



Established 1886



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Message from the Chairman and Managing Director

At Wharf, our commitment to corporate social responsibility (CSR) is an expression of our core values, particularly our long term view for business and community growth. Extending from the Group's long-standing mission of "Building for Tomorrow" to "Business-in-Community" pursuit, our CSR efforts are illustrated in five focus areas – *Business Development, Business-in-Community, Environment, People* and *Products and Services* – which are detailed in later chapters of this report.

Business is part of the community. The Group manages CSR alongside our business operation, as this is not only our responsibility but also an opportunity for us to achieve long-term business competitiveness. Wharf CSR Steering Committee regularly reviews our performance and ensures our CSR approach stays relevant to operational growth and community development.

Project *WeCan* – our flagship school improvement programme which started in 2011 – continues to broaden its impact on the community with the support of our corporate partners and staff volunteers from various business units. The programme has scaled up to 51 schools in Hong Kong, supporting 43,000 students who are disadvantaged in learning. The "Young Innovators Bazaar" has become an annual initiative for students to unleash their potentials and take the lead in running the vast assortment of stalls. During the year, the *WeCan* alumni group was formed to further extend our support to *WeCan* graduates. Other initiatives continue to widen students' exposure and help achieve personal fulfilment.



In our shopping malls and premises, we continue to enhance energy efficiency through retrofitting equipment and facilities as well as replacement of LED lights and more energy efficient chillers. World Star, the first diesel-electric powered ferry in Hong Kong, was launched in 2016 to reduce emissions. We also continue to make considerable efforts to reduce waste through various initiatives, including installing umbrella dryers in our shopping malls to reduce the use of plastic bags, partnering with recycling companies and NGOs to recycle waste, and donating un-used products to charities and people in need.

We continue to put significant efforts to attract talents and maintain our engaged workforce. Policies and initiatives are in place to provide them with career development opportunities, fostering an inclusive culture and creating a healthy and safe workplace. For example, Wharf Estates' annual thematic employee well-being programme – Health Pro – aims to enhance employee wellness and facilitate a work-life balance culture.

Across our operations, we adhere to international standards and industry best practices with a view to delivering high quality products and services to customers, which is well demonstrated by our proven management and execution track record in investment properties. Diversified tenant mix, innovative marketing campaigns and unique “shoppertainment” experience offerings of our shopping malls successfully attracted footfall of around 165 million in 2016. The commencement of the 4-storey extension at Ocean Terminal of Harbour City and The Murray in 2017 will further strengthen our leading positions of retail and hospitality markets.

In 2015, Wharf published the first CSR Report in accordance with the international Global Reporting Initiative (GRI) Reporting Guideline. This enhances the transparency and accountability of our CSR performance and enables us to benchmark our efforts against our industry peers. The Group is also a constituent member of the “Hang Seng Corporate Sustainability Index”, an index covering the top 30 leaders in corporate sustainability in Hong Kong.

Our CSR achievements could not be possible without the support of our staff, as well as the trust from our clients, partners and other stakeholders. I would like to convey my warmest gratitude for their involvement and contribution. We welcome your feedback as we continue in our relentless pursuit of ever more sustainable business practices and greater contribution to the community.

Stephen T H Ng

Chairman and Managing Director
Hong Kong



About This Report

Scope and Progress

We focus on selected operations in Hong Kong where Wharf is the majority shareholder or which we have an iconic impact within the community, including investment properties, leisure and hospitality, logistics and communications, media and entertainment ("CME"), which account for 70% of our total business assets. A strategic review started in early 2016 led to the conclusion to exit the CME segment completely. Our entire equity interest in Wharf T&T was disposed in November 2016, which will lead to the change of scope in future reports.

We are currently collecting relevant information and data from our operations outside Hong Kong, we target to disclose those sustainability performance in future reports.

Period

Information and data in this report covers the period from 1 January to 31 December 2016, except for Wharf T&T, its reporting period is from 1 January to 9 November 2016.

Guidelines

This report is prepared in accordance with the Core option of the Global Reporting Initiative ("GRI") G4 Sustainability Reporting Guidelines. It is also in alignment with the Environmental, Social and Governance Reporting Guide in Appendix 27 of the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong ("HKEX ESG Reporting Guide").

Feedback

We welcome your feedback on this report, our approach to CSR and performance overall. Please share your views at csr@wharfholdings.com.

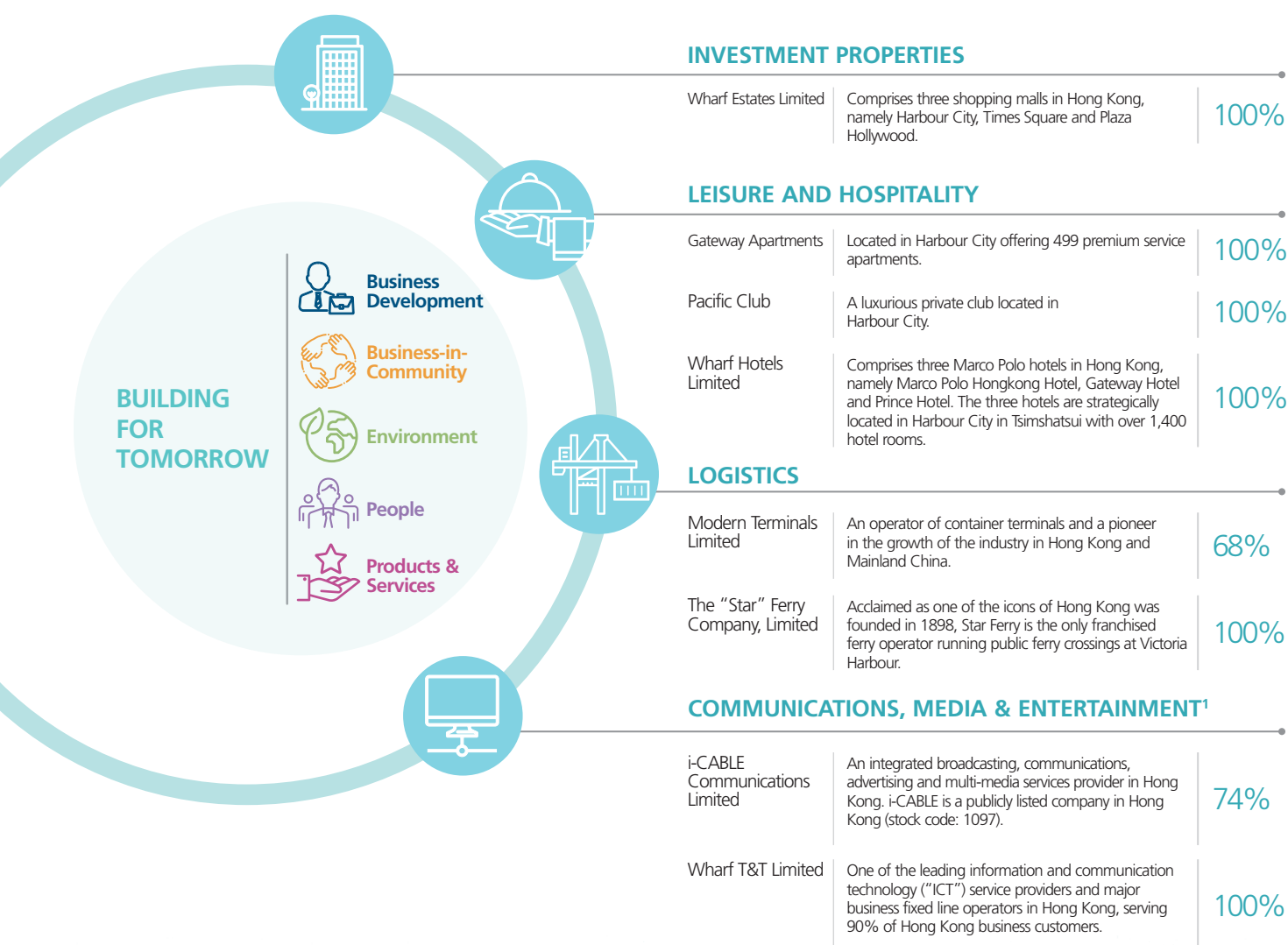


About Wharf

Founded in 1886 and headquartered in Hong Kong, The Wharf (Holdings) Limited ("Wharf" or "the Group") (Stock code: 4) is a subsidiary of Wheelock and Company Limited (Stock Code: 20). Being one of the seven constituent stocks from the original Hang Seng Index 50 years ago, Wharf is among the top local blue chips that are most actively traded and widely held. Backed by a long standing mission – Building for Tomorrow – Wharf is a premier company with HK\$443.8 billion of total assets. The Group is active in Hong Kong and Mainland China with prime real estate as primary strategic focus. Site acquisition, development and marketing are our core competencies while mall development and retail management remain our strategic differentiation. Our hotel operation continues to grow. Wharf Hotels operates 14 and develop 19 hotels in the Asia Pacific region, six of which owned by the Group. The Murray, the conversion of Murray Building in Central, Hong Kong, into a Niccolo hotel is scheduled for opening in late 2017.

Market Presence

In this report, we focus on selected operations in Hong Kong where Wharf is the majority shareholder or that we have an iconic impact in the community, which account for 70% of our total business assets. We target to cover our key operations in Mainland China in future reports.



¹ A strategic review started in early 2016 led to the conclusion to exit the CME segment completely, which will lead to changing the reporting scope in future. The Group disposed of the entire equity interests in Wharf T&T in November 2016.

Awards and Recognitions (selected)

Business Unit	Award and Recognition	Organiser
Wharf Limited	<ul style="list-style-type: none"> A constituent member of the Hang Seng Corporate Sustainability Index 	Hang Seng Index Company Limited
Wharf Limited	<ul style="list-style-type: none"> HKQAA CSR Index Plus 	Hong Kong Quality Assurance Agency
Wharf Limited and most of our business units	<ul style="list-style-type: none"> Caring Company Logo at the Caring Company Scheme 	The Hong Kong Council of Social Service
Wharf Limited and most of our business units	<ul style="list-style-type: none"> Good MPF Employer Award 2015-2016 	The Mandatory Provident Fund Schemes Authority
Wharf Estates, Gateway Apartments, Star Ferry and Wharf T&T*	<ul style="list-style-type: none"> Family-Friendly Employer Award 2016 (Breastfeeding Support) * Also awarded Distinguished Family-Friendly Employers 	The Home Affairs Bureau and the Family Council
Wharf Estates, Gateway Apartments, Wharf Hotels and Star Ferry	<ul style="list-style-type: none"> Happy Company 2016 	Promoting Happiness Index Foundation and Hong Kong Productivity Council
Wharf Estates, Gateway Apartments, Modern Terminals and Star Ferry	<ul style="list-style-type: none"> Manpower Developer 	Employees Retraining Board
Pacific Club and Wharf T&T	<ul style="list-style-type: none"> Hong Kong Awards for Environmental Excellence – Certificate of Merit and Gold Award 	Environmental Campaign Committee
Star Ferry and Modern Terminals	<ul style="list-style-type: none"> Gold Award and Silver Award – Website Stream of Web Accessibility Recognition Scheme 2016 	Office of the Government Chief Information Officer and Equal Opportunities Commission
Wharf Estates	<ul style="list-style-type: none"> CLP 5th Anniversary Special Award – Corporate Energy Saving Award 	CLP
Gateway Apartments	<ul style="list-style-type: none"> Hong Kong Awards for Environmental Excellence – Silver Award (Hotel & Recreational Clubs) 	Environmental Campaign Committee
Pacific Club	<ul style="list-style-type: none"> HSBC Living Business Award 2016 – Certificate of Excellence in Green Achievement Award 	The Hongkong and Shanghai Banking Corporation (“HSBC”)
Wharf Hotels: Marco Polo Hongkong Hotel	<ul style="list-style-type: none"> 2016 Best Business Hotel 	Voyage Magazine
Prince Hotel	<ul style="list-style-type: none"> 2016 Best Family Hotel 	Voyage Magazine
Gateway Hotel	<ul style="list-style-type: none"> Luxury Hotel of the Year 	Luxury Travel Guide Awards (UK)
Modern Terminals	<ul style="list-style-type: none"> 2016 Top 10 Outstanding Apprentice Award 	Vocational Training Council
Star Ferry	<ul style="list-style-type: none"> Gold Award – Hong Kong Smoke-Free Leading Company 	Hong Kong Council on Smoking & Health and Occupational Safety & Health Council
Wharf T&T	<ul style="list-style-type: none"> Modern Data Center Innovation Award and the Most Valued Cloud Service Partner Award at the EMC World 2016 	EMC

Memberships and Charters (selected)

Business Unit	Selected Membership and Charter	Type
Wharf Limited	<ul style="list-style-type: none"> The University of Hong Kong Foundation 	Honorary President
Wharf Limited	<ul style="list-style-type: none"> The Hong Kong Polytechnic University Foundation 	Ordinary Member
Wharf Limited	<ul style="list-style-type: none"> World Wide Fund For Nature Hong Kong 	Double Diamond Member
Wharf Estates, Marco Polo Hongkong Hotel, Modern Terminals, i-CABLE and Wharf T&T	<ul style="list-style-type: none"> Hong Kong General Chamber of Commerce 	Corporate Member
Wharf Estates, Gateway Apartments, Pacific Club and Star Ferry	<ul style="list-style-type: none"> Occupational Safety & Health Council 	Corporate Member
Wharf Estates, Pacific Club, i-CABLE and Star Ferry	<ul style="list-style-type: none"> Equal Opportunities Commission 	Corporate Member
Star Ferry, i-CABLE and Wharf T&T	<ul style="list-style-type: none"> Employers' Federation of Hong Kong 	Corporate Member
Wharf Estates and Star Ferry	<ul style="list-style-type: none"> Occupational Safety Charter, HKSAR Government 	Signatory
Wharf Estates and Pacific Club	<ul style="list-style-type: none"> Environmental Bureau, HKSAR – Charter on External Lighting 	Signatory
Gateway Apartments and Pacific Club	<ul style="list-style-type: none"> Carbon Reduction Charter and Carbon Audit Green Partner, HKSAR Government 	Signatory
Modern Terminals and Star Ferry	<ul style="list-style-type: none"> World Wide Fund For Nature Hong Kong – Companies Say NO to Shark Fin 	Signatory
i-CABLE and Wharf T&T	<ul style="list-style-type: none"> Communications Association of Hong Kong 	Member
Wharf Estates	<ul style="list-style-type: none"> Energy Saving Charter 	Signatory
	<ul style="list-style-type: none"> "Stop/Reduce to use the Umbrella bag" Charter 	Signatory
Wharf Hotels	<ul style="list-style-type: none"> Hong Kong Hotels Association 	Hotel Proprietor
	<ul style="list-style-type: none"> The Society of the Golden Keys of Hong Kong 	Adherent Member
Modern Terminals	<ul style="list-style-type: none"> General Stevedoring Council 	Member
	<ul style="list-style-type: none"> The Chartered Institute of Logistics and Transport 	Member
	<ul style="list-style-type: none"> Clean Air Charter 	Signatory
Star Ferry	<ul style="list-style-type: none"> Quality Tourism Services Association 	Corporate Member
	<ul style="list-style-type: none"> Joyful@Healthy Workplace Charter 	Signatory
i-CABLE	<ul style="list-style-type: none"> The Asia Pacific Network Information Centre 	Large
Wharf T&T	<ul style="list-style-type: none"> Hong Kong Software Industry Association 	Member

Our Approach to Corporate Social Responsibility

“Building for Tomorrow” has been our long-standing mission in creating a solid pathway to sustainable development. The Group’s Corporate Social Responsibility (“CSR”) Guidelines stipulate the roles and recommended approach of Wharf and our business units to generate positive impact and bring lasting value for our stakeholders and society.

Our Focus Areas

We are committed to achieving holistic sustainable development in the following areas:



Business Development

To sustain our economic performance while balancing the environmental and social impact through robust corporate governance and risk management.



Business-in-Community

To create positive impact and address social issues in the community by leveraging our business resources and actively engaging with our stakeholders.



Environment

To optimise the use of natural resources and minimise the impact of our operations on the environment by adopting best practices in business operations.



People

To become an employer of choice by fostering a rewarding, equitable and safe workplace for our people to unleash their full potential and develop their career in the company.

