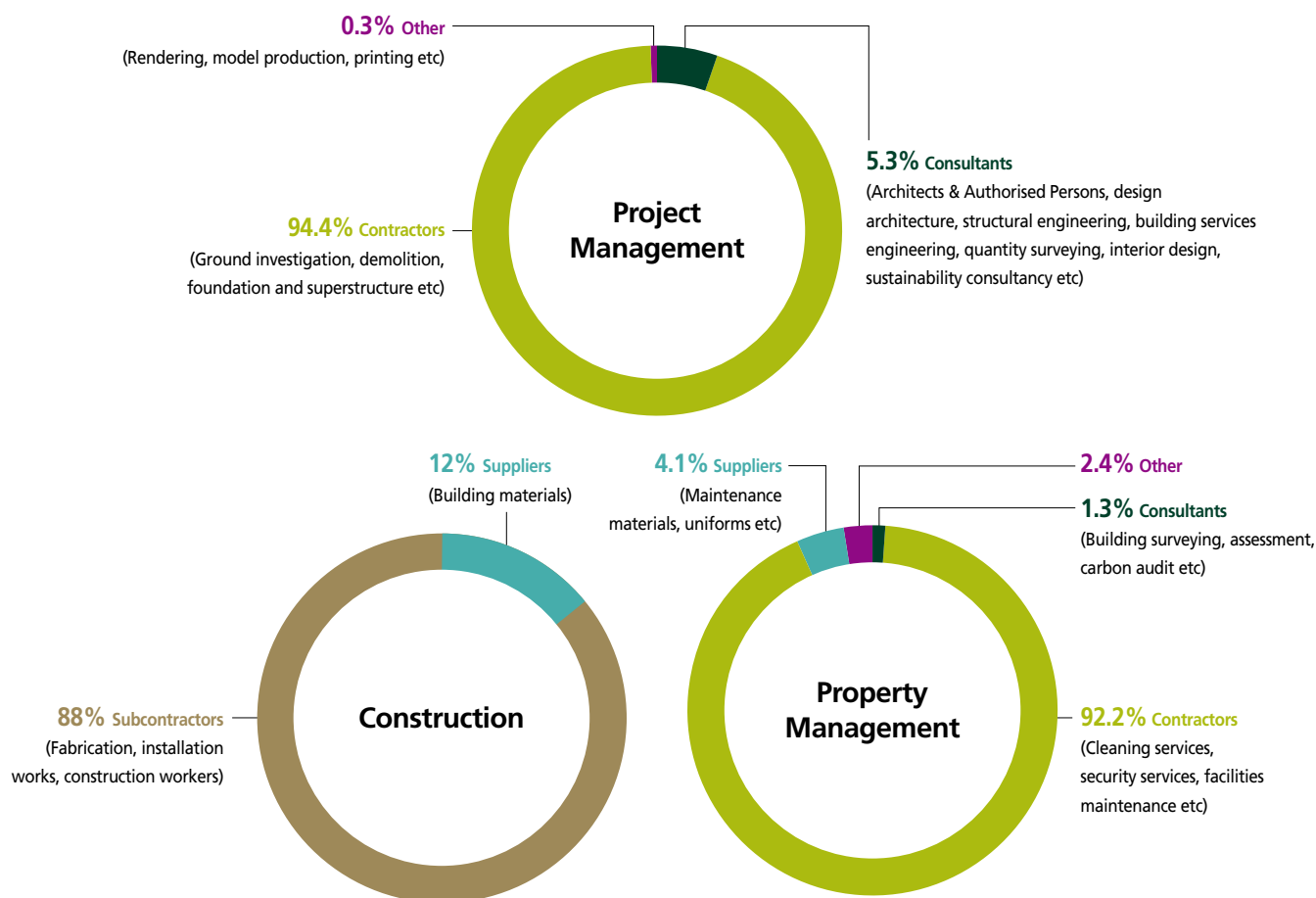
of about HK\$7 billion for the year. We seek to both engage and create long-term partnerships with them, driving improvements in ESG performance and in turn improving their environmental and social impacts.

We place great importance on local procurement wherever possible. By purchasing the products and services that we need locally, the Group reduces the carbon emissions associated with transport and shipping

while creating economic opportunity and the development of talent and skills locally. Our major suppliers include architects, surveyors, technical consultants, designers and contractors amongst others.

The following graphic details the Group's expenditure on suppliers for Project Management, Construction and Property Management.

Expenditure on different types of suppliers for Project Management, Construction and Property Management





Effective supply chain management can also help to increase our operational efficiency and minimise ESG risk. The Group accomplishes this through engagement with our suppliers and contractors to ensure that the needs of our customers are met in an efficient manner while emphasising responsible operating practices.

Our social, environmental and occupational health and safety requirements and standards are clearly stipulated in our tendering process and communicated to suppliers and subcontractors before a project is initiated. This process is monitored by our Audit Department, which works closely with other departments to ensure that

the tendering and procurement process is conducted in a transparent manner. Strict guidelines for the tendering process ensure that our supplier management follows a standardised, transparent and fair process.

Owing to the nature of Henderson Land's development activities, the Group regularly requires competent professionals to assist us in our projects. We safeguard the availability of such expertise by maintaining a list of approved consultants and contractors, all of whom have relevant professional qualifications and accreditation as a prerequisite. Our Construction Department also maintains an internal subcontractor register and requires

that all subcontractors be registered via the Construction Industry Council's Subcontractor Registration Scheme.

At Well Born and Hang Yick, contract clauses mandate compliance with relevant local legislation such as the minimum wage ordinance, environmental, governance and labour laws. Periodic assessments of suppliers are conducted to ensure their compliance with this legislation, with any serious non-compliance resulting in suspension from the tender list. In line with the Group's emphasis on local procurement, local suppliers are given priority to be included in Well Born and Hang Yick's Approved Contractor List.

OUR VALUE CHAIN AND CUSTOMERS



Case Study - Building for the Future - Green Procurement

The Group constantly assesses how we can optimise our green purchasing practices. In our development process, we give priority to the use of environmentally friendly designs and materials, exploring green alternatives wherever possible. We also favour consultants who share our vision and ideals in green procurement and eco-friendly construction.

To ensure we pursue best practice, the Group's Project Management departments formed a taskforce to review and standardise our sustainable procurement processes. We also continue to integrate the use of sustainable specifications and standards in our procurement practices, purchasing

T5 lighting tubes, LEDs, FSC Wood, and items with Energy Conservation and Water Efficiency labels. Our priority is to be cost efficient in our decisions balancing sustainability, price and functionality.

39 Conduit Road typifies the Group's commitment to achieving innovative product design and comfort through sustainable procurement practices. During construction, we prioritised the use of sustainably forested products, non-ozone depleting substances, energy efficient lighting and appliances amongst others. The completed project is testament to the quality and viability of constructing a building that is both eco-friendly and functional.



Customer Health and Safety

The integrity and quality of our properties are monitored at all stages of construction to ensure they meet the high standards that Henderson Land has earned its reputation for. This entails a dedication to stringent product safety standards and a focus on health and safety issues in our buildings practices. The Group is also continuously mindful of seeking new ways to make our properties more livable and harmonious spaces.

At Well Born and Hang Yick, safety inspections are carried out on a quarterly basis for buildings and estates under OHSAS 18001 Occupational Health and Safety Management System with the achievement rates attaining this standard being reported at 100%.

Our Customer Health and Safety Goals

- Fresh air supply to commercial buildings shall satisfy the minimum requirements of ASHRAE 62.1-2007 in respect of Outdoor Air Quality and Minimum Ventilation Rate
- Comprehensive and effective security measures and facilities to be provided for new property projects
- The design criteria of plumbing and drainage systems for new property projects include reducing the potential for transmission of harmful bacteria viruses and odours
- The design, installation and operation of air conditioning and water systems shall follow the recommendations given in the Code of Practice of the Prevention of Legionnaires Disease
- De-odourising facilities to be provided in the major refuse storage chambers for new property projects so as to improve hygienic conditions

Total number of incidents of non-compliance with customer health and safety : 0



Customer Satisfaction

Henderson Land actively seeks feedback on our products and services through a range of channels in order to continuously improve and tailor our products and services to meet the needs of our customers.

Property Sales

Our Customer Services Section is responsible for customer relations and after sales services on all matters related to property sales. The team actively collects comments and responds to queries related to the purchase of the

Group's residential and commercial properties. We have also established a series of procedures to respond to any concerns or discrepancies in our services swiftly and efficiently, recording complaints and presenting feedback to our senior management for review.



OUR VALUE CHAIN AND CUSTOMERS

Property Management

Goodwill, Well Born and Hang Yick conduct surveys and seek feedback on a regular basis to ensure that they continue to deliver exemplary service to both tenants and property owners. Should there be a requirement for further action, Goodwill will approach the tenants involved to collect their views on how their concerns can be addressed. Training is also provided to frontline staff so that they remain professional and responsive to the needs of tenants.