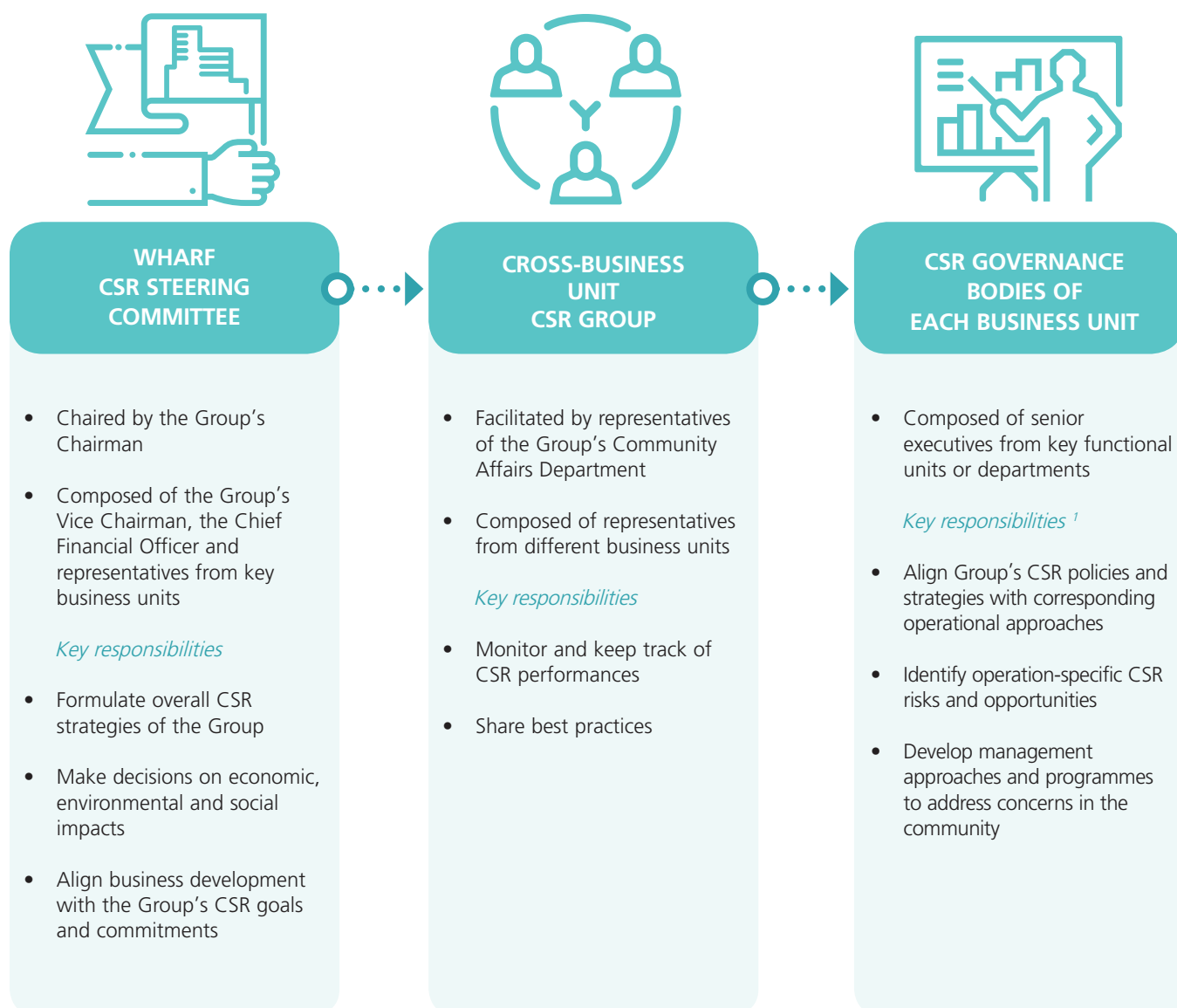


Products & Services

To enhance customers’ experience and quality of life through innovative approach and attentive services while at the same time taking social and environmental impact into consideration.



CSR Governance Structure

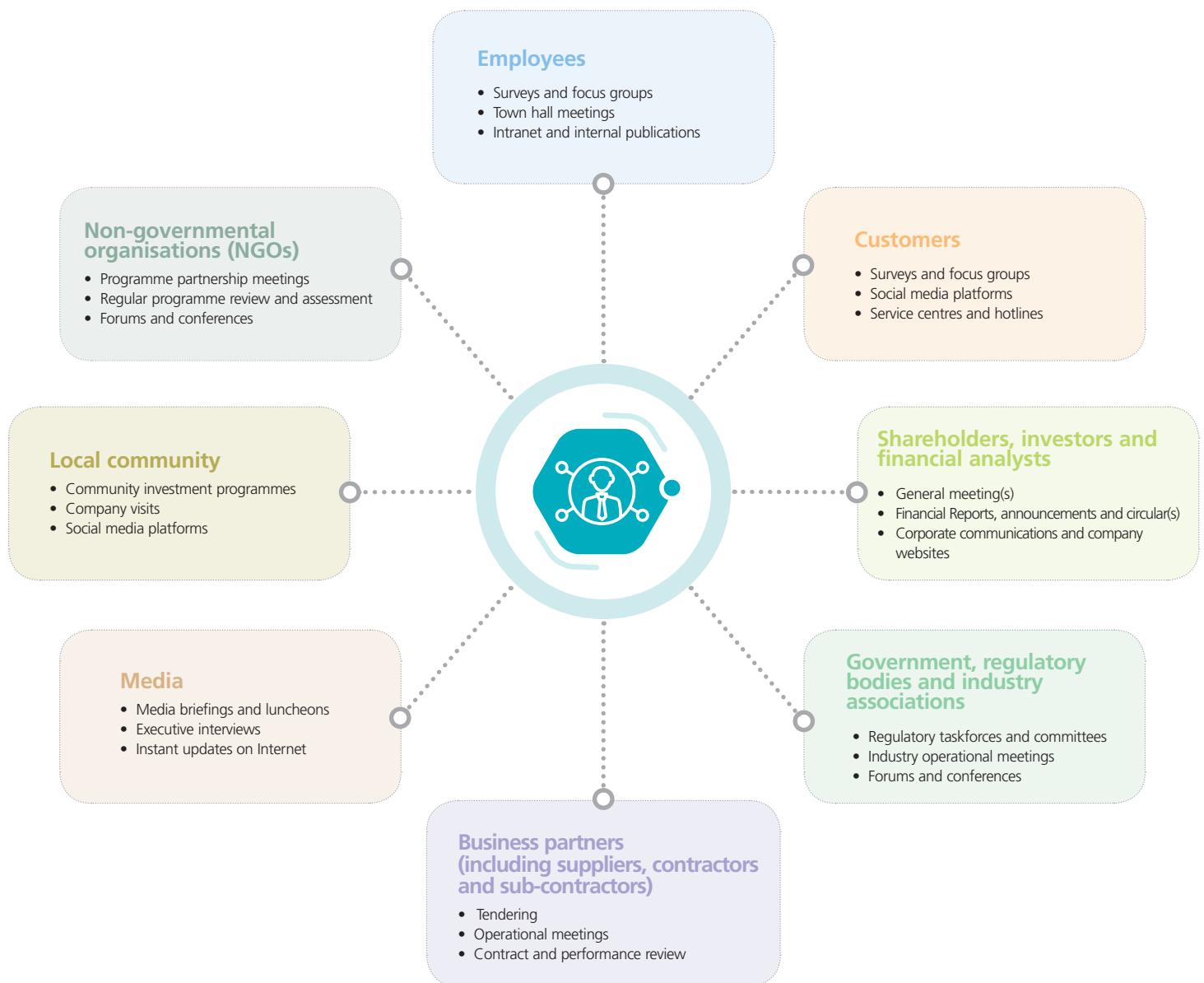


¹ Duties and responsibilities of each business unit may differ based on corresponding business nature



Stakeholder Engagement

The Group identifies stakeholders as those we interact with, under the influence of our operations, or who express their interests in the Group. With our diverse range of business activities, our business units maintain close dialogue with key stakeholders, including but not limited to employees, customers, investors, governmental bodies, industry associations, business partners (including suppliers, contractors and sub-contractors), community parties, NGOs and media. We engage and collect feedback from them via various channels and platforms, with key ones presented below.



Our response to stakeholders

In preparation of this report, we commissioned an external consultant to engage with selected stakeholders to identify their views on our sustainability performance, and to review sustainability aspects to be disclosed in this report. Those include tenants, suppliers, NGOs and community groups.



STAKEHOLDER FEEDBACK



Suppliers gave positive feedback about the management process and quality of communication with us.

Stakeholders would like us to take further action on regularly monitoring environmental and social performance of suppliers.



OUR RESPONSE

Wharf has group-wide Tendering Procedures in place that state the requirements for supplier selection. Regularly we engage with our suppliers and business partners and provide necessary support.

Our business units have specific approaches and guidelines to assess suppliers' performance. For example, Wharf Estates has green purchasing clause in all tender documents; Modern Terminals has specific guideline to assess suppliers' environmental performance; Wharf Hotels has dedicated team to assess health and safety issues of their suppliers.



STAKEHOLDER FEEDBACK



Stakeholders suggested us to leverage our outstanding performance in art and culture to support local artists and designers.

Stakeholders suggested we could leverage our resources to create positive value to the community such as to support small local business.



OUR RESPONSE

The Group has been supporting local artists by showcasing their works in the Group's malls, including the first solo exhibition of the award winning photographer Tugo Cheng at Harbour City's Gallery by the Harbour and "Michael Lau Exhibition V: what? we: want!" at Times Square's Living Room Museum. We will continue to seek more opportunities to collaborate with local artists in the future exhibition planning and for other art projects.

The Group regularly partners with external parties to create positive impact to the community. Star Ferry sponsors venue space at the Central Pier 7 for weekly Farmers' Market, encouraging people to purchase local organic products from local farmers.



Business Development



Business-in-Community

Our response to stakeholders (Cont'd)



STAKEHOLDER FEEDBACK

Stakeholders would like to know more about the environmental performance of our operation, especially on aspects of energy and waste management. ”



OUR RESPONSE

Please refer to Environment section from P.27 to P.32



Environment



STAKEHOLDER FEEDBACK

Stakeholders would like to know more about how we develop and communicate with our employees. ”



OUR RESPONSE

Please refer to People section from P.33 to P.40



People



STAKEHOLDER FEEDBACK

Stakeholders suggested us to take further steps to attract consumption of different groups of people, especially the local citizens. ”



OUR RESPONSE

The Group constantly reviews the retail tenant mix of our shopping malls and introduces new brands to appeal to shoppers from different backgrounds and regions. For example, in 2016 we introduced the flagship Adidas store in Harbour City to uplift the athleisure wave to shoppers, while in Times Square the establishment of the “Kids Square” on 13A floor and the conversion of the 9th and part of the 10th floor into a lifestyle hub further uplifted the one-stop lifestyle experience.

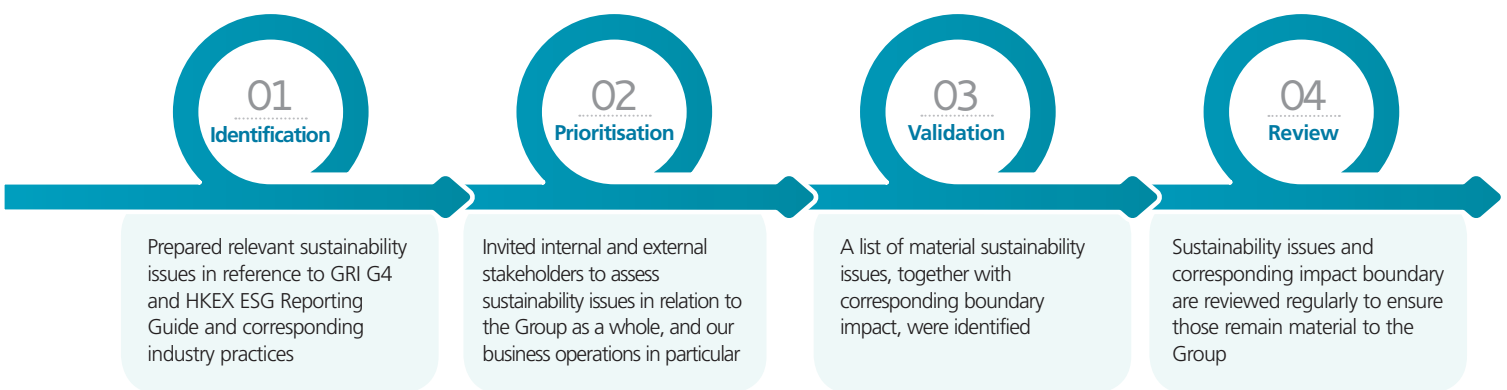


Products & Services

Materiality Assessment

Last year, an extensive stakeholder engagement and materiality assessment was conducted to identify the most significant sustainability issues for the Group (captured in the materiality matrix) and corresponding impact – whether the corresponding impact for each issue occurs within or outside our operation (captured in the boundary map). This year, we reviewed the issues based on feedback from stakeholders, current affairs and industry updates during the time period. As a result, we consider the list of material issues identified in previous report remains valid, and adjusted content disclosure of certain issues according to stakeholders' comments in this report.

Materiality assessment process



Wharf's material sustainability issues

The diagram below discloses the Group's material sustainability issues. For definitions and correlation between each material issue with GRI G4 aspects, please refer to Appendix I on p.75-76; for focus operation(s) and impact boundary of each material issue, please refer to Appendix II on p.77.

Materiality matrix diagram



Business Development

The Group continues to enhance its business value through robust governance and good business practice. We strive to go beyond regulatory requirements and do our utmost to satisfy the expectations of our stakeholders.



**CORPORATE
GOVERNANCE**



**INDIRECT
ECONOMIC
IMPACT**



**SUPPLY CHAIN
MANAGEMENT**



2016 Business Highlights

Wharf Group¹



Total assets: HK\$ **443,827 million**

Revenue: HK\$ **46,627 million**

Core profit: HK\$ **13,754 million**

Staff cost: HK\$ **3,545 million**



13,500 Employees



HK\$ **36 million** donation

Hong Kong investment properties



Revenue: HK\$ **12,939 million**

Operating profit: HK\$ **11,288 million**

Total Gross Floor Area of **over 12 million square feet**

With an annual footfall² of **~165 million**

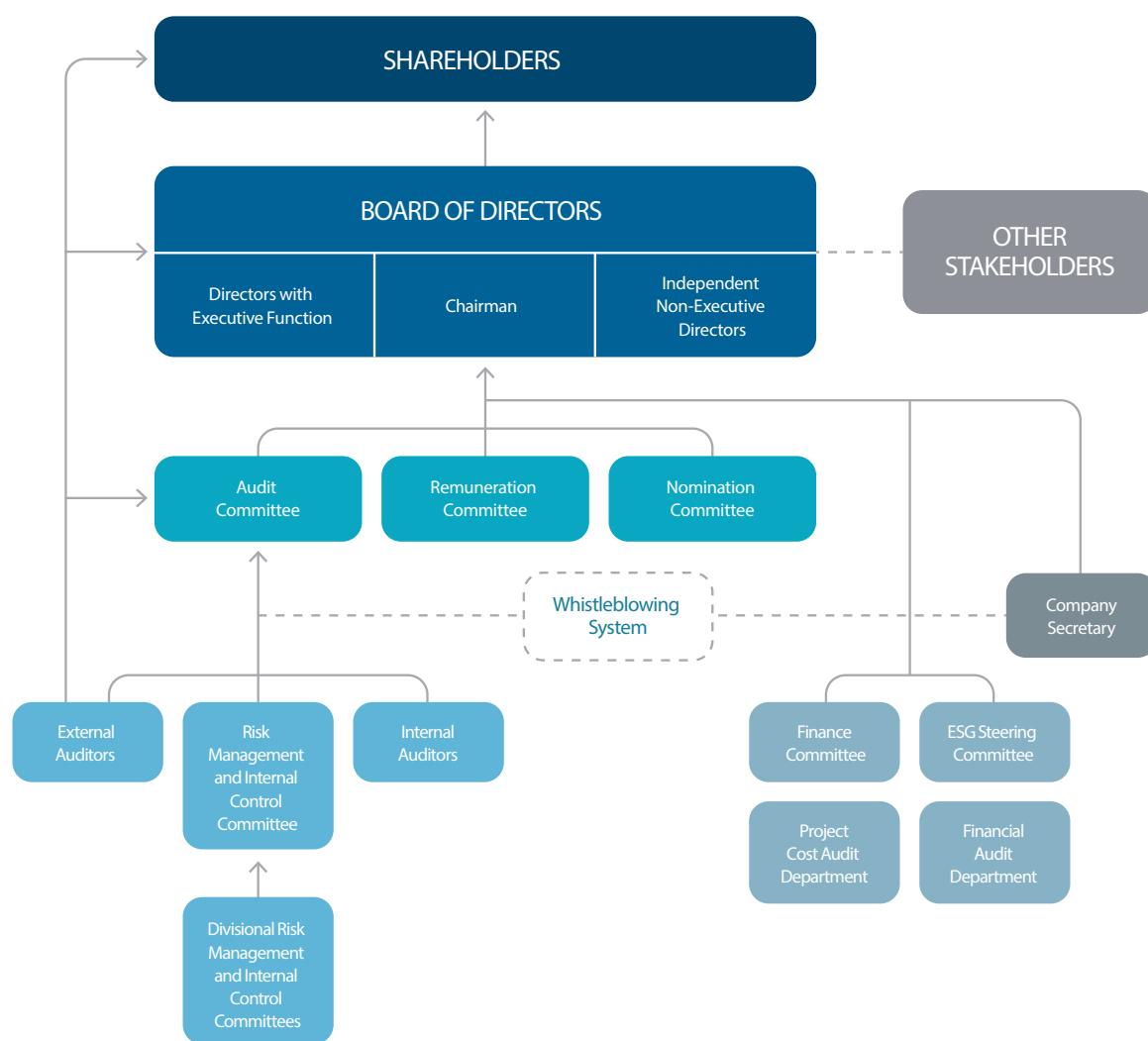
Total retail sales²: HK\$ **38.2 billion**

¹ The figures indicate the performance of the Group as disclosed in our Annual Report 2016, including our business in Hong Kong, Mainland China and Singapore. For further information of our financial performance during reporting year, please refer to our Annual Report.

² Include Harbour City, Times Square and Plaza Hollywood.

Corporate Governance

We uphold the principles of accountability, transparency and integrity, and endeavour to maintain high standards of corporate governance beyond regulatory requirements and reinforce a strong culture of legal compliance across the Group. For further information on our corporate governance performance, please refer to the Corporate Governance Report of Wharf's Annual Report 2016.



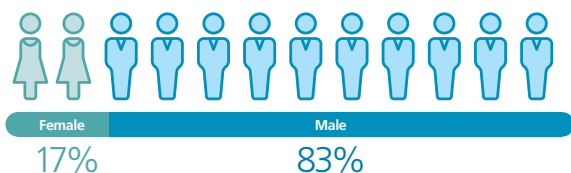
Governance structure

The Board comprises 12 members as of 31 December 2016, including six Directors with executive functions and six Independent Non-executive Directors ("INEDs"), with highlights as follows:

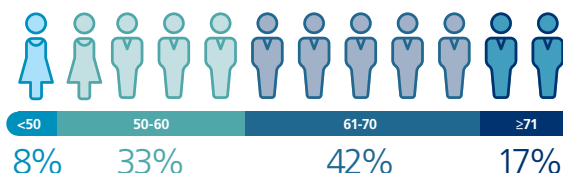
- The Board provides the Group with a good balance and diversity of skills and experience appropriate to the requirements of its business.
- The independence of the INEDs is assessed according to the relevant rules and requirements under the Listing Rules.
- Increasing diversity at the Board level is also an essential element of our strategic goals. The Board adopts a Board Diversity Policy to enhance overall business performance as well as to achieve a sustainable and balanced development within the Company.
- Three Board Committees, namely the Remuneration Committee, Audit Committee and Nomination Committee, have been set up for the Board to provide effective oversight and strategic guidance on the Group's strategies and affairs.