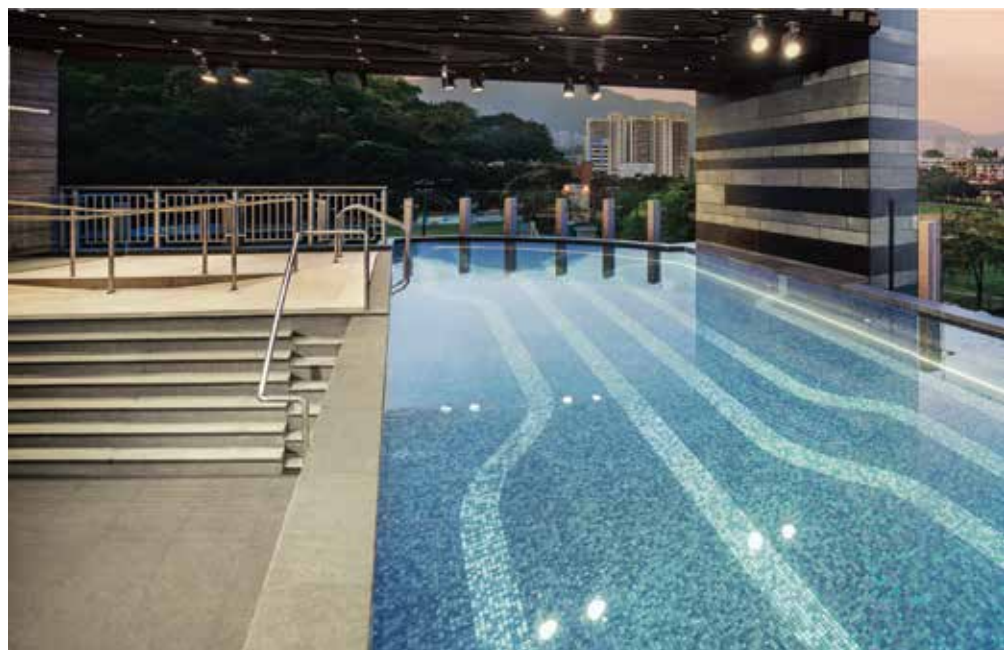
Our Tenant Care Targets for 2016

We are proud to report that the Group achieved our tenant care targets for 2015. For 2016, we hope that:

- 85% of tenants rate our services as satisfactory or above in the customer satisfaction survey
- No. of verbal and written complaints to be the same as or no more than that of year 2015
- 82% of colleagues from other sections of the Portfolio Leasing Department rate satisfactory or above in the internal survey

The Chinese University of Hong Kong was commissioned to conduct an Annual Customer Services Survey in 2015. As evidence to our long-standing commitment to high standards of customer service, satisfaction rates recorded by residents were 99.6% for Hang Yick and 98.5% for Well Born.

	Goodwill	Hang Yick	Well Born
Overall customer satisfaction	96.4%	99.6%	98.5%



The Marketing of Our Products

To assist our customers in making informed decisions in their purchases, the Group aims to provide an accurate description and assessment of our product offerings. Where applicable, we strictly adhere to the 2013 Residential Properties (First-hand Sales) Ordinance, which stipulates the requirements for the first-hand sales of residential properties and for providing transparent and accurate information in the disclosure of all marketing and sales activities and materials.

The Group's senior executives oversee product information to ensure compliance with legislation and that marketing materials present accurate descriptions of our products. Consultants and other professionals are appointed to double check all sales materials such as brochures, show-flats and



advertising materials so that they remain in compliance with the Ordinance. We have also developed internal operational manuals to guide our staff in preparing marketing materials, and we conduct training with various departments on sales and marketing legislation.

Customer Privacy

The Group's customers are our priority, and our dedication to serving them involves protecting their data and ensuring their legal right to privacy. Our policy has been to ensure compliance with the requirements of the Personal Data (Privacy) Ordinance (Cap. 486) and our Privacy Policy and Personal Information Collection Statement (see <http://www.hld.com/en/others/privacy.shtml>).

Information collected from our sales activities is used for business development and customer relationship management purposes, with customers being provided the option of opting out of any direct marketing messages.

Strict data privacy and protection policies also govern our subsidiaries such as Henderson Club, our customer loyalty scheme, which consists of over 170,000 members. The Club also has a Personal Data Privacy Officer to ensure that personal data from members is properly handled. Staff from Henderson Club also attend training seminars and programmes to stay up-to-date on relevant regulation and data handling processes.

Our property management subsidiary, Goodwill, only collects personal data for operational needs and clearly informs all tenants or customers of the intended use of the data and their rights to review and revise their information. All collected personal data is treated confidentially and is kept securely, accessible by designated personnel only.

During the reporting year, there were no substantiated complaints received concerning breaches of customer privacy and losses of customer data.



OUR COMMUNITY

As a responsible corporate citizen, Henderson Land strives to align our commercial objectives with the long-term prosperity and well-being of the community by positively contributing to the social, economic, and environmental development of Hong Kong. Our approach to community involvement and charitable giving is formalised in a Corporate Social Responsibility Policy, which serves as a mandate for our support of meaningful community-oriented activities in partnership with our employees, community bodies, society and government.

Through our corporate philanthropy and employee volunteerism activities, we hope to encourage and foster an inclusive and sustainable world for generations to come. Henderson Land has vigorously supported certain community programmes for many years, providing financial assistance as well as dedicated manpower and the personal involvement of our senior executives. Each year, we continue to devise new initiatives, while strengthening the Group's long-term partnerships with NGOs, thereby building further

momentum for delivering sustained positive change in the community.

During 2015, we initiated, supported or participated in over 90 community programmes and 15 volunteer activities forging close collaboration with various NGOs and creating significant social impact for the betterment of the community.

Highlights of Community Initiatives

Henderson Land collaborates with a diverse group of community partners. Highlights of our community engagement activities, impact assessment and development programmes during the reporting year are detailed below.

Poverty Relief		
Initiative/ Beneficiary	Support in 2015	Accumulative Social Impact
Henderson Warmth Foundation Emergency Relief	Donated about HK\$340,000 to support individuals and families who have suffered tragic events	Has benefitted over 7,800 individuals and families since its inception in 2010
Commission on Poverty "Future Stars" Programme - Upward Mobility Booster Project	Supported four youth engagement programmes carried out by respective NGO partners by offering monetary sponsorship, career orientation and workplace induction	Has benefited about 570 young participants cumulatively since 2014, helping them to set clearer goals for the future and assisting them to move up the social ladder
Commission on Poverty "Future Stars" Programme - Upward Mobility Scholarship	Provided scholarships to underprivileged students who have shown progress in academic performance	Has offered scholarships to 380 students, helping them to further their studies since 2014
Blessing Farm	Provided sponsorship to support the operation of the organic farm as a social enterprise and further initiated collaboration between the Farm and the Group's other NGO partners to benefit the needy	Since 2014, over 3,200kg organic vegetables supplied by the Farm were given or sold at a significantly subsidised price to the underprivileged, benefitting more than 6,600 people in total, most of whom were low-income individuals and families who joined as members of Home Market, a not-for-profit convenience store chain supported by Lee Shau Kee Foundation

Poverty Relief		
Initiative/ Beneficiary	Support in 2015	Accumulative Social Impact
Book with Love Project	<p>Provided full sets of new textbooks to over 330 secondary school students from financially disadvantaged families, and offered scholarships to 14 outstanding students</p> <p>In addition, our Volunteer Team collected over 700 used books, unused school bags and stationery from the Group's staff, and gave them to the underprivileged students at "Book with Love" event</p>	The Group has co-organised and sponsored the project since 2011, cumulatively benefitting over 1,500 outstanding students from low-income families
Warmth Giving Project	<p>Donated winter sustenance packs to about 12,000 elderly and low-income families and organised a spring lunch in early January 2016 for the elderly as well as giving away scarves knitted by our Volunteer Team and Henderson Club members</p>	The Group has co-organised and sponsored the project since 2011, cumulatively benefitting more than 60,000 elderly and low-income families

Environmental Education		
Initiative/ Beneficiary	Support in 2015	Accumulative Social Impact
Friends of the Earth (HK) ("FoE") Power Smart	Sponsored the territory-wide energy saving contest and provided support in promoting energy conservation in commercial buildings, organisations and schools as well as lowering our carbon footprint through the contest participation from the Group's property management subsidiaries	The Group has been sponsoring the contest for seven consecutive years. The competition has cumulatively saved more than 260 million kWh of electricity in Hong Kong since its launch in 2006, which is an equivalent of reducing 180,000 tonnes of CO ² emissions
Green Power Hike	Committed as Title Sponsor of the activity and recruited nine teams of employees to participate in the Hike, and to support its ongoing environmental education work	The Group has been the Hike's Title Sponsor since 2006. Cumulatively a total of over 33,000 runners participated in the annual fundraising activity to support Green Power's ongoing efforts in environmental education
World Wide Fund Hong Kong ("WWF - HK") Walk for Nature @ Mai Po	Sponsored the Walk and invited 50 members from Stewards Take Your Way Clubhouse to participate with the Group's volunteers to visit the birdwatchers' paradise at Mai Po Nature Reserve	The Group has been sponsoring the Walk since 2010 to support World Wide Fund Hong Kong's conservation and education work, and over 16,000 people have participated in the Walk to explore the natural environment of the Mai Po Nature Reserve