The following chart shows the diversity profile of the Board as at 31 December 2016:

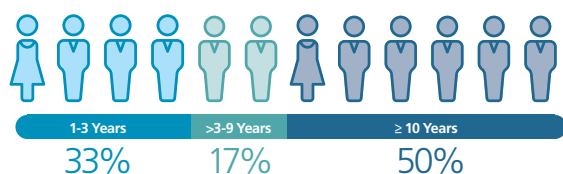
Gender



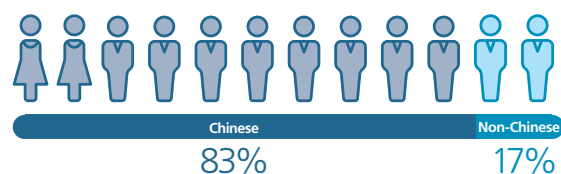
Age group



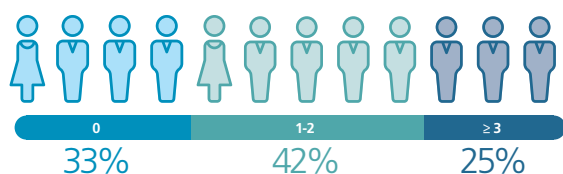
Length of service



Ethnicity



Directorship with other publicly listed companies (beyond the Group) – No. of company



Risk management and internal control

A sound risk management and internal control system enables us as a business group to cope with varying risk exposures in the changing commercial, operating and regulatory environments. We regularly review and improve where necessary the risk management system, internal control measures and procedures of the Group and our business units, with highlights as follows:

- The Board has overall responsibilities for the Group's risk management and internal control systems, to ensure the nature and extent of the risks are compatible with the Group's strategic objectives and risk appetite.
- Reporting to the Board, the Audit Committee is responsible for ongoing monitoring and evaluation of the effectiveness of the systems, with assistance of the Risk Management and Internal Control Committee.
- Internal control functions are inbuilt at every level of the Group's organisation to entrench safeguards against material errors and deficiencies. Major constituents with control functions monitoring key operations across the Group are:
 - Divisional Risk Management and Internal Control Committees
 - Finance Committee
 - Internal Audit Department
 - Financial Audit Department
 - Project Cost Audit Department
 - CSR Steering Committee
- Each business unit undertakes a self-assessment process as part of comprehensive system and reviews at least annually by following a process as illustrated in the below diagram.



Ethical business practice

Our policies, including our Business Code of Ethics and Code of Conduct, clearly state our expectations of ethical behaviour of our employees, Board members, business partners and other stakeholders. Regular operational review and assessments are in place to identify the potential risks of non-compliance. Training and seminars are conducted to keep all relevant stakeholders abreast of the latest regulatory updates.

Whistleblowing Policy and Procedures are in place to enable all employees and business partners to report any misconduct or malpractice in a confidential manner.

Anti-corruption

The Group has zero tolerance to any form of bribery and corruption. Each of our business units has anti-corruption policies or guidelines in place to stipulate our stance on integrity, and ensure compliance of relevant laws and regulations such as The Prevention of Bribery Ordinance of Hong Kong. Our employees receive anti-corruption training or briefing during induction period conducted by Independent Commission Against Corruption (ICAC). Refresher training or other communication means on anti-corruption are also in place on timely basis to promote awareness of employees.

Any suspected cases of corruption will be brought to relevant departments and regulators. During the year there were no confirmed corruption or bribery cases.

Indirect Economic Impact

Beyond the direct economic value we generate through our commercial activities, our business units are creating indirect economic value through supporting local cultural and philanthropic investment, providing discounted or sponsored event and activity and creating job opportunities along the supply chains.



Venue sponsorship

Wharf Estates sponsored the venue for over 60 organisations' charitable projects or public events. Those included environmental awareness activities, charity galas and sports activities and other campaigns of public interest. For example, Times Square offered venue sponsorship during the year to The Chinese Artists Association of Hong Kong to organise Chinese opera performance and exhibition, with a view to promote the essence of Hong Kong's best kept culture to the public.

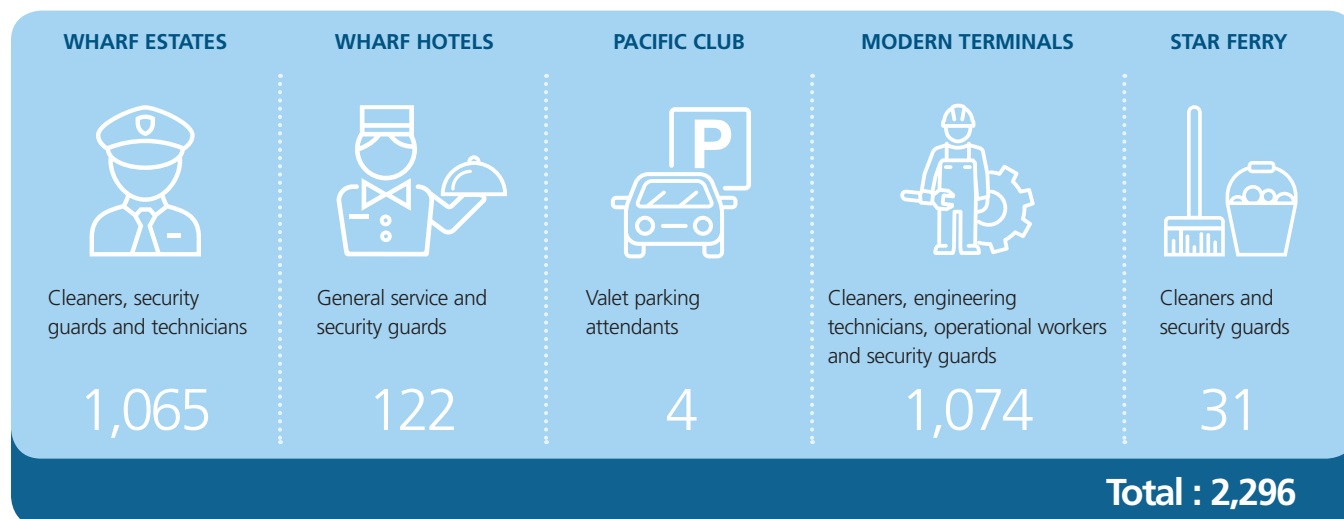


Star Ferry has been working closely with Kadoorie Farm & Botanic Garden and Tai Po Environmental Association by sponsoring venue space at the Central Pier 7 for encouraging people to purchase local organic products from local farmers.

Providing job opportunities

The Group's diverse businesses generate indirect economic value by providing over 2,000 job opportunities during the year for our business partners, including suppliers, contractors and subcontractors.

Number of workers in our major contracted and subcontracted job positions



Supply Chain Management

The Group and our business units aim to work with suppliers who share our CSR values. The Group-wide Tendering Procedures stipulate the requirements and process for supplier selection and assessment. We ensure our approach of business ethics, anti-corruption, anti-competition and grievance mechanism is shared to all our suppliers.

Our business units have specific standards and requirements for suppliers to fulfil corresponding to business needs, including but not limited to the areas of environment, health and safety, labour practice, products and services quality and financial status. Assessments or inspections are conducted regularly to ensure our suppliers comply with relevant laws and fulfil our standards. Violation of the above may lead to contract termination.

Distribution of suppliers and % of procurement spending¹ by business units²

Business unit	Key supplier category	Supplier by region	% of procurement spending
Wharf Hotels	Food and beverage	Hong Kong	52%
	Services and facilities (Maintenance, IT equipment, laundry, cleaning, CCTV, security, etc.)	Hong Kong	28%
	General supplies (Guest room amenities and other non-food supplies)	Hong Kong	20%
Gateway Apartments	Services and facilities (Plants & Decoration, Telecoms, laundry, cleaning service and pest control)	Hong Kong	77%
	Office equipment (office telephone lines, courier, office equipment maintenance, IT equipment)	Hong Kong and India	3%
	Warehouse service and general supplies (uniform, stationery, printing, pantry)	Hong Kong	20%
Pacific Club	Food and beverage	Hong Kong	80%
	Security and laundry service	Hong Kong	10%
	General supplies (all non F&B)	Hong Kong	10%
i-CABLE	Broadcasting equipment	Majority Hong Kong	30%
	Facilities (Network equipment, IT hardware and software)	Majority Hong Kong	50%
	Cables and other general supplies	Majority Hong Kong	20%
Wharf T&T	Information, communication and technology	Hong Kong	70%
	General supplies	Majority Hong Kong	30%
Modern Terminals	Engineering material and services	Hong Kong	51%
	Operational services	Hong Kong	41%
	Utilities (Fuel)	Hong Kong	3%
	Others (IT services, workplace services and security)	Hong Kong	5%
Star Ferry	Facilities (Maintenance and engineering supplies)	Hong Kong	78.5%
	Utilities (Fuel)	Hong Kong	13.5%
	General supplies (Maintenance and repair materials, paints, tools, snacks and beverage, stationery, and others)	Hong Kong	8%

¹ Major top 20 suppliers were selected based on procurement spending during the reporting year.

² Relevant percentage breakdown of Wharf Estates is not available. Its key supplier categories are (i) Facilities (cleaning, security, maintenance, IT equipment, etc.), (ii) General supplies (paper towel, tissue, soap, etc.) and (iii) Office supplies (IT products and office equipment). All corresponding suppliers were from Hong Kong.

Business-in-Community

Our Business-in-Community banner encompasses the Group's community investment strategy.

We believe helping the community grow is as important as the success of our business. Leveraging our resources and long-term partnerships, we continue to invest in our local community under three pillars – nurturing the youth, supporting the needy and promoting art and culture. In addition to the financial support of various community programmes, we encourage our employees to promote our “care-for-others” spirit by volunteering their time and efforts.



**PROJECT
WECAN**



**YOUTH
DEVELOPMENT**



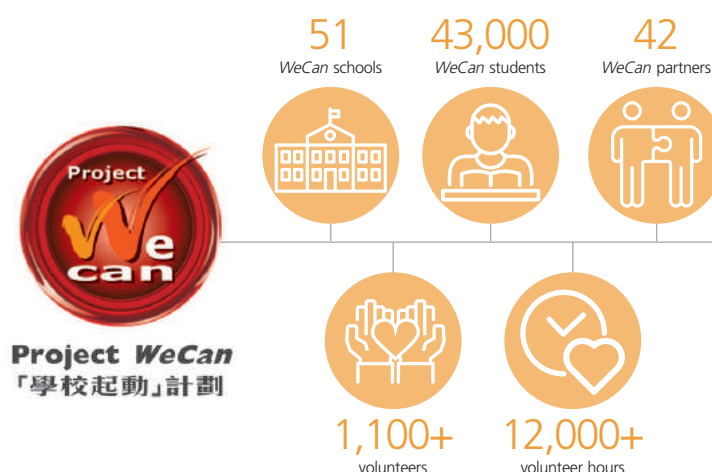
**ART AND
CULTURE**



**COMMUNITY
CARE**



Project WeCan









In 2011, we embarked on an exciting journey of Project WeCan (“WeCan”) to empower disadvantaged students with learning opportunities and programmes that are engaging, nurture their confidence, and inspire them to pursue higher education studies and fulfilling careers. Using an “adopt a school” model, we call upon our partners to develop close, multi-year relationships with schools by providing financial, volunteer and in-kind support. The project offers an open platform where our schools and partners can share successful case studies and best practices to facilitate information exchange across the network for the benefits of needy students.

Please find more details of Project WeCan through <http://www.projectwecan.com/>

As of December 2016, this pioneering multi-faceted project has reached 51 secondary schools in Hong Kong, benefiting a total of 43,000 students. Going forward, we will continuously call for partners from different industries, deepen the collaboration with schools, and provide additional diverse learning experiences for students.

Project progress



		Phase 1 (2011)	Phase 2 (2014)	Phase 2 (2015)	Phase 2 (2016)
	Secondary schools	11*	44	50	51
	Students	10,000	40,000	42,000	43,000
	Corporate partners	11*	25	27	31
	University partners	1	3	3	5
	Consulate partners	0	1	3	3
	Other partners	0	0	2	3

* Project WeCan began with 11 schools and 11 corporate partners under the “Phase 1” model in 2011. Three more schools and partners started their collaboration under the same model in 2013.

The Partnership Fund for the Disadvantaged of the Social Welfare Department also provided matching funds for 45 schools under the WeCan network to support more students’ activities to benefit their whole person development.

WeCan programme highlights

Young Innovators Bazaar is an annual joint-school event that has provided our *WeCan* students an opportunity to run their business in a three-day event. With the support and advice from the schools and corporate volunteers, the Young Innovators Bazaar allows students to develop a whole range of skillsets in leadership, entrepreneurship, project management, communication, collaboration, marketing and sales.

	2013	2014	2015	2016
 Schools	11	14	25	41
 Students	200	200	900	Over 1,000



Career Exploration Day inspires students to have better planning for their future. With a host of activities such as pre-event career interest assessment, individual consultation, job tasters, star talks and mock interviews, the programme enhances students' self-understanding of own strengths and interests. It also supports the schools in implementing sustainable life-planning projects by offering workshops to teachers and parents. In 2016, over 5,000 students participated in the programme.



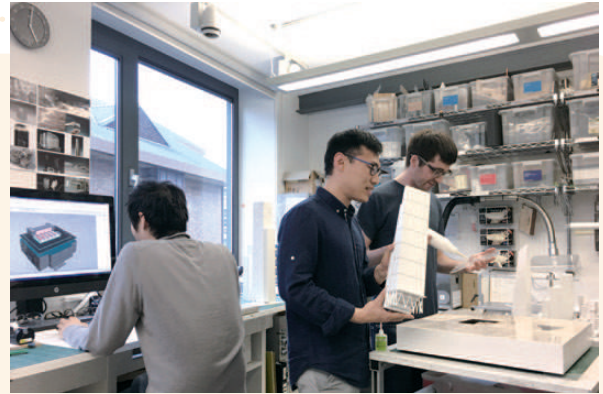
WeCan Scholarship Scheme provides grants for students from *WeCan* schools to pursue four-year degree courses in the eight UGC-funded institutions or The Hong Kong Academy for Performing Arts. As of December 2016, a total of 131 students have been awarded the scholarships. These scholars, who are also *WeCan* Alumni members, have been participating actively as volunteers in *WeCan* programmes, contributing their knowledge, skills and experience to help fellow students on personal development.

Youth Development

Empowering youth is crucial to sustaining a healthy community and economic development. We spare no effort in nurturing the youth of Hong Kong to unleash their potential through various programmes, which can channel them towards fulfilling careers.

Architectural Design Internship Programme

Established in 2011, the Architectural Design Internship Programme provides local students with international placement opportunities that are at the cutting edge of architectural design industry. We eagerly seek talented students in pursuit of architectural excellence, and understand the importance of cultivating future architects. As of 2016, 20 exceptional postgraduate students have been awarded the opportunity to pursue architectural practice in their dream firms.



The Wharf Hong Kong Secondary School Art Competition and The Wharf Art Scholarship Scheme

The Wharf Hong Kong Secondary School Art Competition 2015-16 attracted more than 1,500 quality entries. Following a successful award ceremony, 14 winners attended a four-day art and cultural exchange tour to Kaohsiung and Tainan, visiting several museums, art centres, and attending drawing workshops led by renowned artists. During the year, the Group also provided full tuition funding to two awardees to pursue bachelor programme on art related disciplines at well recognised universities.



"Hang Out" of Youth Outreach

Youth Outreach's "Hang Out" is a 24-hour youth culture platform in Hong Kong that provides shelter and counselling service for youth-at-risk. Volunteers from i-CABLE supported and developed youngsters' self-esteem by organising job tasting, basketball competition and mentorship programmes.

Art and Culture

It is our belief that integrating art and culture into the communities creates a vibrant society and uplifts people's quality of life. The Group devotes abundant resources to organising exhibitions, art tours and other educational programmes to raise public awareness and unleash young artistic potential.

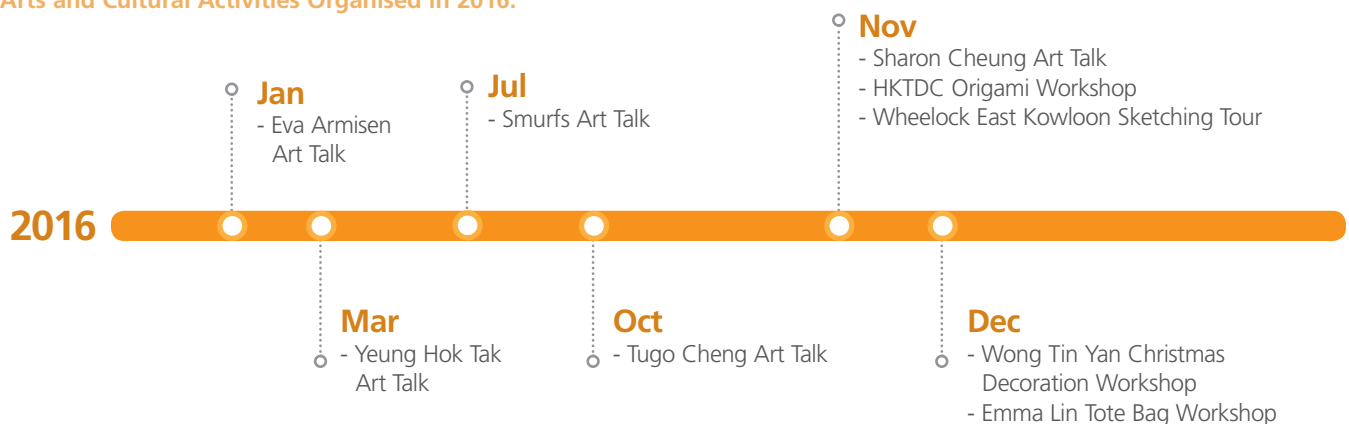
The Wharf Young Art Ambassadors

Continuing our support for the arts and cultural development in 2016, we launched The Wharf Young Art Ambassadors programme to increase exposure of students to inspiring artworks and to provide excellent opportunities for them to better serve the community with their artistic talent. Participants of The Wharf Hong Kong Secondary School Art Competition are eligible to apply to become a Wharf Young Art Ambassador.