OUR COMMUNITY

Art & Culture		
Initiative/ Beneficiary	Support in 2015	Accumulative Social Impact
Central & Western District Council Fall/ Winter Sheung Wan Promenade	Sponsored the annual cultural event of Central & Western District, which consists of performances, themed carnivals as well as stalls selling handcrafts	The Group has sponsored the event since 2010. Cumulatively, the event has attracted about 600,000 spectators
Le French May	Committed as the Grand Patron-Blue of Le French May 2015	The Group has been sponsoring the festival since 2008, cumulatively benefitting millions of people in Hong Kong and Macau

Youth Development		
Initiative/ Beneficiary	Support in 2015	Accumulative Social Impact
Make A Difference ("MaD")	Committed as the Main Sponsor for the year-round programme MaD Good Lab, as well as subsidised financially disadvantaged youth to participate in the MaD Forum, and MaD Excursion, an eye-opening overseas exchange programme	We have been sponsoring the MaD youth development platform since 2011, benefitting about 37,000 young people cumulatively in Hong Kong and around Asia. Over 4,300 participants from local secondary schools, NGOs and youth organisations were directly involved in the key programmes of MaD Good Lab 2015. 20 young people took part in the MaD Excursion to Taipei seeking inspiration from the latest developments in the Taiwanese cultural and creative sectors
Summerbridge Hong Kong	Pledged donation to support the provision of tuition-free, summer and after-school enrichment programmes for financially disadvantaged young students, focusing on their personal development, English language proficiency and academic skills	We have been an active donor to the scheme since 2006, cumulatively benefitting about 2,400 students and about 1,000 student teachers

Social Enterprise		
Initiative/ Beneficiary	Support in 2015	Accumulative Social Impact
The Good Lab	Provided sponsorship to support its mission in facilitating cross-sector collaborations and setting up of entrepreneurial ventures / projects that bring new solutions to mitigate social problems	The Group is the Founding Patron of The Good Lab and has been providing sponsorship to support its establishment and operation since 2012. The Good Lab had over 400 individual members and over 60 startup teams by the end of 2015. Its services and activities attracted over 15,000 visitors and followers in Hong Kong and from around the world in 2015
Good Kitchen	Provided sponsorship to support its operation, enabling the provision of employment opportunities and on-the-job training for the underprivileged, and to serve the poor and needy	From 2012 to 2015, the Group funded and subsidised Good Kitchen, operated by Hong Kong Sheng Kung Hui Welfare Council. Cumulatively, 29 underprivileged people were offered employment opportunities. Training hours for housewives, youth and former mentally-ill individuals reached 8,000 hours in total. In addition, Good Kitchen launched a new initiative to provide free lunches to underprivileged families and about 160 individuals benefitted during 2015

A total of 180 charitable events were held in our shopping malls during the year, with subsidised venue rentals for these occasions amounting to about HK\$3,500,000.

OUR COMMUNITY

Volunteering

Henderson Land, together with its subsidiaries and associates actively promote a culture of volunteering among all our employees, their families and friends. We also seek to motivate and engage the communities who we

are involved with, including residents and tenants, customers, and the Group's 170,000 Henderson Club members. During the year, three volunteer teams of the Group, the "Henderson Warmth Volunteer Team", Hang Yick and Well Born's "Team of Care", "Goodwill Volunteer Team", as well as "Towngas

Volunteer Service Team" from HKCG and "Hong Kong Ferry Corporate Volunteer Team" from HKF, devoted a total of over 230,000 volunteer hours to worthy causes, providing assistance to the underprivileged, promoting arts and culture, and advocating environmental education.



Henderson Warmth Volunteer Team

- established in 2012 under the guidance of Mr Lee Ka Shing as its Chairman
- contributed over 7,600 volunteer hours in 2015
- "Gold Award for Volunteer Service" from the Volunteer Movement programme of the Social Welfare Department for three consecutive years
- maximised its reach through a collaborative approach with other partners, such as collaborating with Henderson Club, which has more than 170,000 members, to join hands in the Group's "Knit for the Needy 2015"
- collaborated with the Group's shopping mall in the "Metro City Plaza X FOODSPORT Run For Food 2015" to raise food for the needy



Towngas Volunteer Service Team

- established in 1999
- achieved a total of over 75,000 volunteer hours in 2015, bringing total volunteer hours since 1999 to 622,000
- awarded the "Champion of Highest Service Hour Award" in 2014 (Private Organisations – Best Customers Participants)
- received the Certificate of Merit in "Highest Service Hour Award" (Private Organisations – Category 1) by the Social Welfare Department



Hong Kong Ferry Corporate Volunteer Team

- established in 2008
- dedicated 400 volunteer service hours in 2015
- team members and their families are encouraged to join different events with a focus on elderly and family services



Team of Care

- awarded the "Champion of the Highest Service Hour Award" by the Social Welfare Department for ten years
- provided extensive support to Home Market, supporting its member activities and the opening of new stores
- assisted the Hong Kong Community Network in renovating their Kwai Chung and LINK Centre headquarters and provided additional assistance to their operations



Goodwill Volunteer Team

- established in 2003
- awarded the "Corporate Citizenship Logo" in the Hong Kong Outstanding Corporate Citizenship Award (Enterprise)
- received the "Gold Award of Volunteer Service" from the Volunteer Movement programme of the Social Welfare Department
- dedicated more than 1,800 volunteer service hours in 2015

Case Study - Home Market

Home Market, a pioneering poverty relief initiative, is an example of the holistic and sustainable approach the Group applies to community investment. As well as providing financial support during its launch year, we have also taken an active ongoing operational and functional role, garnering support from various resources, as we seek to provide meaningful assistance aimed at poverty alleviation and narrowing the wealth gap in Hong Kong.

Home Market is a chain of eight not-for-profit convenience stores that provide food and daily necessities at substantially discounted prices to its over 130,000 members, who are all disadvantaged or underprivileged. The initiative was launched by the Group's Vice Chairman, Dr Lee Ka Kit in 2012 with support from Henderson Warmth Foundation Limited as its founding sponsor. Since 2013, its operational costs have been fully subsidised by Lee Shau Kee Foundation Limited.

The Group has also involved our partners in cross-sector collaborations that enhance Home Market members' quality of life. For example, we teamed up with Blessing Farm, a social enterprise organic farm subsidised by the Group, to forge a partnership with Home Market involving the donation of part of its produce for distribution at Home Market stores. Since 2014, more than 3,200kg organic vegetables have been provided to Home Market, which were given or sold at a significantly subsidised price to members, benefitting more than 6,600 families and individuals cumulatively. Citistore, a division of the Group's listed subsidiary, Henderson Investment Limited, has also partnered with this initiative, with its Management Information Systems team establishing and providing continuous technical support for Home Market's Point of Sale computer system.

During 2015, the Group's Volunteer Team hosted 56 members from Home Market to a visit at Blessing Farm. Participants were given a tour around the Farm and participated in basic farm work to broaden their understanding of organic farming and sustainable living. Furthermore, the Group provided some younger Home Market members with free concert tickets and guided tours of Le French May.

Well Born and Hang Yick have also provided extensive support to Home Market, including conducting renovation work and organising new store opening ceremonies. Besides, Well Born and Hang Yick's volunteer team, Team of Care also co-organised Home Market member activities including Home Market Harbour Cruise 2015 and the donation of gift packs to NGOs.



OUR COMMUNITY

Henderson Land

Henderson Land takes every opportunity to connect with our local communities by adopting a holistic and sustainable approach to community investment. The Group has vigorously supported certain community programmes for many years and our extensive corporate philanthropy and employee volunteerism activities again touched the lives of many during 2015. With the cooperation of our subsidiaries, associates, partners and supporters, we continue to devise new initiatives for delivering sustained positive change in the community.



Warmth Giving Project



Book with Love Project



Summerbridge Hong Kong



Commission on Poverty "Future Stars" Programme - Upward Mobility Booster Project



Green Power Hike



WWF-HK Walk for Nature @ Mai Po

OUR COMMUNITY

Henderson Land



Blessing Farm



Good Kitchen

Make A Difference ("MaD")



Photo Courtesy of MaD



The Good Lab





Metro City Plaza X FOODSPORT Food Donation Activity

Art Journey x Painting Jam Workshop



Central & Western District Council Sheung Wan Promenade



Knit for the Needy



OUR COMMUNITY

Hong Kong and China Gas

Hong Kong and China Gas strives for long-term sustainability by focusing on its stakeholders. The company demonstrates its corporate citizenship by safeguarding the well-being and development of staff, reaching out to the needy, and contributing through various channels to the overall sustainable development of society.