In 2016, we organised a series of arts and cultural activities, and recommended events presented by other art or charitable organisations for our Young Art Ambassadors. Those who participated in at least eight of these events received an "Active Young Art Ambassador Commendation Certificate".



Arts and Cultural Activities Organised in 2016:



Community Care

We are committed to promoting a “care-for-others” spirit towards our community through financial donations, pro bono work and volunteering activities. In 2016, over 1,100 employees contributed more than 12,000 hours of community service to support local communities on aspects such as education, elderly and child services, and environmental protection. Relevant management approach and regular monitoring is in place to ensure that donations effectively benefit communities and avoid those being linked to any bribery related activities.

Community programmes highlights



Wharf Estates: Promoting Humanitarianism – Partnered with Hong Kong Red Cross to provide a deeper insight into the current situation of the refugees through assisting various signature educational programs, such as “Detective School Mission Possible Day”. About 50 employees were involved in the campaign serving 300 people.



Wharf Group: “Bridge to Hearts” of Wu Zhi Qiao Charitable Foundation – Supported bridge building projects and community enrichment work in Mainland China by providing financial and volunteer support since 2011.



Modern Terminals: Hong Kong Reef Check 2016 – Modern Terminals' diving team joined the annual survey of corals in Hong Kong to promote ecological awareness.



Wharf Hotels: Change for Good – Wharf Hotels participated in UNICEF's Change for Good campaign by including spare change envelopes in guestrooms, as well as donation boxes at the Front Office desks of all three hotels.

Star Ferry: Offered free rides to elderly at age of 65 or above and concession fares to persons with disability and children, benefiting over 1,722,000 passengers in 2016.



Wharf T&T: Supported the World Telecommunication and Information Society Day and welcomed 20 students, teachers and participants to visit our data centre, and for them to understand the operation as well as career prospect of the ICT industry.

Environment

The Group's operations, ranging from energy and water consumption to emissions and resource management, all have an impact on the environment. Environmental policies and management approaches are in place in our operations to manage the impact of key aspects. Task forces, committees, or representatives from senior management of our business units continually monitor environmental performance and take action in response to any environmental risks.



ENERGY
MANAGEMENT



EMISSION
CONTROL



WATER
CONSUMPTION



RESOURCE
MANAGEMENT



EFFLUENT
AND SPILLAGE
MANAGEMENT

Solar Water Heater Systems with over 210 sets of panels/tubes were installed on the roof of Tower 3 & 5 of Gateway I & II of Harbour City. It is a large-scale renewable energy installation in Hong Kong, offsetting nearly 80 tons of carbon dioxide and other greenhouse gases annually, equivalent to planting 3,480 trees.



Energy Consumption

0.1%

Self-generated renewable energy

69%

Purchased electricity

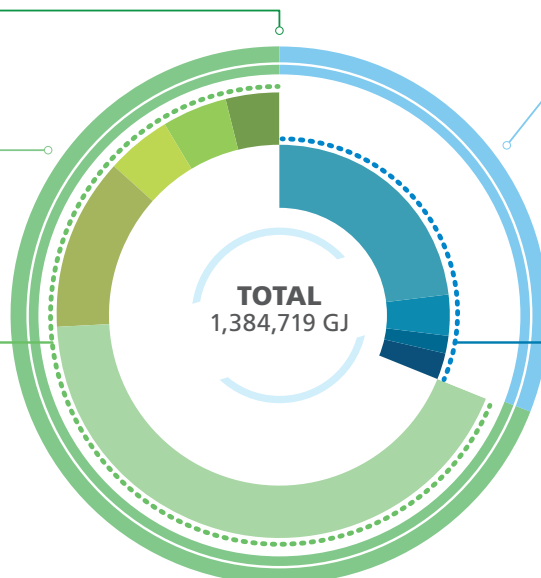
31%

Non-renewable fuel

(including towngas, LPG, unleaded petrol, diesel oil and gas oil)

Business Unit

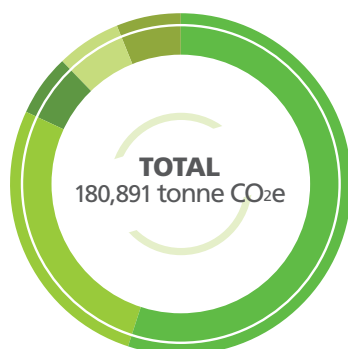
WEL:	63%
MTL:	18%
i-CABLE:	7%
WH:	7%
Others:	5%



Business Unit

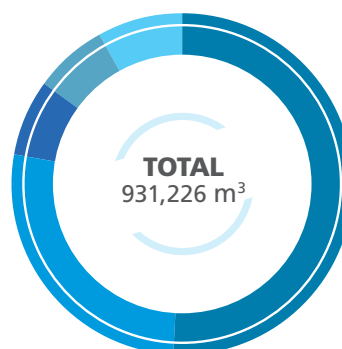
MTL:	74%
SF:	12%
WH:	6%
Others:	8%

Scope 1 + 2 GHG Emissions



WEL:	55%	WH:	6%
MTL:	27%	Others:	6%
i-CABLE:	6%		

Water Consumption



WEL:	51%	MTL:	7%
WH:	27%	Others:	8%
PC:	7%		

Energy Management

Most of our energy consumption comes from purchased electricity for premises operation, with Wharf Estates being the main source of electricity consumption. We comply with relevant laws and regulations related to energy management such as Building Energy Code and Building Energy Efficiency Ordinance. The Group continues to identify opportunities to better manage energy consumption by upgrading facilities and equipment, retrofitting operational practice and encouraging behavioural change of our employees and customers.



Energy Saving Charter – Wharf Estates
CLP 5th Anniversary Special Award – Corporate Energy Saving Award – Wharf Estates
ISO 14001: 2015 Environmental Management System Certification – Modern Terminals and Wharf T&T
LOOP Platinum Label – Wharf T&T

Energy saving initiative

Wharf Estates continued to upgrade lighting systems across all premises. More than 1,400 lights were replaced with LED lights during the year, which are expected to save over 315,970 kWh per year. Replacement of chillers and components of MAVC with more energy efficient models have saved over 2,900,000 kWh in 2016. We continue to leverage renewable energy to support our operations. Solar photovoltaic panels on rooftop of Gateway Tower 1, 2 & 6 of Harbour City provide renewable energy to power staircase lighting and ventilation system of our office buildings, while the Solar Water Heating System is available on the rooftop of Gateway Apartments to provide clean energy throughout operations. Guidelines and tips are provided to our tenants to encourage environmentally friendly practice during renovation or fit out work.

Modern Terminals replaced 4,000 fluorescent tubes with LED lights in office buildings and HID lights with LED lights on 83 units of Rubber-tyred Gantry (RTG) Cranes, among which 32 units were replaced in 2016. As a result, a total of 3 million kWh was reduced annually.

Wharf Hotels replaced sea water pumps with a Variable Speed Drive and converted the gas boiler system into a heat pump system. Also, a full scale LED system was implemented to achieve optimum lighting performance. Other operational optimisation initiatives continue to be rolled out to achieve better energy efficiency performance.



Posters displayed in shopping malls to encourage our tenants and customers better use of resources

Emission Control

The majority of our emissions is produced from fuel combustion. The Group is committed to reducing air and greenhouse gas emissions in all our areas of operation. Approaches have been put in place to reduce our fuel reliance and mitigate corresponding emissions. Modern Terminals and Star Ferry, which are the major relevant business units in this aspect, comply with relevant laws and regulations such as Air Pollution Control Regulations, Control of Dark Smoke Emission from Vessels and Merchant Shipping (Local Vessels) Ordinance.



Clean Air Charter – Modern Terminals

Emission reduction initiatives

Star Ferry replaced traditional diesel engines with diesel-electric for their World Star ferry. Co-funded by the Pilot Green Transport Fund of the Environmental Protection Department of the HKSAR Government, World Star was the first diesel-electric powered ferry in Hong Kong, bringing substantial nitrogen oxide and sulphur dioxide emission reduction and even higher propulsion efficiency. The water scrubbers in our ferries continue to reduce sulphur dioxide emissions, as well as dark smoke and hydrocarbon pollutants.

In Modern Terminals, initiatives and staff training are conducted to enhance operational efficiency of industrial machines and tractors and to reduce idling time.

Our business units regularly review the vehicle fleet against environmental standards. Green driving workshops were also organised to promote green driving behaviour for our employees.

Water Consumption

The majority of our water is sourced for shopping malls, hotels and apartments, and usage is largely dependent on the behaviours of our tenants, shoppers and guests. Continuous efforts have been made to enhance efficient use of water and advocate for responsible consumption habits. Our business units obtain licences for water and sewage discharge to comply with relevant laws and regulations such as Water Pollution Control Ordinance.

Water efficiency initiatives

Wharf Estates implemented various measures to achieve water efficiency during the year. For example, ongoing replacement work of automatic taps, automatic flush water basins and urinals was in progress, while retrofitting works was conducted during the year to recycle bleed-off water from fresh water cooling towers for flushing.

In Pacific Club, 64,000 litres of rain water was collected from the roof top and stored for watering plants within the premises and cleansing the car park areas. In Gateway Apartments and Wharf Hotels, water limiters of water taps and shower heads were implemented to save water for our guests. Regular training is conducted to promote water saving behaviour for our kitchen employees.

Across our other premises and offices, where appropriate, water limiters and other water saving devices were installed to monitor and reduce overall water consumption.

Resource Management

The Group understands that the materials procured and the waste generated by our operations may pose a significant impact on the environment. Green procurement policies and guidelines are set in place for our business units to give preference to more environmentally friendly products and services. We have also formed a long-term partnership with several environmental NGOs to recycle our waste for alternative uses.



Class of Excellence of Wastewise Label – Gateway Apartments and Pacific Club
“Stop/Reduce Using Plastic Umbrella Bags” Charter – Wharf Estates

Better use of materials

Wharf Estates signed “Stop/Reduce Using Plastic Umbrella Bags” Charter from Greeners Action, and place umbrella dryers in our shopping malls to encourage plastic free habits for our customers. Also, we encourage our tenants to donate unwanted furniture and electronic appliances to partner schools under Wharf’s Project *WeCan* programme or people in need, which helps to reduce waste sent to landfills. At Gateway Apartments, more durable bamboo fibre towels are used to substitute cotton towels for cleaning restaurant tables and reduce towel turnover.

Pacific Club has partnered with the Hong Kong Environmental Protection Association since 2014 to recycle Christmas and Peach Blossom Trees. Also, glass bottles in the F&B outlets are recycled and sent to Hong Chi Association to make eco-bricks.

Waste management

We strictly comply with relevant laws and regulations in terms of waste handling. Below are the major waste types produced across our operations and corresponding management approach. For further information on recycled waste data, please refer to page 53 in Data Performance section.



Paper comprises the majority of our waste produced from ordinary office administration work and marketing collaterals. Recycling bins are strategically located in our offices and premises to encourage environmental awareness of our employees and customers.



Food waste collected mainly from our tenants in malls. Food waste decomposers were installed to collect and recycle food waste from our tenants, hotel and other premises. In Wharf Hotels and Pacific Club, various initiatives are in place to reduce food leftovers, including smaller food portions and more "made to order" dishes served in the buffet.



Waste oil originates from industrial oil used by Modern Terminals and Star Ferry for proper machinery operation, as well as the waste cooking oil from Wharf Hotels and Pacific Club. Certified oil recycling companies are engaged to collect our waste oil in compliance with local laws and regulations.



Electrical appliances and electronic components contain various metals and chemicals, which can pollute the environment if not disposed properly. We partner with NGOs to collect electronic waste for proper treatment and disposal. We also donate electronic appliances in good condition to charities and people in need.

Effluent and Spillage Management

In Modern Terminals where the operation area is adjacent to the coast, sewage is treated through underground fuel interceptor facilities prior to discharge. Regular water quality and facility inspections are in place to ensure the effluent discharged is compliant with local laws and regulations. The Guide Emergency Response for Chemical Spillage details the appropriate actions to be taken in the event of an accident, chemical spill, or leakage in the terminal areas to minimise any potential negative impact on the environment.

People

The Group is committed to building an inclusive, pleasant, and value-adding workforce and workplace. We partner with regulatory bodies, industry associations, business peers, educational institutes and other parties to strengthen our human capital platform. With an aim of being an employer of choice, the Group and our business units regularly review labour policies and employment package to ensure regulatory compliance and to remain competitive.



**HUMAN
CAPITAL
DEVELOPMENT**



**INCLUSIVE
WORKPLACE**



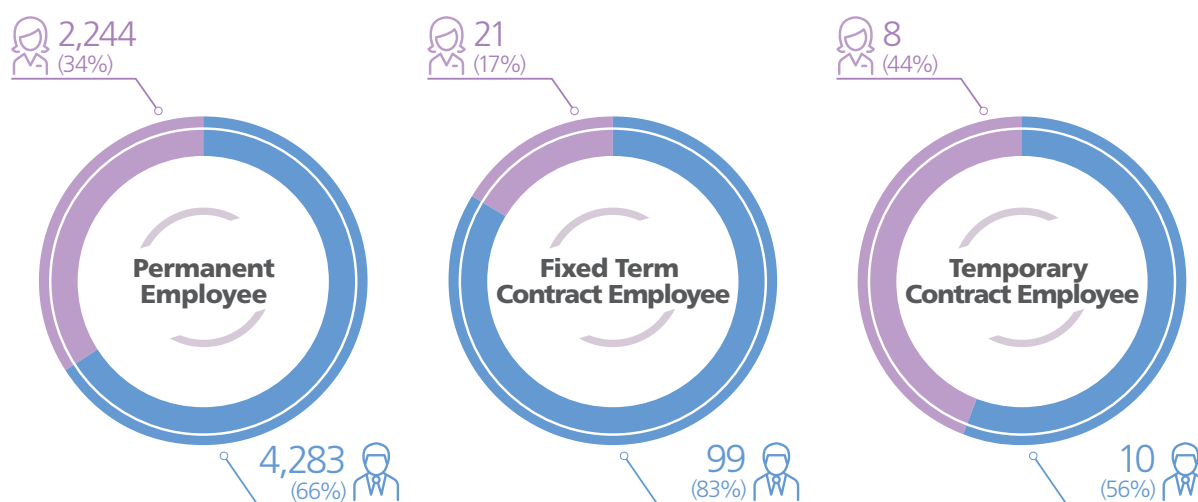
**SAFE
OPERATIONS
AND HEALTHY
WORKFORCE**



Wharf's Employee Profile¹

Directly Employed Staff: 6,665

By Contract Type and Gender



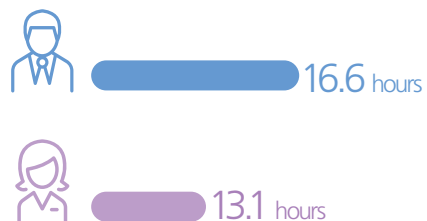
Work Related Injury Rates (per 1,000 employees)

Gender



Average Training Hours

Gender



Employment category



Total Training Hours: Over 102,000 hours

Types of training include:

- Professional development
- Occupational health and safety
- Others (Anti-corruption, Corporate culture, Environmental protection, Human rights, etc.)

¹ The figures cover selected operations of the Group in Hong Kong from 1 January to 31 December 2016, except for Wharf T&T, which covers the period from 1 January to 9 November 2016.

Human Capital Development

We proactively develop the competency of our employees and support their personal growth by providing them with learning and development opportunities through various career development programmes. Training policies and corresponding plans of business units are in place to ensure our employees are constantly updated with the adequate skills and knowledge to perform quality work.



Manpower Developer – Wharf Estates, Gateway Apartments and Modern Terminals

Career development programmes

Wharf Estates' Managerial Essence Series offers a wide array of management training to our senior executives and managers to enhance their leadership abilities, while Supervisory Excellence Series aims at uplifting the management capabilities of the frontline supervisors. The Wharf Estates In-Service Training Programme offers part-time courses and on-the-job training to Diploma of Secondary Education (DSE) graduates to develop their careers in property and facilities management industry.

In Modern Terminals, talent development programmes are in place for the Operations Department and Engineering & Procurement Department. The two-year programme offers well-rounded career development tools including education, training, mentorship, on-the-job training and external exposure opportunities. Modern Terminals partners with Institute of Vocational Education (IVE) to recruit fresh engineering graduates to join a two-year technician trainee programme.

Star Ferry's cadetship scheme attracts young talents who want to join the maritime service industry. It provides comprehensive on-the-job seamanship training, arranges examination preparation courses and develops them to become certified coxswains.

Remuneration and benefits

We provide competitive remuneration and benefits for our employees in recognition of their invaluable contribution to our business. Our full-time employees enjoy benefits¹ including but not limited to voluntary contributions to MPF from the employer, paid leave², periodical health checks, medical and hospitalisation coverage, counselling services, as well as subsidised meals.

¹ Different business units / employee grade levels have slight variations on entitlement.

² Including annual leave, sick leave, maternity and paternity leave and marriage leave.

Inclusive Workplace

The Group strives to create an inclusive workplace where all of our employees are treated with dignity and respect. Our Code of Conduct, policies and relevant guidelines state our requirements and expectations on employment practice, equal opportunity, human rights, anti-corruption, anti-discrimination and other labour issues. Child and forced labour are strictly prohibited across our operations¹. Relevant information is shared on our intranet or via other communication means. Any breach of the above will be dealt with by relevant management or authority accordingly.



Awards for Breastfeeding Support – Wharf Estates, Gateway Apartments and Star Ferry

Family-Friendly Employer – Wharf Estates, Star Ferry and Wharf T&T

Happy Workplace 2016 – Wharf Estates and Wharf Hotels

Engagement and wellness

Engaging with our employees enables us to assess our performance as an employer, as well as improve and satisfy employees' personal and professional aspirations. Apart from surveys and performance appraisals, we constantly communicate with employees via staff newsletters, town hall meetings, intranet platforms and wellness activities, to name a few. Dedicated teams or representatives of business units are responsible for collecting and addressing the feedback.

Our business units have policies and approaches in place to support engagement with employees with special needs. For example, Wharf Estates' disabled-friendly policies encourage communication with employees with disabilities through trainings and seminars. In Modern Terminals and Wharf T&T, hotlines are provided for employees who seek counselling services.

Employee wellness plays a vital role on holistic human capital development. The Group and our business units organise leisure activities for our employees to relieve their stress and promote a healthy working style.

¹ In i-CABLE, child entertainers may be involved in media content production. Please refer to Products and Services section for information of relevant management approach and regulatory compliance.

The Health Pro themed employee well-being programme of Wharf Estates in 2016, which provided an array of events and workshops on healthy eating, physical strength, Chinese medication, body and mind relaxation for employees to stay healthy, both physically and mentally.



Under the 3 Hotels 1 Family programme, Wharf Hotels regularly organises recreational activities for the employees, including movie night, BBQ and other party activities.



Modern Terminals' Project FIT Program promoted a healthy eating and exercise regimen. Employees were provided with a wide range of initiatives during the 3-month programme, including exercise and nutrition seminar, fitness assessment and dietary consultation. Employees with outstanding improvement and performance were awarded with certifications and souvenirs.



Safe Operations and Healthy Workforce

Safety is of paramount importance across our operations. Occupational health and safety policies and management approach are adopted in various business units to protect everyone in our workplaces from potential safety risks and hazards. Dedicated safety committees or departments of our business units are responsible for ensuring that operational practices comply with relevant laws and regulations, implementing measures to prevent accidents and injuries as well as organising activities to raise employees' safety awareness.



Continual Improvement Safety Programme Recognition of System (CISPROS) Level 3 Certificate – Modern Terminals

Member of Occupational Safety & Health Council –

Wharf Estates, Gateway Apartments, Pacific Club, Wharf Hotels and Star Ferry

Preventive measures

Safety audits and inspections are conducted regularly across our premises and workplaces by certified professionals. Our machinery such as industrial equipment in terminal areas, ferries and fleets are run under regular safety checks to ensure operational health and safety. Across our premises, regulations such as Factories and Industrial Undertakings (Lifting Appliances and Lifting Gear) Regulations are compiled to ensure the occupational safety in any lifting and hoisting operations.

Modern Terminals has achieved Continual Improvement Safety Programme Recognition of System (CISPROS) Level 3 Certificate since 2007 from the Hong Kong Occupational Safety and Health Council. CISPROS is based on the principle of continuous improvement. Organisations that adopt an occupational safety and health management system and work to improve it further are awarded certificates that recognise their progress.

Instilling safety mind-set

We spare no effort in promoting a safe working culture and instilling a safety mind-set to our employees. Talks and training are conducted to make sure employees are familiarised with safe working practices and appropriate handling procedures should an accident occur.

Our business units organised and participated in different activities and campaigns to raise the occupational safety and health awareness amongst employees. Those include an annual Safety Award Recognition Day by Wharf Estates; Work Safe Behaviour observation programme for employees from Operations and Engineering & Procurement Departments in Modern Terminals; safety driving training and refresher courses from Wharf T&T; fire safety drills and training across our hotels and other premises; and other job-specific occupational health and safety training.



CASE STUDY

Occupational Safety & Health Campaign in Modern Terminals

Modern Terminals supported the Kwai Tsing Port Occupational Safety and Health Campaign, which was jointly organised by the Hong Kong Container Terminal Operators Association (HKCTOA), Labour Department and Occupational Safety and Health Council (OSHC), to promote occupational safety culture. Together with other terminal operators in the Kwai Tsing district, employees from Modern Terminals participated in a range of activities, including quiz for safe driving and machinery operation. Company visits and a photo exhibition were organised for the public to better understand our daily operations and safety practice in our workplace.



Photo exhibition was organised for general public to better understand terminal operation.



Employees were invited to perform stretching exercise during opening ceremony of Occupational Safety & Health Campaign.

SAFETY & HEALTH



Although safety and risk management measures are in place, it is with extreme regret that fatal accident happened in June 2016. A subcontractor's worker of Modern Terminals was suspected to have received electrocution during the heightening works of quay crane and he was later certified dead. Labour Department having investigated the case laid no charge against Modern Terminals for this accident.

Major injury type

(per 1,000 employees)

Musculoskeletal
injuries



8.7



16.3

Integumentary
injuries



6.4



8.8

Crushing



—



0.4

Puncture



—



—

Fracture



1.1



0.4

Safety expectations of our contractors

The Group makes considerable effort to protect our contracted and subcontracted workers in our workplaces. Relevant occupational health and safety requirements are clearly stated in our tender documents. Performance appraisals are conducted during service to ensure our contractors and subcontractors fulfil our legal and internal safety and health requirements. Those who are found non-compliant on the requirement may be subjected to contract termination.

Our safety and health policies and measures also extend to products and services delivered to our customers. Please refer to Products and Services section for relevant information.

Products and Services

We build strong relationship with our customers and our partners through quality products and services. We engage our customers and review operating practices to improve our offerings regularly. Our business units have corresponding policies in place to safeguard customer health and safety, as well as to ensure our products and services are delivered in compliance with relevant laws and regulations.



UNIQUE
INVESTMENT
PROPERTIES
PORTFOLIO



QUALITY
PRODUCTS AND
SERVICES



CUSTOMER
HEALTH AND
SAFETY



CUSTOMER
SATISFACTION



CUSTOMER
INFORMATION
PROTECTION



Unique Investment Properties Portfolio

Mall development and retail management underpin the Group's core strength. Serving as Hong Kong's most successful shopping, dining and entertainment centres, our three shopping malls attracted footfall of around 165 million in 2016. The well diversified tenant mix, together with the sales-driven events and campaigns underpin the success of drawing crowds and media frenzy.



ICSC Asia Pacific Shopping Center Awards

"Sales Promotions/Traffic Activation" Gold Award – Wharf Estates (Harbour City)

Best Exhibition Event Gold Award – Wharf Estates (Times Square)

Top 25 My Favorite Shopping Malls Events – Wharf Estates (Plaza Hollywood)

One-stop lifestyle experience

We pledge to offer one-stop lifestyle experience to our customers. With a comprehensive range of retail selection, delectable dining options, cinema and other entertainment experience across a finely-calibrated price point matrix, each of our malls are designed to provide unique and captivating "shoppertainment" experiences for our customers.

The six-million-square-foot Harbour City cluster of the golden square mile in Tsim Sha Tsui remains one of the most coveted addresses and a global showcase for the world's best brands. Being among the first malls in Hong Kong to incorporate art elements into mall events, Harbour City devoted a 1,000-square-foot prime retail space of Ocean Centre for establishment of the unique "Gallery by the Harbour", offering visitors a unique experience of appreciating art pieces from around the world against the backdrop of the stunning Victoria Harbour. The new extension of Ocean Terminal, which is targeted for opening in the third quarter of 2017, will offer a new icon in town with exciting culinary and retail offerings.



Times Square, one of the world's most successful vertical malls, continues to accommodate evolving consumer preferences through constant tenant mix refinement and value creation initiatives. The "Kids Square" on 13A floor and the conversion of the 9th and part of the 10th floor into a lifestyle hub has further uplifted the one-stop lifestyle experience for our customers. The "Living Room Museum" at the Open Piazza successfully connects local and world-wide art and cultural elements with people's daily lives.

CINE TIMES of Times Square has 5 screens featuring advanced SONY 4K projection systems and 2 houses with custom 3D digital sound systems by Dolby Atmos.



Gallery by the Harbour in Harbour City offers visitors a unique experience of appreciating art pieces against the backdrop of the stunning Victoria Harbour.



Four Michelin-starred restaurants are located in Harbour City, offering customers a starry gastronomic dining experience. Those include the French fine-dining restaurant EPURE, Japanese sushi restaurant Sushi Tokami, Ye Shanghai and China Tang.



Relentless tenant mix optimisation and effective marketing strategies underline future growth potential. An Adidas flagship was opened in Harbour City to ride the athleisure wave.

Premium office portfolio

Harbour City and Times Square offer Grade A office portfolio, with occupancy rate reaching over 97% in 2016. Convenient location, quality management and comprehensive ancillary features successfully attract multinational, Mainland and local enterprises.

Quality Products and Services

We strive to offer the best products and services to our customers. Robust engagement channels are in place across our operations to address customers' concerns and achieve operational improvements.



The Best Serviced Apartment Award & The Best Eco-friendly

Serviced Apartment – Gateway Apartments

Luxury Hotel of the Year – Gateway Hotel

Hong Kong Local Favourite 2016 – Star Ferry

ISO 9001:2008 Quality Management System &

ISO 10002:2014 Quality Management – Customer Satisfaction

Certifications – i-CABLE

Professional customer services

We are dedicated to delivering an attentive and pleasant customer experience. All frontline staff in our shopping malls receive service training from the Wharf Institute of Service Excellence before performing their duties. Training covers aspects of image and grooming, communication skills, telephone manner, complaint handling and accident handling procedures. Similarly, the Marco Polo Way training of Wharf Hotels is arranged to equip the frontline associates with quality guest management service.

Distinguished hotel operations and management

Our three Marco Polo hotels in Hong Kong strategically located in Harbour City – Hong Kong's largest shopping complex, providing our guests a one-stop lifestyle experience, as well as superlative meeting, conference, exhibition and banquet services for business clients. The annual Marco Polo German Bierfest marks one of Marco Polo's most signature events and entertainment for our guests and other visitors. The Group is in full swing to convert the former landmark Murray Building into The Murray, a 336-room Niccolo hotel in Central. As a prominent part of the Government's Conserving Central initiative, the conversion work preserves the heritage of its historic features, which was built in 1969. It is scheduled to open in late 2017.

Pleasant ferry journey

Star Ferry launched the World Star Water Tour in 2016, a new distinctive service bringing our customers an unprecedented route and opportunity to explore the beauty of Hong Kong beyond Victoria Harbour. Powered by World Star, our latest generation of diesel-electric powered ferry, the Tour serves up to 300 visitors with an unforgettable experience of viewing the vibrancy of Hong Kong as an international metropolitan city every day.



With the introduction of the diesel-electric engine, the section located at the interior upper deck of the ferry has been removed, creating a much larger interior compartment with uninterrupted view throughout the boat; the chimney above the roof is now decorative to preserve the iconic exterior image of Star Ferry.

Impartial reporting and responsible programme production

We recognise the importance of conveying impartial content of news to the wider public. In i-CABLE, our news reporting employees receive training on proper journalist practice during induction period. Internal guidelines like Code of Ethics for Journalists and Bribery Prevention Guide are in place to ensure they are not influenced by the external pressure or economic consideration in their reports and commentaries. We comply with Producers' Guidelines for Programming and Production, Broadcasting ordinance, Generic Codes of Practice on Television Programme and Advertising Standards and other relevant laws and regulations for programme production and broadcast. All programmes are censored internally before broadcast. We also possess Permission to Employ Child Entertainers issued by the Labour Department to ensure children entertainers are under well protection and supervision during productions.

Seamless communication experience

Committed to enhancing clients' business performance, Wharf T&T continues to provide leading-edge ICT solutions and innovative products to meet diverse business needs. The one-stop-shop ICT services range from Cloud service, data centre and connectivity, tele-conferencing and communication, financial network service and other network solutions services. Efforts are well recognised by clients as well as industry peers.

Bagged the silver award for Best HR Management System and the bronze award for Best Payroll Outsourcing Partner at the HR Vendors of the Year 2016.



Customer Health and Safety

We spare no effort in providing a safe and comfortable experience for our guests and customers. Our business units set stringent standards to protect our customers from potential safety risks and hazards.



Indoor Air Quality Certificates (Good Class to Excellent Class) – Wharf Estates

Quality Water Recognition Scheme for Building (Gold Certificate) – Wharf Estates

ISO 22000 Food Safety Management System – Pacific Club

Premises and facility safety

Safety audits and inspections of our premises, ferries and facilities are carried on regular basis. Regular drills and training are conducted to ensure our employees are familiarised with corresponding procedures.

Barrier-free access is in place across our shopping malls and other premises to assist those with disabilities. Our customer service counters are also offered at wheelchair accessible heights. Baby nursery rooms are available to cater to the needs of shoppers.






Food safety

In Wharf Hotels and Pacific Club, stringent food safety management procedures are in place to ensure that all food is stored, cooked and provided in a safe and healthy manner. We adhere to the Hazard Analysis Critical Control Point (HACCP) guidelines to ensure our food is prepared with stringent hygiene standards. Hygiene Managers and Food Safety Officers provide training to employees on food safety and relevant regulatory compliance on a regular basis. Regular audits are also in place to ensure quality of food supplies. In addition, Pacific Club is certified with ISO 22000 Food Safety Management System.

Customer Satisfaction

Our business units consistently track our customer satisfaction performance. Various engagement channels are in place to collect customers' feedback and address their comments and concerns.

Business units	Major product or service category	General engagement channels	Other specific engagement channels (frequency)	Overall customer satisfaction rate
Wharf Estates	Management services Shopping experience	 Customer service hotlines	Management services opinion survey (Annually)	Over 95%
Wharf Hotels	Guest room tidiness Facilities and services		Guest online survey (Within 2 days after check out)	Over 90%
Gateway Apartments	Guest room tidiness Facilities and services		Resident survey (Annually)	Over 90%
Pacific Club	Facilities and services		N/A	Regarding Club Service & Facilities as settled by formal reply via email/letter
Modern Terminals	Operational efficiency	 Internet and e-mails	Formal customer satisfaction survey based on the operational needs	Routine communications via e-mail, letter, meeting or telephone conversation
Star Ferry	Ferry frequency Pier and cabin environment Staff services	 Social media platform	Passenger onsite survey (Annually)	Survey: • Vessel: 76.2% • Pier: 66.5% • Service: 72.2%
			Focus group (Annually)	
i-CABLE	Pay TV, Broadband and Homeline services Broadband and Pay TV services		Customer satisfaction survey via Customer Service (Monthly) Customer satisfaction survey via Marketing (Annually)	79%
Wharf T&T	Product reliability Customer services		Survey conducted in different stages of services (Weekly to monthly)	Around 85%

Customer Information Protection

We are committed to protecting the confidentiality of the personal data collected from our customers. The Group and our business units comply fully with the Hong Kong Personal Data (Privacy) Ordinance and other relevant laws and regulations. Policies and guidelines are in place to stipulate procedure of handling, storing and filing information and data. Regular system upgrades and data handling training are in place to ensure customer data is under appropriate protection at all times.

There were no confirmed cases of breach of the Ordinance during the reporting year.

Data Performance

Key for Data Performance Table

Operation	Business unit	Acronym
Corporate Office	Wharf head office	WL
Investment Properties	Wharf Estates	WEL
Leisure and Hospitality	Gateway Apartments	GA
	Pacific Club	PC
	Wharf Hotels	WH
Logistics	Modern Terminals	MTL
	Star Ferry	SF
Communications, Media and Entertainment (CME)	i-CABLE	i-CABLE
	Wharf T&T	WTT

In the tables of this section, the totals may not equal to the exact sum of corresponding figures due to rounding.

All data includes our selected operations in Hong Kong region.

Environmental Performance

Energy Consumption¹

Source of Energy Consumption (G4-EN3, HKEX A2.1)

Summary (in GJ)	2016	2015
Diesel oil	321,098	278,126
Unleaded petrol	9,903	10,668
Liquefied petroleum gas (LPG)	3,703	3,379
Gas oil	51,261	48,884
Towngas	48,591	29,080
Purchased electricity	948,847	980,094
Self-generated renewable energy	1,315	1,545
TOTAL	1,384,719	1,351,776

Diesel oil (in GJ) ²		2016	2015
Corporate Office	WL	231	475
Investment Properties	WEL	95	61
Leisure and Hospitality	GA	–	–
	PC	6	6
	WH	–	–
	Sub-t	6	6
Logistics	MTL	314,236	271,139
	SF	–	–
	Sub-t	314,236	271,139
CME	i-CABLE	6,137	6,445
	WTT	393	–
	Sub-t	6,530	6,445
TOTAL		321,098	278,126

Unleaded petrol (in GJ) ²		2016	2015
Corporate Office	WL	782	777
Investment Properties	WEL	–	–
Leisure and Hospitality	GA	–	–
	PC	57	42
	WH ³	255	203
	Sub-t	312	246
Logistics	MTL	1,363	1,403
	SF	–	–
	Sub-t	1,363	1,403
CME	i-CABLE	6,194	6,546
	WTT	1,252	1,695
	Sub-t	7,446	8,241
TOTAL		9,903	10,668

¹ Our energy consumption figures reflect our alignment with GRI standard – in gigajoules (GJ).

² Energy consumption of diesel oil, unleaded petrol and LPG was calculated based on the conversion factors from DCF Carbon in corresponding year. Gross calorific values of diesel, petrol and LPG were used in calculation. Link: <http://www.ukconversionfactorscarbonsmart.co.uk/>.

³ 2015 unleaded petrol consumption data of Wharf Hotels was restated due to change of estimation methodology.