"Life on Life – Giving Love at Mid-Autumn" programme



Towngas Rice Dumplings for the Community



Towngas Farming For Fun



"Gas Appliances for the Community Programme" Opening Ceremony



"Xiushui Educational Aid Scheme of Gentle Breeze Movement"



Cangxi Towngas China Volunteer visiting the Impoverished Peasants



"A Date with Towngas China Forest" Tree-planting Campaign



"Joining Hands for Love and Happiness" Dumplings Making Programme

OUR COMMUNITY

Hong Kong Ferry Group

Hong Kong Ferry Group ("HKF") thrives on community engagement. As well as encouraging its staff members to participate in various charity events to raise funds for low-income families and the underprivileged, the Company also actively supports the elderly. In 2015, HKF organised a series of CSR cruise parties benefitting over 2,000 children and parents from underprivileged families.



Loving Home Loving HK
Cruise Party



Elderly Visit at Pok Oi Hospital
Elderly Centre



Cross-strait Student Visit at
Hong Kong Shipyard



Miramar Group

Miramar Group pursues long-term partnerships with community organisations and encourages its staff to participate in community initiatives such as visits to elderly centres and hotel visits for students.



Miramar Elderly Visit for
Mid-Autumn Festival



Student Visit at The Mira
Hong Kong



Art Jamming Party

OUR COMMUNITY

Hang Yick and Well Born

Hang Yick and Well Born have a long established goal of contributing to society. Their CSR theme in 2015 was “Year of Youth”, seeking to inspire the younger generation. Other activities included supporting Home Market and the Hong Kong Community Network and sponsoring the Elderly Mini-U Programme by Institute of Active Aging of Hong Kong Polytechnic University.



Checking the Expired Medicine for Elderly



Elderly Mini-U Programme 2015



Singapore Intergenerational Service Tour by Institute of Active Aging



Goodwill

Goodwill is committed to contributing to society through supporting environmental conservation development and community service. In 2015, Goodwill collaborated with various NGOs in providing work-based experience programme for the youth. It also participated in various waste collection and recycling schemes at properties it managed.

Commission on Poverty "Future Stars" Programme - Upward Mobility Booster Project



BBQ Gathering for Local South Asian Families



IVE Student Industrial Attachment Programme 2015



2015 Wood Recycling & Tree Conservation Scheme Ceremony – Hong Kong Environmental Protection Association



GRI AND HKEX ESG CONTENT INDEX

GRI Indicator	HKEX ESG Reporting Guide General Disclosures & KPIs	Page No./ Comments
Strategy and Analysis		
G4-1		Message from Management (P.6-7)
Organisational Profile		
G4-3		About This Report (P.2)
G4-4		About This Report; About Our Group (P.2,8)
G4-5		About This Report; About Our Group (P.2,8)
G4-6		About This Report; About Our Group (P.2,8)
G4-7		About Our Group (P.8)
G4-8		About This Report; About Our Group (P.2,8)
G4-9	KPI A1.1	About Our Group (P.8)
G4-10	KPI A1.1	Our People (P.31)
G4-11		Not applicable
G4-12	KPI C1.1, KPI C1.2	Our Value Chain and Customers (P.36)
G4-13		There were no significant changes in organisation size, structure and ownership during the reporting period
G4-14		Corporate Governance (P.17)
G4-15		About Our Group (P.10-15)
G4-16		About Our Group (P.10-15)
Identified Material Aspects and Boundaries		
G4-17		About this Report (P.2)
G4-18		About this Report (P.3-4)
G4-19		About this Report (P.5)
G4-20		About this Report (P.5)
G4-21		About this Report (P.5)
G4-22		There are no restatements of information provided in previous reports
G4-23		There are no significant changes from previous reporting periods in the scope and aspect boundaries
Stakeholder Engagement		
G4-24		About this Report (P.2-3)
G4-25		About this Report (P.2)
G4-26		About this Report (P.3)
G4-27		About this Report (P.4-5)
Report Profile		
G4-28		About this Report (P.2)
G4-29		Sustainability and CSR Report 2014 published on 27 April 2015
G4-30		About this Report (P.2)
G4-31		About this Report (P.2)
G4-32		About this Report (P.2)
G4-33		We did not seek external verification of this Report. However, we will consider seeking external assurance for the report in future
Governance		
G4-34		Corporate Governance (P.16)
Ethics and Integrity		
G4-56		Corporate Governance (P.16)