Liquefied petroleum gas (LPG) (in GJ) ¹		2016	2015
Corporate Office	WL	–	–
Investment Properties	WEL	–	–
Leisure and Hospitality	GA	–	–
	PC	161	169
	WH	–	–
	Sub-t	161	169
Logistics	MTL	3,542	3,210
	SF	–	–
	Sub-t	3,542	3,210
CME	i-CABLE	–	–
	WTT	–	–
	Sub-t	–	–
TOTAL		3,703	3,379

Gas oil (in GJ) ²		2016	2015
Corporate Office	WL	–	–
Investment Properties	WEL	–	–
Leisure and Hospitality	GA	–	–
	PC	–	–
	WH	–	–
	Sub-t	–	–
Logistics	MTL	–	–
	SF	51,261	48,884
	Sub-t	51,261	48,884
CME	i-CABLE	–	–
	WTT	–	–
	Sub-t	–	–
TOTAL		51,261	48,884

Towngas (in GJ) ³		2016	2015
Corporate Office	WL	–	–
Investment Properties	WEL	–	–
Leisure and Hospitality	GA	17,833	–
	PC	4,296	4,360
	WH	24,025	21,886
	Sub-t	46,155	26,246
Logistics	MTL	2,437	2,833
	SF	–	–
	Sub-t	2,437	2,833
CME	i-CABLE	–	–
	WTT	–	–
	Sub-t	–	–
TOTAL		48,591	29,080

Purchased electricity (in GJ) ⁴		2016	2015
Corporate Office	WL	2,755	2,687
Investment Properties	WEL	595,033	616,839
Leisure and Hospitality	GA	25,997	24,835
	PC	17,805	17,843
	WH	64,048	79,347
	Sub-t	107,850	122,025
Logistics	MTL	172,292	166,996
	SF	3,221	3,396
	Sub-t	175,513	170,392
CME	i-CABLE	64,488	64,392
	WTT	3,207	3,759
	Sub-t	67,695	68,151
TOTAL		948,847	980,094

¹ Energy consumption of diesel oil, unleaded petrol and LPG was calculated based on the conversion factors from DCF Carbon in corresponding year. Gross caloric values of diesel, petrol and LPG were used in calculation. Link: <http://www.ukconversionfactorscarbonsmart.co.uk/>.

² Energy consumption of gas oil was calculated based on the conversion factor provided factor provided by Star Ferry.

³ Energy consumption of the towngas was calculated based on formula provided by The Hong Kong and China Gas Company Limited: <https://www.towngas.com/Eng/Cust/Household/CustService/Tariff.aspx>.

⁴ Energy consumption of electricity was calculated based on the default factors provided by Electrical and Mechanical Services Department of Hong Kong Government: <http://www.energyland.emsd.gov.hk/en/energy/principle/measuring.html>.

Self-generated renewable energy (in GJ)		2016	2015
Corporate Office	WL	–	–
Investment Properties	WEL ¹	848	843
Leisure and Hospitality	GA	468	702
	PC	–	–
	WH	–	–
	Sub-t	468	702
Logistics	MTL	–	–
	SF	–	–
	Sub-t	–	–
CME	i-CABLE	–	–
	WTT	–	–
	Sub-t	–	–
TOTAL		1,315	1,545

Energy Intensity (G4-CRE1, HKEX A2.1)

Intensity		2016	2015
Corporate Office (in GJ per m ²)	WL	0.61	0.62
Investment Properties (in GJ per m ²)	WEL	0.72	0.75
Leisure and Hospitality (in GJ per m ²)	PC	1.73	1.73
CME (in GJ per m ²)	i-CABLE	1.87	1.89
	WTT	0.52	0.60
Leisure and Hospitality (in GJ per guest room night)	GA	0.33	–
	WH	0.71	0.80
Logistics (in GJ per twenty-foot equivalent unit)	MTL	0.11	0.11
Logistics (in GJ per million passenger-kilometre)	SF	0.01	–

Water Consumption

Source of Water Consumption (G4-EN8, HKEX A2.2)

Municipal water (in m ³)		2016	2015
Corporate Office	WL ²	–	–
Investment Properties	WEL	472,542	458,265
Leisure and Hospitality	GA	53,904	43,943
	PC	69,251	62,347
	WH	255,414	272,275
	Sub-t	378,569	378,565
Logistics	MTL	66,891	65,348
	SF	7,318	7,534
	Sub-t	74,209	72,882
CME	i-CABLE	5,054	5,536
	WTT ³	788	1,030
	Sub-t	5,842	6,566
TOTAL		931,162	916,278

Captured rain water (in m ³)		2016	2015
Leisure and Hospitality	PC	64	22
TOTAL		64	22

¹ 2015 self-generated renewable energy consumption data of Wharf Estates was restated as corresponding data was omitted.

² Municipal water consumption data from Wharf head office was included in that of Wharf Estates.

³ 2015 Municipal water consumption data of Wharf T&T was restated due to change of estimation methodology.

Water Intensity (G4-CRE2, HKEX A2.2)

Intensity		2016	2015
Corporate Office (in m ³ per m ²)	WL	–	–
Investment Properties (in m ³ per m ²)	WEL	0.57	0.56
Leisure and Hospitality (in m ³ per m ²)	PC	5.36	4.82
CME (in m ³ per m ²)	i-CABLE	0.12	0.13
	WTT	0.09	0.11
Leisure and Hospitality (in m ³ per guest room night)	GA	0.41	–
	WH	2.05	2.14
Logistics (in m ³ per twenty-foot equivalent unit)	MTL	0.0145	0.0163
Logistics (in m ³ per million passenger-kilometre)	SF	0.0015	–

Greenhouse Gas (GHG) Emissions

Scope 1 and Scope 2 GHG Emissions (G4-EN15, G4-EN16 and HKEX A1.1, A1.2)

Summary (in tonnes CO ₂ e)	2016	2015
Scope 1	29,708	25,430
Scope 2	151,183	156,295
Scope 1 + 2	180,891	181,725

Scope 1 (in tonnes CO ₂ e) ^{1,2}		2016	2015
Corporate Office	WL	69	94
Investment Properties	WEL	6	4
Leisure and Hospitality	GA	948	–
	PC	243	247
	WH	1,298	1,180
	Sub-t	2,489	1,427
Logistics	MTL	22,089	19,000
	SF	3,998	3,818
	Sub-t	26,087	22,818
CME	i-CABLE	929	954
	WTT	127	133
	Sub-t	1,056	1,088
TOTAL		29,708	25,430

Scope 2 (in tonnes CO ₂ e) ³		2016	2015
Corporate Office	WL	413	403
Investment Properties	WEL	97,399	101,336
Leisure and Hospitality	GA	4,122	3,725
	PC	2,724	2,731
	WH	9,907	12,178
	Sub-t	16,754	18,635
Logistics	MTL	25,874	25,085
	SF	588	613
	Sub-t	26,462	25,699
CME	i-CABLE	9,673	9,659
	WTT	481	564
	Sub-t	10,154	10,223
TOTAL		151,183	156,295

¹ 2015 Scope 1 of CO₂e emission data was restated to include CO₂e of CH₄ and N₂O as well as combustion of town gas.

² Scope 1 of CO₂e emission includes emission by combustion of town gas, diesel oil, unleaded petrol, LPG and gas oil, and was calculated based on default factors provided by the guidelines published by the Environmental Protection Department of HKSAR Government in February 2010. CO₂e of CO₂, CH₄ and N₂O are included. Global Warming Potential (GWP) of CH₄ is 21 while that of N₂O is 310. http://www.epd.gov.hk/epd/english/dimate_change/files/Guidelines_English_2010.pdf

³ Scope 2 of CO₂e emission includes the emission by electricity and town gas purchased, and was calculated based on the default factors provided by electricity providers in Hong Kong, Power Assets (0.79 CO₂e kg/kWh), CLP (0.54 CO₂e kg/kWh) and The Hong Kong and China Gas Company Limited (0.599 CO₂e kg/unit).

Scope 1 + 2 (in tonnes CO ₂ e)		2016	2015
Corporate Office	WL	483	497
Investment Properties	WEL	97,406	101,341
Leisure and Hospitality	GA	5,071	3,725
	PC	2,968	2,978
	WH	11,205	13,358
	Sub-t	19,243	20,062
Logistics	MTL	47,963	44,085
	SF	4,586	4,431
	Sub-t	52,549	48,516
CME	i-CABLE	10,602	10,613
	WTT	608	697
	Sub-t	11,210	11,310
TOTAL		180,891	181,725

Scope 1 + Scope 2 GHG Emission Intensity (G4-CRE3, HKEX A1.1, A1.2)

Intensity		2016	2015
Corporate Office (in tonnes CO ₂ e per m ²)	WL	0.08	0.08
Investment Properties (in tonnes CO ₂ e per m ²)	WEL	0.12	0.12
Leisure and Hospitality (in tonnes CO ₂ e per m ²)	PC	0.23	0.23
CME (in tonnes CO ₂ e per m ²)	i-CABLE	0.26	0.26
	WTT	0.07	0.08
Leisure and Hospitality (in tonnes CO ₂ e per guest room night)	GA	0.04	–
	WH	0.09	0.10
Logistics (in tonnes CO ₂ e per twenty-foot equivalent unit)	MTL	0.01	0.01
Logistics (in tonnes CO ₂ e per million passenger-kilometre)	SF	0.0009	–

Waste Recycled¹ (HKEX A1.3, A1.4)

Summary (in tonnes)		2016	2015
Waste paper		1,386.01	1,127.80
Waste cartridge		3.19	2.36
Food waste		599.89	660.16
Waste cooking oil		6.13	2.79
Waste industrial oil		32.60	46.80
Industrial battery		6.55	7.24
Fluorescent lamp		31.44	24.46
Light bulb		0.03	0.03
Glass		47.35	23.32
Plastics		8.24	3.00
Metal		299.96	236.22
Electrical appliance and electronic component		63.02	20.16
TOTAL		2,484.41	2,154.34

¹ 2015 waste data was converted into tonnes from pieces or litres in this report for better comparison and consolidation.

Waste paper (in tonnes)		2016	2015
Corporate Office	WL ¹	6.24	11.50
Investment Properties	WEL	986.13	821.10
Leisure and Hospitality	GA	17.25	12.80
	PC	16.47	19.40
	WH ²	296.00	231.00
	Sub-t	329.72	263.30
Logistics	MTL	23.03	20.60
	SF	10.00	7.90
	Sub-t	33.03	28.50
CME	i-CABLE	27.19	–
	WTT	9.94	15.00
	Sub-t	37.13	15.00
TOTAL		1,386.01	1,127.80

Waste cartridge (in tonnes)		2016	2015
Corporate Office	WL ³	0.41	0.51
Investment Properties	WEL	0.75	0.85
Leisure and Hospitality	GA	0.06	–
	PC	0.01	0.005
	WH	0.12	0.24
	Sub-t	0.19	0.245
Logistics	MTL	0.10	0.14
	SF	0.002	0.001
	Sub-t	0.102	0.141
CME	i-CABLE	2.04	1.02
	WTT	0.11	0.10
	Sub-t	2.15	1.12
TOTAL		3.19	2.36

¹ Waste paper data of Wharf head office was included in that of Wharf Estates.

² 2015 waste paper data of Wharf Hotels was restated due to change of weight estimation methodology.

³ Waste cartridge data of Wharf head office was included in that of Wharf Estates.

Food waste (in tonnes)		2016	2015
Corporate Office	WL	–	–
Investment Properties	WEL	528.73	585.59
Leisure and Hospitality	GA	2.24	2.18
	PC	18.75	18.92
	WH	8.69	10.38
	Sub-t	29.68	31.48
Logistics	MTL	41.47	43.10
	SF	–	–
	Sub-t	41.47	43.10
CME	i-CABLE	–	–
	WTT	–	–
	Sub-t	–	–
TOTAL		599.89	660.16

Waste cooking oil (in tonnes)		2016	2015
Corporate Office	WL	–	–
Investment Properties	WEL	–	–
Leisure and Hospitality	GA	–	–
	PC ¹	1.93	1.685
	WH ²	4.20	1.100
	Sub-t	6.13	2.785
Logistics	MTL	–	–
	SF	–	–
	Sub-t	–	–
CME	i-CABLE	–	–
	WTT	–	–
	Sub-t	–	–
TOTAL		6.13	2.785

Waste industrial oil (in tonnes)		2016	2015
Corporate Office	WL	–	–
Investment Properties	WEL	–	–
Leisure and Hospitality	GA	–	–
	PC	–	–
	WH	–	–
	Sub-t	–	–
Logistics	MTL	27.4	41.8
	SF	5.2	5.0
	Sub-t	32.6	46.8
CME	i-CABLE	–	–
	WTT	–	–
	Sub-t	–	–
TOTAL		32.6	46.8

¹ 2015 waste cooking oil of Pacific Club was restated due to change of weight estimation methodology.

² 2015 waste cooking oil of Wharf Hotels was restated due to change of weight estimation methodology.

Industrial battery (in tonnes)		2016	2015
Corporate Office	WL	–	–
Investment Properties	WEL	–	–
Leisure and Hospitality	GA	–	–
	PC	–	–
	WH	–	–
	Sub-t	–	–
Logistics	MTL	5.61	6.03
	SF	0.94	1.21
	Sub-t	6.55	7.24
CME	i-CABLE	–	–
	WTT	–	–
	Sub-t	–	–
TOTAL		6.55	7.24

Fluorescent lamp (in tonnes)		2016	2015
Corporate Office	WL ¹	0.05	0.05
Investment Properties	WEL	30.41	23.59
Leisure and Hospitality	GA	0.33	0.20
	PC	0.05	0.03
	WH	–	–
	Sub-t	0.38	0.23
Logistics	MTL ²	0.46	0.45
	SF	0.10	0.10
	Sub-t	0.56	0.55
CME	i-CABLE	–	–
	WTT	0.09	0.09
	Sub-t	0.09	0.09
TOTAL		31.44	24.46

Light bulb (in tonnes)		2016	2015
Corporate Office	WL	–	–
Investment Properties	WEL	–	–
Leisure and Hospitality	GA	–	0.004
	PC	0.03	0.013
	WH	–	–
	Sub-t	0.03	0.017
Logistics	MTL	included in data of fluorescent lamps	included in data of fluorescent lamps
	SF	–	0.010
	Sub-t	–	0.010
CME	i-CABLE	–	–
	WTT	–	–
	Sub-t	–	–
TOTAL		0.03	0.027

¹ Fluorescent lamp data of Wharf head office was included in that of Wharf Estates.

² Data of both fluorescent lamps and light bulbs were included.

Glass (in tonnes)		2016	2015
Corporate Office	WL ¹	0.07	0.06
Investment Properties	WEL	25.80	2.39
Leisure and Hospitality	GA	1.74	0.72
	PC	8.22	8.16
	WH ²	11.40	12.00
	Sub-t	21.36	20.88
Logistics	MTL	0.19	0.05
	SF	–	–
	Sub-t	0.19	0.05
CME	i-CABLE	–	–
	WTT	–	–
	Sub-t	–	–
TOTAL		47.35	23.32

Plastics (in tonnes)		2016	2015
Corporate Office	WL ³	0.02	0.02
Investment Properties	WEL	2.54	0.17
Leisure and Hospitality	GA	0.77	0.66
	PC	0.56	0.39
	WH ⁴	1.10	1.70
	Sub-t	2.43	2.75
Logistics	MTL	0.06	0.04
	SF ⁵	0.08	0.04
	Sub-t	0.14	0.08
CME	i-CABLE	3.13	–
	WTT	–	–
	Sub-t	3.13	–
TOTAL		8.24	3.00

Metal (in tonnes)		2016	2015
Corporate Office	WL ⁶	0.07	0.08
Investment Properties	WEL	20.74	10.82
Leisure and Hospitality	GA	0.50	0.48
	PC	0.57	0.33
	WH ⁷	1.30	2.70
	Sub-t	2.37	3.50
Logistics	MTL	276.80	219.85
	SF	0.05	2.04
	Sub-t	276.85	221.88
CME	i-CABLE	–	–
	WTT	–	–
	Sub-t	–	–
TOTAL		299.96	236.22

¹ Glass data of Wharf head office was included in that of Wharf Estates.

² 2015 glass data of Wharf Hotels was restated due to change of weight estimation methodology.

³ Plastics data of Wharf head office was included in that of Wharf Estates.

⁴ 2015 plastics data of Wharf Hotels was restated due to change of weight estimation methodology.

⁵ 2015 plastics data of Star Ferry was restated due to change of weight estimation methodology.

⁶ Metal data of Wharf head office was restated as that was waste produced rather than recycled.

⁷ 2015 metal data of Wharf Hotels was restated due to change of weight estimation methodology.

Electrical appliance and electronic component (in tonnes)		2016	2015
Corporate Office	WL ¹	1.23	0.60
Investment Properties	WEL	0.29	–
Leisure and Hospitality	GA	23.85	14.36
	PC	–	–
	WH	–	–
	Sub-t	23.85	14.36
Logistics	MTL	2.02	5.75
	SF	–	0.05
	Sub-t	2.02	5.80
CME	i-CABLE	36.86	–
	WTT	–	–
	Sub-t	36.86	–
TOTAL		63.02	20.16

1 Electrical appliance and electronic component data of Wharf head office was included in that of Wharf Estates.

Employee Statistics

Employee Distribution¹

Total workforce (in number) ² (G4-9)		2016	2015
Corporate Office	WL	284	280
Investment Properties	WEL	893	924
Leisure and Hospitality	GA	142	147
	PC	248	241
	WH	931	941
	Sub-t	1,321	1,329
Logistics	MTL	958	962
	SF	293	271
	Sub-t	1,251	1,233
CME	i-CABLE	1,976	1,945
	WTT	940	950
	Sub-t	2,916	2,895
TOTAL		6,665	6,661

Gender distribution of total workforce (in number) (G4-10, HKEX B1.1)		2016		2015	
		Male	Female	Male	Female
Corporate Office	WL	126	158	125	155
Investment Properties	WEL	411	482	434	490
Leisure and Hospitality	GA	48	94	54	93
	PC	142	106	142	99
	WH	507	424	505	436
	Sub-t	697	624	701	628
Logistics	MTL	848	110	851	111
	SF	250	43	242	29
	Sub-t	1,098	153	1,093	140
CME	i-CABLE	1,383	593	1,350	595
	WTT	677	263	692	258
	Sub-t	2,060	856	2,042	853
TOTAL		4,392	2,273	4,395	2,266

¹ Historic data of fixed term contract employees was regarded as permanent contract employees in some of our business units. In 2016, the definitions were clarified, and some of the 2015 employee data was therefore restated. Since the number of fixed term contract employees occupies a small proportion (1.8% in 2016 and 2.5% in 2015) of our total employees, the overall statistical trend is not significantly influenced.

² Total workforce is defined as the total number of persons working for the Group at the end of the reporting period, including all employees and supervised workers. The Group did not hire supervised workers during the reporting period. Types of supervised workers disclosed in previous CSR Report were regarded as contracted or subcontracted workers, which are not included in the scope of data collection. All employees include permanent contract employees, fixed term contract employees and temporary contract employees.

Employment contract distribution of total workforce (in number) (G4-10, HKEX B1.1)		2016			2015		
		Permanent	Fixed term	Temporary	Permanent	Fixed term	Temporary
Corporate Office	WL	265	19	–	262	18	–
Investment Properties	WEL	851	39	3	865	55	4
Leisure and Hospitality	GA	138	–	4	143	–	4
	PC	244	–	4	238	–	3
	WH	902	27	2	914	26	1
	Sub-t	1,284	27	10	1,295	26	8
Logistics	MTL	918	35	5	895	67	–
	SF	293	–	–	271	–	–
	Sub-t	1,211	35	5	1,166	67	–
CME	i-CABLE	1,976	–	–	1,945	–	–
	WTT	940	–	–	947	3	–
	Sub-t	2,916	–	–	2,892	3	–
TOTAL		6,527	120	18	6,480	169	12

Employment type distribution of permanent contract employees (in number) (G4-10, HKEX B1.1)		2016		2015	
		Full-time	Part-time	Full-time	Part-time
Corporate Office	WL	265	–	262	–
Investment Properties	WEL	766	85	770	95
Leisure and Hospitality	GA	138	–	143	–
	PC	244	–	238	–
	WH	901	1	914	–
	Sub-t	1,283	1	1,295	–
Logistics	MTL	918	–	895	–
	SF	265	28	244	27
	Sub-t	1,183	28	1,139	27
CME	i-CABLE	1,976	–	1,945	–
	WTT	940	–	947	–
	Sub-t	2,916	–	2,892	–
TOTAL		6,413	114	6,358	122

Gender distribution of permanent contract employees (in number) (G4-10, HKEX B1.1)		2016		2015	
		Male	Female	Male	Female
Corporate Office	WL	111	154	112	150
Investment Properties	WEL	380	471	393	472
Leisure and Hospitality	GA	46	92	52	91
	PC	138	106	139	99
	WH	486	416	483	431
	Sub-t	670	614	674	621
Logistics	MTL	812	106	787	108
	SF	250	43	242	29
	Sub-t	1,062	149	1,029	137
CME	i-CABLE	1,383	593	1,350	595
	WTT	677	263	689	258
	Sub-t	2,060	856	2,039	853
TOTAL		4,283	2,244	4,247	2,233

Gender distribution of all employees by employment category (in percentage) ¹ (G4-LA12)		Senior Management		2016 Middle Management		General Employees	
		Male	Female	Male	Female	Male	Female
Corporate Office	WL	88	12	48	52	38	62
Investment Properties	WEL	37.5	62.5	57	43	44	56
Leisure and Hospitality	GA	–	–	33	67	34	66
	PC	82	18	47	53	57	43
	WH	64	36	53	47	54	46
	Sub-t	70	30	51	49	52	48
Logistics	MTL	81	19	74	26	94	6
	SF	100	–	60	40	86	14
	Sub-t	83	17	74	26	91	9
CME	i-CABLE	63	37	53	47	72	28
	WTT	56	44	78	22	70	30
	Sub-t	62	38	66	34	72	28
TOTAL		69	31	65	35	66	34

Age group distribution of all employees by employment category (in percentage) ¹ (G4-LA12)		Senior Management			2016 Middle Management			General Employees		
		Below 30	30 – 50	Above 50	Below 30	30 – 50	Above 50	Below 30	30 – 50	Above 50
Corporate Office	WL	–	24	76	–	80	20	21	64	15
Investment Properties	WEL	–	44	56	–	88	12	28	54	19
Leisure and Hospitality	GA	–	–	–	–	67	33	6	54	40
	PC	–	45	55	–	67	33	16	59	25
	WH	–	55	45	4	71	25	26	53	21
	Sub-t	–	52	48	3	70	27	22	54	24
Logistics	MTL	–	43	57	7	59	34	10	51	39
	SF	–	–	100	–	60	40	11	15	74
	Sub-t	–	39	61	7	59	35	10	40	49
CME	i-CABLE	–	33	67	–	68	32	25	56	19
	WTT	–	–	100	0.4	75.1	24.5	20	66	14
	Sub-t	–	26	74	0.2	71.7	28.1	24	59	18
TOTAL		–	36	64	2	71	27	21	54	25

Minority group distribution of all employees by employment category (in percentage) ¹ (G4-LA12)		Senior Management		2016 Middle Management		General Employees	
		Minority Group	Non-Minority Group	Minority Group	Non-Minority Group	Minority Group	Non-Minority Group
Corporate Office	WL	–	100	–	100	–	100
Investment Properties	WEL	–	100	–	100	–	100
Leisure and Hospitality	GA	–	–	–	100	4	96
	PC	27	73	–	100	3	97
	WH	36	64	13	87	5	95
	Sub-t	33	67	10	90	5	95
Logistics	MTL	29	71	–	100	–	100
	SF	–	100	–	100	–	100
	Sub-t	26	74	–	100	–	100
CME	i-CABLE	–	100	–	100	–	100
	WTT	–	100	–	100	–	100
	Sub-t	–	100	–	100	–	100
TOTAL		12.5	87.5	1	99	1	99

¹ New data collected during reporting year, historic data is not available.

New Employee Hires and Turnover¹

Gender distribution of new employee hires (in number) (G4-LA1)		2016		2015	
		Male	Female	Male	Female
Corporate Office	WL	17	28	15	20
Investment Properties	WEL	54	107	55	88
Leisure and Hospitality	GA	11	16	5	11
	PC	36	24	51	26
	WH	77	56	86	74
	Sub-t	124	96	142	111
Logistics	MTL	59	18	32	14
	SF	79	32	55	11
	Sub-t	138	50	87	25
CME	i-CABLE	310	159	288	176
	WTT	112	55	123	46
	Sub-t	422	214	411	222
TOTAL		755	495	710	466

Gender distribution of new employee hires (in percentage) ² (G4-LA1)		2016		2015	
		Male	Female	Male	Female
Corporate Office	WL	13	18	13	13
Investment Properties	WEL	13	22	15	22
Leisure and Hospitality	GA	24	17	10	12
	PC	26	23	37	26
	WH	15	13	18	17
	Sub-t	18	15	21	18
Logistics	MTL	7	17	4	13
	SF	32	74	23	37
	Sub-t	13	33	8	18
CME	i-CABLE	22	27	21	30
	WTT	17	21	18	18
	Sub-t	20	25	20	26
TOTAL		17	22	17	22

Age distribution of new employee hires (in number) (G4-LA1)		2016			2015		
		Below 30	30 – 50	Above 50	Below 30	30 – 50	Above 50
Corporate Office	WL	23	16	6	16	16	3
Investment Properties	WEL	85	63	13	80	57	6
Leisure and Hospitality	GA	4	13	10	2	11	3
	PC	20	27	13	27	40	10
	WH	63	54	16	83	70	7
	Sub-t	87	94	39	112	121	20
Logistics	MTL	37	36	4	19	20	7
	SF	24	26	61	23	14	29
	Sub-t	61	62	65	42	34	36
CME	i-CABLE	265	176	28	281	153	30
	WTT	70	95	2	52	111	6
	Sub-t	335	271	30	333	264	36
TOTAL		591	506	153	583	492	101

¹ Permanent contract employees and fixed term contract employees were included.

² New hire rate (in percentage) = Total number of new hires in the category / Total number of employees in the category X 100%

Age distribution of rate of new employee hires (in percentage) ¹ (G4-LA1)		2016			2015		
		Below 30	30 – 50	Above 50	Below 30	30 – 50	Above 50
Corporate Office	WL	56	9	10	33	9	5
Investment Properties	WEL	37	13	8	32	11	3
Leisure and Hospitality	GA	57	17	19	22	14	5
	PC	59	19	20	69	29	16
	WH	14	23	9	33	14	4
	Sub-t	18	21	13	37	17	6
Logistics	MTL	43	7	1	19	4	2
	SF	77	57	28	77	36	14
	Sub-t	52	11	11	32	6	7
CME	i-CABLE	61	16	7	60	13	8
	WTT	51	15	1	39	17	4
	Sub-t	59	15	5	55	15	7
TOTAL		41	15	9	44	13	6

Gender distribution of turnover (in number) (G4-LA1, HKEX B1.2)		2016		2015	
		Male	Female	Male	Female
Corporate Office	WL	12	24	22	22
Investment Properties	WEL	68	117	55	88
Leisure and Hospitality	GA	16	15	5	11
	PC	36	17	51	26
	WH	122	100	86	74
	Sub-t	174	132	142	111
Logistics	MTL	63	19	32	14
	SF	70	19	55	11
	Sub-t	133	38	87	25
CME	i-CABLE	277	153	288	176
	WTT	135	57	123	46
	Sub-t	412	210	411	222
TOTAL		799	521	717	468

Gender distribution of rate of turnover (in percentage) ² (G4-LA1, HKEX B1.2)		2016		2015	
		Male	Female	Male	Female
Corporate Office	WL	10	15	18	14
Investment Properties	WEL	17	24	21	24
Leisure and Hospitality	GA	35	16	19	20
	PC	26	16	33	30
	WH	24	24	24	22
	Sub-t	25	21	25	23
Logistics	MTL	7	18	13	12
	SF	28	44	21	43
	Sub-t	12	25	15	19
CME	i-CABLE	20	26	24	30
	WTT	20	22	18	21
	Sub-t	20	25	22	28
TOTAL		18	23	21	24

¹ New hire rate (in percentage) = Total number of new hires in the category / Total number of employees in the category X 100%

² Turnover rate (in percentage) = Total number of turnover in the category / Total number of employees in the category X 100%

Age group distribution of turnover (in number) (G4-LA1, HKEX B1.2)		2016			2015		
		Below 30	30 – 50	Above 50	Below 30	30 – 50	Above 50
Corporate Office	WL	15	14	7	7	32	5
Investment Properties	WEL	84	64	37	72	76	25
Leisure and Hospitality	GA	4	11	16	3	20	5
	PC	20	17	16	26	35	15
	WH	90	119	13	84	112	13
	Sub-t	114	147	45	113	167	33
Logistics	MTL	17	34	31	22	37	53
	SF	21	15	53	18	9	37
	Sub-t	38	49	84	40	46	90
CME	i-CABLE	215	174	41	253	215	39
	WTT	55	128	9	54	108	17
	Sub-t	270	302	50	307	323	56
TOTAL		521	576	223	539	644	209

Age group distribution of rate of turnover (in percentage) ¹ (G4-LA1, HKEX B1.2)		2016			2015		
		Below 30	30 – 50	Above 50	Below 30	30 – 50	Above 50
Corporate Office	WL	37	8	11	15	18	9
Investment Properties	WEL	37	13	23	29	15	14
Leisure and Hospitality	GA	57	14	30	33	26	8
	PC	59	12	24	67	25	25
	WH	21	52	7	33	23	7
	Sub-t	24	33	15	38	24	10
Logistics	MTL	20	7	8	22	7	17
	SF	68	33	25	60	23	18
	Sub-t	32	9	14	31	8	17
CME	i-CABLE	50	15	10	54	19	10
	WTT	40	20	5	40	16	11
	Sub-t	47	17	9	51	18	11
TOTAL		36	17	13	40	17	13

Health and Safety²

Work-related fatality in number (G4-LA6, HKEX B2.1)		2016		2015	
		Male	Female	Male	Female
TOTAL		–	–	–	–

Gender distribution of injury rate (per 1,000 employees) ³ (G4-LA6)		2016		2015	
		Male	Female	Male	Female
Corporate Office	WL	16	–	8	–
Investment Properties	WEL	12	21	25	22
Leisure and Hospitality	GA	21	21	–	11
	PC	56	47	94	121
	WH	85	170	85	62
	Sub-t	75	127	80	64
Logistics	MTL	12	–	26	–
	SF	12	23	12	67
	Sub-t	12	7	23	14
CME	i-CABLE	14	2	18	5
	WTT	1	4	3	4
	Sub-t	10	2	13	5
TOTAL		21	40	27	25

¹ Turnover rate (in percentage) = Total number of turnover in the category / Total number of employees in the category X 100%

² All employees (permanent contract employees, fixed term contract employees and temporary contract employees) were included in 2016, while only permanent employee figures were included in 2015. Contracted workers were not included in calculation.

³ Injury rate (per 1,000 employees) = Total injury cases in the category / Number of all employees in the category X 1,000

Gender distribution of lost day rate (in percentage) ¹ (G4-LA6, HKEX B2.2)		2016		2015	
		Male	Female	Male	Female
Corporate Office	WL	0.002	–	–	–
Investment Properties	WEL	0.017	0.082	0.290	0.016
Leisure and Hospitality	GA	1.531	0.059	–	0.257
	PC	0.174	0.225	0.478	0.601
	WH	0.630	0.581	1.102	0.660
	Sub-t	0.602	0.444	0.861	0.579
Logistics	MTL	0.052	–	0.379	–
	SF	0.260	0.043	0.023	0.148
	Sub-t	0.100	0.011	0.301	0.020
CME	i-CABLE	0.158	0.020	0.047	0.020
	WTT	0.004	0.001	0.001	0.005
	Sub-t	0.113	0.015	0.032	0.016
TOTAL		0.193	0.170	0.263	0.181

Gender distribution of occupational disease rate (in percentage) ² (G4-LA6)		2016		2015	
		Male	Female	Male	Female
Corporate Office	WL	–	–	–	–
Investment Properties	WEL	–	–	–	–
Leisure and Hospitality	GA	–	–	–	–
	PC	–	–	–	–
	WH	0.0143	0.0309	–	–
	Sub-t	0.0105	0.0211	–	–
Logistics	MTL	–	–	–	–
	SF	–	–	–	–
	Sub-t	–	–	–	–
CME	i-CABLE	0.0058	0.0007	0.0071	0.0020
	WTT	–	–	–	–
	Sub-t	0.0041	0.0005	0.0047	0.0014
TOTAL		0.0038	0.0072	0.0021	0.0005

Gender distribution of absentee rate (in percentage) ³ (G4-LA6)		2016		2015	
		Male	Female	Male	Female
Corporate Office	WL	1.843	1.881	1.019	2.957
Investment Properties	WEL	1.581	2.667	1.476	2.315
Leisure and Hospitality	GA	2.283	1.545	1.575	1.729
	PC	0.959	1.238	1.240	1.045
	WH	1.032	1.179	1.760	1.323
	Sub-t	1.103	1.243	1.623	1.342
Logistics	MTL	1.676	1.915	2.740	1.728
	SF	2.310	1.020	2.843	2.484
	Sub-t	1.824	1.678	2.762	1.828
CME	i-CABLE	1.438	2.411	1.186	1.649
	WTT	1.102	2.061	1.258	2.315
	Sub-t	1.340	2.315	1.210	1.849
TOTAL		1.456	1.961	1.718	1.865

¹ Lost day rate (in percentage) = Total lost days in the category / Total number of days scheduled to be worked of all employees in the category X 100%

² Occupational disease rate (in percentage) = Total occupational disease cases in the category / Total days scheduled to be worked of all employees in the category X 100%

³ Absentee rate (in percentage) = Total absentee days in the category / Total days scheduled to be worked of all employees in the category X 100%

Training and Development¹

Average number of training hours per employee (G4-LA9)		2016	2015
Corporate Office	WL	2.6	2.8
Investment Properties	WEL	15.9	22.7
Leisure and Hospitality	GA	0.9	6.8
	PC	3.4	3.5
	WH	10.3	21.2
	Sub-t	8.0	16.2
Logistics	MTL	27.5	30.5
	SF	7.8	8.4
	Sub-t	22.9	25.7
CME	i-CABLE	21.6	11.8
	WTT	6.2	7.8
	Sub-t	16.6	10.5
TOTAL		15.4	15.7

Average number of training hours by gender (G4-LA9, HKEX B3.2)		2016		2015	
		Male	Female	Male	Female
Corporate Office	WL	2.2	2.9	2.4	3.1
Investment Properties	WEL	17.1	14.9	22.9	22.6
Leisure and Hospitality	GA	1.1	0.9	15.6	1.7
	PC	2.9	4.0	3.4	3.5
	WH	9.9	10.7	21.2	21.2
	Sub-t	7.9	8.1	17.1	15.3
Logistics	MTL	28.0	23.7	32.0	19.2
	SF	8.3	4.7	8.9	4.3
	Sub-t	23.5	18.4	26.9	16.0
CME	i-CABLE	21.6	21.6	11.8	11.8
	WTT	6.6	5.3	8.4	6.2
	Sub-t	16.7	16.6	10.6	10.1
TOTAL		16.6	13.1	16.6	13.8

Average number of training hours by employment category (G4-LA9, HKEX B3.2)		2016			2015		
		Senior Management	Middle Management	General employees	Senior Management	Middle Management	General employees
Corporate Office	WL	4.5	4.7	1.7	3.0	3.1	2.6
Investment Properties	WEL	21.5	14.9	16.0	24.3	15.0	24.1
Leisure and Hospitality	GA ²	–	38.4	28.6	–	3.6	6.9
	PC	1.0	9.3	3.2	0.3	0.6	0.8
	WH	23.0	10.8	9.8	20.9	21.2	21.2
	Sub-t	15.7	11.5	10.8	12.7	14.6	15.9
Logistics	MTL	23.6	38.6	23.7	28.1	30.4	30.8
	SF	21.5	8.9	7.7	4.4	6.7	8.5
	Sub-t	23.4	38.0	19.0	27.4	29.8	24.7
CME	i-CABLE	24.0	22.5	21.2	12.4	11.9	11.7
	WTT	1.8	8.4	5.5	824.3	33.1	8.4
	Sub-t	18.9	14.8	16.8	84.8	19.7	10.6
TOTAL		16.5	19.9	15.3	47.4	19.8	15.9

¹ All employees (permanent contract employees, fixed term contract employees and temporary contract employees) were included in 2016, while only permanent employee figures were included in 2015.