GRI Indicator	HKEX ESG Reporting Guide General Disclosures & KPIs	GRI Specific Standard Disclosures	Page No./ Comments
Economic Performance			
G4-DMA			About Our Group (P.9)
G4-EC1		Direct economic value generated and distributed	About Our Group (P.10-11)
Materials			
G4-DMA	GD-B2, GD-B3		Our Environment (P.23)
G4-EN2	KPI B1.6	Percentage of materials used that are recycled input materials	Our Environment (P.24-25)
Energy			
G4-DMA	GD-B2, KPI B2.3		Our Environment (P.21-22)
G4-EN3	KPI B1.2, KPI B2.1	Energy consumption within the organisation	Our Environment (P.22)
Water			
G4-DMA	GD-B2		Our Environment (P.25-26)
G4-EN8	KPI B2.2	Total water withdrawal by source	Our Environment (P.26)
Emissions			
G4-DMA	GD-B1, KPI B1.5		Our Environment (P.21-22)
G4-EN16	KPI B1.2	Energy indirect greenhouse gas (GHG) emissions (scope 2)	Our Environment (P.22)
Effluents and Waste			
G4-DMA	GD-B1, KPI B1.5		Our Environment (P.23-24)
G4-EN23	GD-B1, KPI B1.2	Total weight of waste by type and disposal method	Our Environment (P.24)
Products and Services			
G4-DMA	GD-B2, GD-B3		Our Environment (P.26-27)
G4-EN27	KPI B3.1	Extent of impact mitigation of environmental impacts of products and services	Our Environment (P.26-29)
Compliance			
G4-DMA			Our Environment (P.27)
G4-EN29	GD-B1, GD-B2, GD-B3	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations	Our Environment (P.27)
Employment			
G4-DMA	GD-A1, GD-A4		Our People (P.30)
G4-LA1	GD-B1, KPI A1.2	Total number and rates of new employee hires and employee turnover by age group, gender and region	Our People (P.31-32)
Occupational Health and Safety			
G4-DMA	GD-A2, KPI A2.3		Our People (P.34-35)
G4-LA6	GD-A2, KPI A2.1, 2.2 & 2.3	Type of injury and rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities, by region and by gender	Our People (P.35)
Training and Education			
G4-DMA	GD-A3		Our People (P.33)
G4-LA9	KPI A3.1	Average hours of training per year per employee by gender, and by employee category	Our People (P.33)

GRI AND HKEX ESG CONTENT INDEX

GRI Indicator	HKEX ESG Reporting Guide General Disclosures & KPIs	GRI Specific Standard Disclosures	Page No./ Comments
Diversity and Equal Opportunity			
G4-DMA	GD-A1		Our People (P32)
G4-LA12	GD-A1	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity	Our People (P32); Annual Report 2015 – Corporate Governance Report (P88-P103)
Non-discrimination			
G4-DMA	GD-A1		Our People (P32)
G4-HR3	GD-A1	Total number of incidents of discrimination and corrective actions taken	Our People (P32)
Local Communities			
G4-DMA	GD-D1		Our Community (P46)
G4-SO1	GD-D1	Percentage of operations with implemented local community engagement, impact assessments, and development programmes	Our Community (P42-57)
Anti-Corruption			
G4-DMA	GD-C3		Corporate Governance (P16)
G4-SO5	GD-C3, KPI A3.1	Confirmed incidents of corruption and actions taken	Corporate Governance (P16)
Customer Health and Safety			
G4-DMA	GD-C2, KPI C2.5		Our Value Chain and Customers (P38)
G4-PR1	GD-C2	Percentage of significant product and service categories for which health and safety impacts are assessed for improvement	Our Value Chain and Customers (P38)
Product and Service Labelling			
G4-DMA	GD-C2		Our Value Chain and Customers (P39-41)
G4-PR3	GD-C2	Type of product and service information required by the organisation's procedures for product and service information and labelling, and percentage of significant product and service categories subject to such information requirements	Our Value Chain and Customers (P41)
G4-PR5	GD-C2	Results of surveys measuring customer satisfaction	Our Value Chain and Customers (P40)
Customer Privacy			
G4-DMA	KPI C2.3, KPI C2.5		Our Value Chain and Customers (P41)
G4-PR8	KPI C2.2, 2.5	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data	Our Value Chain and Customers (P41)
Compliance			
G4-DMA	GD-C2		Our Environment; Our Value Chain and Customers (P27, 39)
G4-PR9	GD-C2, KPI C2.2	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services	Our Value Chain and Customers (P39)



恒基兆業地產有限公司
HENDERSON LAND DEVELOPMENT COMPANY LIMITED