² Training hours of General Managers of Gateway Apartments were included in that of Pacific Club.

GRI Index

GRI G4 Indicator	Description	Section/Cross-reference/Comments/ Reasons for Omissions	Page
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ORGANISATIONAL PROFILE			
G4-3	Name of the organisation	About Wharf	4
G4-4	Primary brands, products and services	About Wharf	4
G4-5	Location of the organisation's headquarters	About Wharf	4
G4-6	Countries of operation	About Wharf	4
G4-7	Nature of ownership and legal form	About Wharf	4
G4-8	Markets served	About Wharf	4
G4-9	Scale of the organisation	About Wharf Business Development Data Performance	4 14 59
		Please refer to our Annual Report 2016 for the Group's relevant financial performance.	
G4-10	Profile of workforce	Data Performance There was no substantial portion of work of our operation performed by self-employed workers during the reporting period. There was no significant variation in employment number during the reporting period compared to previous year.	59-60
G4-11	Percentage of total employees covered by collective bargaining agreements	In general there is no collective bargaining agreements for employees in Hong Kong.	-
G4-12	The organisation's supply chain	Business Performance	20
G4-13	Significant changes during the reporting period	The Group disposed of the entire equity interests of Wharf T&T in November 2016, which of the led to sustainability performance of Wharf T&T from 1 January 2016 to 9 November 2016 inclusive. The Group will exit the Communications, Media & Entertainment segment after strategic review in 2016, which may lead to the change of reporting scope in future reports.	-
G4-14	Precautionary approach	Business Development	15-18
G4-15	Externally developed economic, environmental and social charters	About Wharf	6
G4-16	Memberships in associations	About Wharf	6

GRI G4 Indicator	Description	Section/Cross-reference/Comments/ Reasons for Omissions	Page
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G4-17	Entities included in the organisation's consolidated financial statement	About Wharf For other entities which are not covered in the reporting scope of this report, please refer to our Annual Report 2016.	4
G4-18	Process for defining the report content and the aspect boundaries	Our Approach to Corporate Social Responsibility	12
G4-19	List all of material aspects identified in the process for defining report content	Our Approach to Corporate Social Responsibility Appendix II	12 77
G4-20	Aspect boundary within the organisation	Appendix II	77
G4-21	Aspect boundary outside the organisation	Appendix II	77
G4-22	Restatements of information	Data was restated due to changes of measurement and estimation methods. Relevant information was detailed in Data Performance section.	-
G4-23	Report significant changes in the scope and aspect boundaries	The Group disposed of the entire equity interests of Wharf T&T in November 2016, which led to sustainability performance of Wharf T&T from 1 January 2016 to 9 November 2016 inclusive.	-
STAKEHOLDER ENGAGEMENT			
G4-24	Stakeholder groups engaged	Our Approach to Corporate Social Responsibility	9
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REPORT PROFILE			
G4-28	Reporting period	About this Report	3
G4-29	Date of most recent previous report	Our previous report was published in August 2016.	-
G4-30	Reporting cycle	We report annually.	-
G4-31	Contact point	About this Report	3
G4-32	Report the 'in accordance' option	About this Report	3
G4-33	External assurance for the report	No external assurance was sought for the report.	-
GOVERNANCE			
G4-34	Governance structure of the organisation	Our Approach to Corporate Social Responsibility Business Development	8 15-16
ETHICS AND INTEGRITY			
G4-56	The organisation's values, principles, standards and norms of behaviour	Our Approach to Corporate Social Responsibility Business Development	7 18
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INDIRECT ECONOMIC IMPACTS			
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GRI G4 Indicator	Description	Section/Cross-reference/Comments/Reasons for Omissions	Page
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EN-6	Reduction of energy consumption	Environment	29
CRE-1	Energy intensity	Data Performance	51
WATER			
G4-DMA	Management Approach	Environment	30-31
EN-8	Total water withdrawal by source	Data Performance	51
CRE-2	Water intensity	Data Performance	52
EMISSIONS			
G4-DMA	Management Approach	Environment	30
		There is no offset being used to meet GHG emissions targets.	
EN-15	Direct greenhouse gas (GHG) emissions (Scope 1)	Data Performance	52-53
EN-16	Indirect greenhouse gas (GHG) emissions (Scope 2)	Data Performance	52-53
CRE-3	Greenhouse gas emissions intensity	Data Performance	53
EFFLUENTS AND WASTE			
G4-DMA	Management Approach	Environment	31-32
EN-24	Total number and volume of significant spills	This issue is material to Modern Terminals and Star Ferry. Both did not have any significant spills during the reporting period.	-
PRODUCTS AND SERVICES			
G4-DMA	Management Approach	Environment	27-32
EN-27	Extent of impact mitigation of environmental impacts of products and services	Environment	27-32
COMPLIANCE			
G4-DMA	Management Approach	Business Development	15
EN-29	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations	There were no significant fines or non-monetary sanctions for non-compliance with environmental laws or regulations during the reporting period.	-
SUPPLIER ENVIRONMENTAL ASSESSMENT			
G4-DMA	Management Approach	Business Development	20
		Currently the Group does not have a Group-wide supplier assessment system to screen new suppliers using environmental criteria. We endeavour to enhance our performance on this aspects in future.	
EN-32	Percentage of new suppliers that were screened using environmental criteria	Currently the Group does not collect comprehensive data under this indicator. We target to disclose the information in future reports.	-

GRI G4 Indicator	Description	Section/Cross-reference/Comments/ Reasons for Omissions	Page
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LABOUR PRACTICES AND DECENT WORK			
EMPLOYMENT			
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LA-6	Type of injury and rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities	People Data Performance	40 64-65
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G4-DMA	Management Approach	People	35
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G4-DMA	Management Approach	People	36-37
HR-3	Total number of incidents of discrimination and corrective actions taken	There were no reported incidents of discrimination during the reporting period.	-
SUPPLIER HUMAN RIGHTS ASSESSMENT			
G4-DMA	Management Approach	Currently the Group does not have a Group-wide supplier assessment system to screen new suppliers using human rights criteria. We endeavour to enhance our performance on this aspects in future.	-
HR-10	Percentage of new suppliers that were screened using human rights criteria	Currently the Group does not collect comprehensive data under this indicator. We target to disclose the information in future reports.	-

GRI G4 Indicator	Description	Section/Cross-reference/Comments/ Reasons for Omissions	Page
PRODUCT RESPONSIBILITY			
CUSTOMER HEALTH AND SAFETY			
G4-DMA	Management Approach	Products and Services	46
PR-2	Total number of incidents of non-compliance with regulations and voluntary codes concerning the health and safety impacts of products and services during their life cycle, by type of outcomes	There were no reported incidents of non-compliance during the reporting period.	-
PRODUCT AND SERVICE LABELLING			
G4-DMA	Management Approach	Products and Services	45
PR-4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labelling	There were no reported incidents of non-compliance during the reporting period.	-
PR-5	Results of surveys measuring customer satisfaction	Products and Services	47
MARKETING COMMUNICATIONS			
G4-DMA	Management Approach	Products and Services	41-45
PR-7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship, by type of outcomes	There were no reported incidents of non-compliance during the reporting period.	-
CUSTOMER PRIVACY			
G4-DMA	Management Approach	Products and Services	47
PR-8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data	There were no relevant substantiated complaints during the reporting period.	-
COMPLIANCE			
G4-DMA	Management Approach	Business Development Products and Services	15 41
PR-9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services	There were no reported significant fines for non-compliance during the reporting period.	-

GRI G4 Indicator	Description	Section/Cross-reference/Comments/ Reasons for Omissions	Page
SOCIETY			
LOCAL COMMUNITIES			
G4-DMA	Management Approach	Business-in-Community	21
SO-1	Percentage of operations with implemented local community engagement, impact assessments, and development programs	Business-in-Community All of our business units in the reporting scope involved in Project <i>WeCan</i> , the Group's flagship Business-in-Community initiative, during the reporting period.	22-26
ANTI-CORRUPTION			
G4-DMA	Management Approach	Business Development Business-in-Community People	18 26 36
SO-5	Confirmed incidents of corruption and actions taken	There were no reported confirmed incidents during the reporting period.	-
COMPLIANCE			
G4-DMA	Management Approach	Business Development	15
SO-8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations	There were no significant fines or non-monetary sanctions for non-compliance with laws or regulations during the reporting period.	-
SUPPLIER ASSESSMENT FOR IMPACTS ON SOCIETY			
G4-DMA	Management Approach	Currently the Group does not have a Group-wide supplier assessment system to screen new suppliers using criteria of impact on society. We endeavour to enhance our performance on this aspect in future.	-
SO-9	Percentage of new suppliers that were screened using criteria for impacts on society	Currently the Group does not collect comprehensive data under this indicator. We target to disclose the information in future reports.	-

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Subject areas, aspects, general disclosures and KPIs		Section/Cross-reference/Comments/ Reasons for Omissions	Page
ENVIRONMENT			
Aspect A1	Emission		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, generation of hazardous and non-hazardous waste	Environment	27-32
A1.1	The types of emissions and respective emissions data	Data Performance	52-53
A1.2	Greenhouse gas emissions in total and where appropriate, intensity	Data Performance	52-53
A1.3	Total hazardous waste produced and where appropriate, intensity	Data Performance	53-58
		Only data of waste recycled is disclosed.	
A1.4	Total non-hazardous waste produced and where appropriate, intensity	Data Performance	53-58
		Only data of waste recycled is disclosed.	
A1.5	Description of measures to mitigate emissions and results achieved	Environment	30
A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved	Environment	31-32
Aspect A2	Use of resources		
General Disclosure	Policies on efficient use of resources, including energy, water and other raw materials	Environment	27-32
A2.1	Direct and/or indirect energy consumption by type in total and intensity	Data Performance	49-51
A2.2	Water consumption in total and intensity	Data Performance	51-52
A2.3	Description of energy use efficiency initiatives and results achieved	Environment	29
A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved	Environment	30-31
A2.5	Total packaging material used for finished products, and if applicable, with reference to per unit produced	N/A	-
Aspect A3	The environment and natural resources		
General Disclosure	Policies on minimising the issuer's significant impact on the environment and natural resources	Environment	27-32
A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them	Environment	27-32
SOCIAL			
Aspect B1	Employment		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination and other benefits and welfare	People	33,35-37
B1.1	Total workforce by gender, employment type, age group and geographical region	Data Performance	59-60
B1.2	Employee turnover rate by gender, age group and geographical region	Data Performance	63-64
Aspect B2	Health and safety		
General Disclosure	Information on (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards	People	38-40
B2.1	Number and rate of work-related fatalities	Data Performance	64
B2.2	Lost days due to work injury	Data Performance	65
B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored	People	38-40

Subject areas, aspects, general disclosures and KPIs		Section/Cross-reference/Comments/ Reasons for Omissions	Page
Aspect B3	Development and training		
General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	People	35
B3.1	The percentage of employees trained by gender and employee category	N/A	-
B3.2	The average training hours completed per employee by gender and employee category	Data Performance	66
Aspect B4	Labour standards		
General Disclosure	Information on: (a) the policies; and (b) compliance and material non-compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child or forced labour	People Products and Services	36 45
B4.1	Description of measures to review employment practices to avoid child and forced labour	People	36
B4.2	Description of steps taken to eliminate such practices when discovered	People	36
Aspect B5	Operating Practices		
General Disclosure	Policies on managing environmental and social risks of supply chain	Business Development	20
B5.1	Number of suppliers by geographical region	N/A	-
B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored	Our Approach to Corporate Social Responsibility Business Development	9 20
Aspect B6	Product responsibility		
General Disclosure	Information on: (a) the policies; and b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress	Products and Services	41-47
B6.1	Percentage of total product sold or shipped subject to recalls for safety and health reasons	N/A	-
B6.2	Number of products and service related complaints received and how they are dealt with	N/A	-
B6.3	Description of practices relating to observing and protecting intellectual property rights	N/A	-
B6.4	Description of quality assurance process and recall procedures	Products and Services	46-47
B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored	Products and Services	47
Aspect B7	Anti-corruption		
General Disclosure	Information on (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering	Business Development Business-in-Community People	18 26 36
B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases	There were no relevant concluded legal cases during the reporting period.	-
B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored	Business Development	18
Aspect B8	Community		
General Disclosure	Policies on community engagement to understand the community's needs where it operates and to ensure its activities take into consideration communities' interests	Business-in-Community	21-26
B8.1	Focus areas of contribution	Business-in-Community	21-26
B8.2	Resources contributed to the focus area	Business-in-Community	21-26

Appendix I: Correlation between Wharf's Material Issues and GRI G4 Aspects

Material issues	Description	Related GRI G4 aspect	Related GRI G4 indicator
Business Development			
Corporate governance and risk management	Wharf's governance practices and processes to identify and manage Environmental, Social and Governance (ESG) risks throughout its operations, as well as increase its transparency on governance and risk control.	ENV: Compliance SOC: Compliance PR: Compliance	EN29 SO8 PR9
Compliance with laws and regulations	Wharf's efforts to comply with laws and regulations and go beyond regulatory requirement in areas of environmental, social and products and services across its operations.	ENV: Compliance SOC: Compliance PR: Compliance	EN29 SO8 PR9
Environment			
Energy consumption	Wharf's approach and initiatives to reduce energy (e.g. electricity and fuel) consumption and intensity of its operations.	Energy	EN3, EN6, CRE1
Water consumption and effluents management	Wharf's approach to reduce the water consumption and intensity of its operations and its approach to managing effluents.	Water Effluents and Waste	EN8, CRE2 EN24
GHG emission and pollution control	Wharf's efforts to reduce greenhouse gas emission and reduce air pollution as a result of Wharf's operations. To measure and monitor air quality indoors and reduce air contaminants outdoors.	Emissions	EN15, EN16, CRE3
People			
Employee attraction and retention	Wharf's approach and initiatives to attract, retain and provide competitive benefits to their employees.	Employment	LA1, LA2
Ethics & integrity	Wharf's approach to build a culture of ethics and integrity among its own staff and relevant stakeholders such as contractors and suppliers.	Anti-corruption	SO5
Workplace practice	Wharf's efforts to provide an ethical, equitable, diverse and supporting workplace and ensure human rights are respected in its operations.	Diversity and Equal Opportunity Non-discrimination	LA12 HR3
Human rights	Wharf's efforts to protect the human rights of its staff; and ensure human rights are respected by its business partners and suppliers.	Non-discrimination Supplier Human Rights Assessment	HR3 HR10
Training and development	Wharf's efforts in human capital development and in the creation of greater opportunities for employee career progression.	Training and Education	LA9
Occupational health & safety	Wharf's efforts in managing all aspects of safety to reduce the risk of accidents or injuries for all people working for Wharf (including employees from contractors and sub-contractors).	Occupational Health and Safety	LA6
Employee wellness	Wharf's efforts to foster work-life balance for its employees.	Employment	LA1, LA2

Material issues	Description	Related GRI G4 aspect	Related GRI G4 indicator
Products and Services			
Product and service responsibility	Wharf's responsibility for the products and services offered, including quality, health and safety, laws and regulations compliance in addressing environmental and social concern.	ENV: Products and Services Product and Service Labelling Marketing Communications	EN27 PR5 PR7
Customer health and safety	Wharf's approach to ensure customer's health and safety when using their products and services.	Customer Health and Safety	PR2
Customer engagement and satisfaction	Wharf's customer engagement channels and approach of measuring customer satisfaction.	Product and Service Labelling	PR4, PR5
Customer privacy	Wharf's approach to protect customers' data and privacy.	Customer privacy	PR8
Procurement and supply chain management	Wharf's approach and initiatives to manage its procurement process and the relationships with suppliers and contractors, including its requirements on operational, environmental, labour practices and human rights aspects.	Employment Supplier Environmental Assessment Supplier Human Rights Assessment Supplier Assessment for Impacts on Society	LA1, LA2 EN32 HR10 SO9
Community			
Direct and indirect contribution towards communities	Wharf's contributions to the communities, and its involvement in, and partnership with, community organisations to address social issues.	Indirect Economic Impacts	EC7
Community engagement	Wharf's approach to engage and consult with communities and understand their needs.	Local Communities	SO1

Appendix II: Focus Operation and Boundary Mapping of Material Issues

The chart below outlines material sustainability issues with corresponding focus operations and boundary.

Material sustainability issue	Focus operation*	Corresponding section in report	Within the Group	Outside the Group		
				Business partners	Customers	Neighbouring community
Corporate governance and risk management	Wharf Group	Business Development	✓	✓	✓	✓
Compliance with laws and regulations	Wharf Group	Business Development	✓	✓	✓	✓
Energy consumption	Investment Properties Leisure and Hospitality	Environment	✓			✓
Water consumption and effluents management	Logistics Leisure and Hospitality	Environment	✓			✓
GHG emission and pollution control	Logistics	Environment	✓			✓
Employee attraction and retention	Wharf Group	People	✓	✓	✓	
Ethics & integrity	Wharf Group	People	✓	✓	✓	✓
Workplace practice	Wharf Group	People	✓	✓		
Human rights	Wharf Group	People	✓	✓		
Training and development	Wharf Group	People	✓	✓	✓	✓
Occupational health & safety	Wharf Group	People	✓	✓	✓	
Employee wellness	Wharf Group	People	✓			✓
Product and service responsibility	Investment Properties Leisure and Hospitality CME	Products and Services	✓	✓	✓	✓
Customer health and safety	Investment Properties Leisure and Hospitality CME	Products and Services	✓		✓	✓
Customer engagement and satisfaction	Wharf Group	Products and Services	✓		✓	
Customer privacy	Leisure and Hospitality CME	Products and Services	✓		✓	
Procurement and supply chain management	Logistics Leisure and Hospitality	Business Development Products and Services	✓	✓		✓
Direct and indirect contribution towards communities	Wharf Group	Business-in-Community	✓			✓
Community engagement	Wharf Group	Business-in-Community	✓			✓

* Disclosure of sustainability performance is based on focus operation(s) listed in the table, corresponding performances of other operations are also included where appropriate.



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