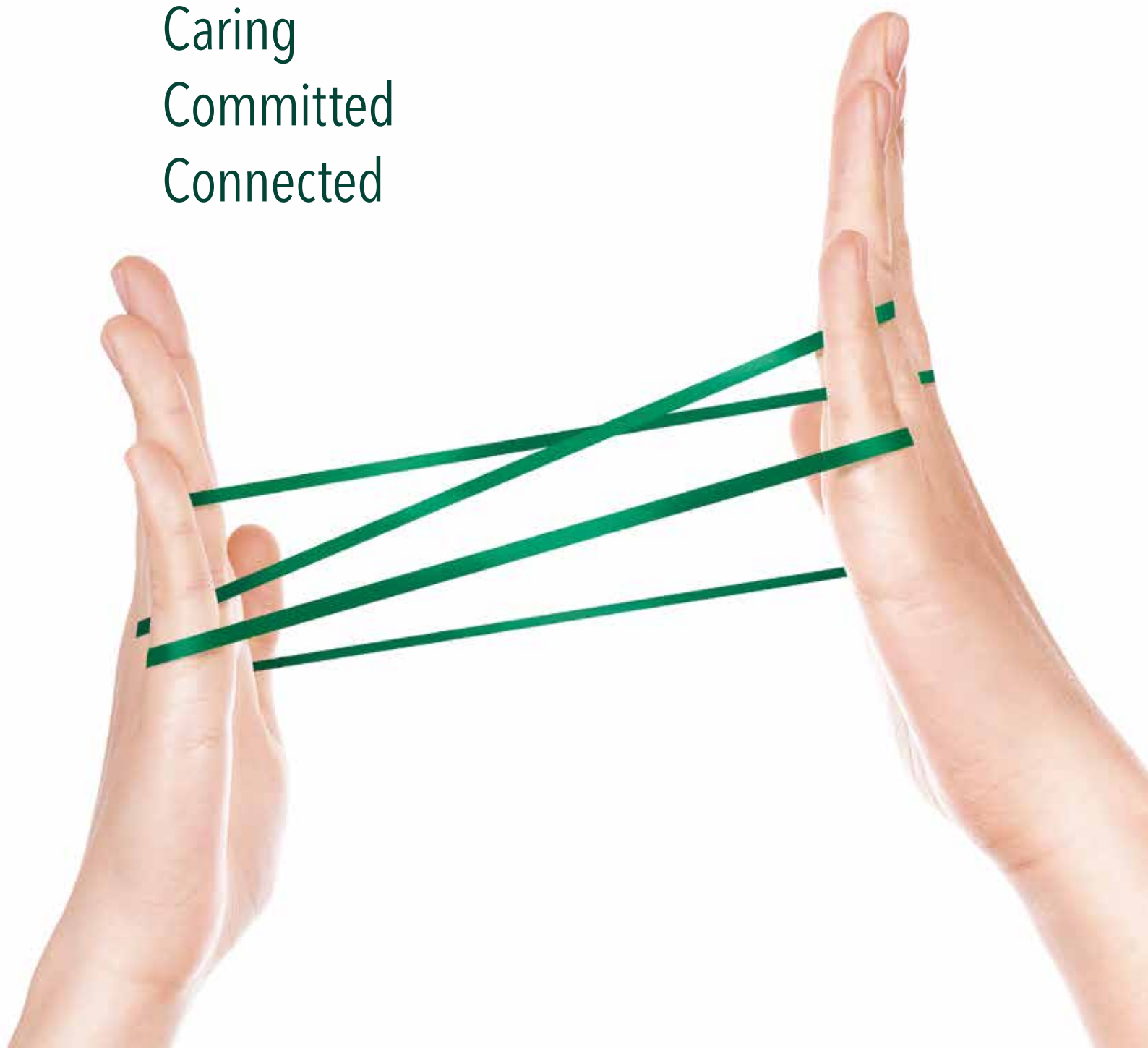




恒基兆業地產有限公司
HENDERSON LAND DEVELOPMENT COMPANY LIMITED
Stock Code: 12

Sustainability and CSR Report 2017

Caring
Committed
Connected



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2017 Highlights

To date, we have achieved cumulatively

11 LEED,
18 BEAM,
26 BEAM Plus,
4 China Green Building Design Label and
2 WELL project accreditations

15 Middle Road project achieved
WELL Gold
Pre-certification
from International
WELL Building Institute (IWBI)

Averaged
97.8%
overall customer satisfaction

Over
160,000
training hours for employees

Supported over 100 community
programmes, benefitting over
24,000
underprivileged and young people

Planted
3,000
native tree seedlings in
Plantation Enrichment Project

Five of our Volunteer Teams
contributed over
100,000
service hours

Set target to reduce energy
consumption in the common
areas of 14 commercial
properties by
10% by 2025 (2015 as baseline)

About This Report

Scope of the Report

This is the fourth annual standalone Sustainability and CSR Report (“the Report”) of Henderson Land Development Company Limited (“Henderson Land” or “the Group”) for the year ended 31 December 2017. The Report provides an overview of the environmental, social and governance (“ESG”) progress of the Group, covering our operations in Hong Kong, namely our headquarters located at Two International Finance Centre and AIA Tower, and our wholly-owned subsidiaries, namely E Man Construction Company Limited (“E Man”), which operates and manages the Group’s construction sites; Goodwill Management Limited (“Goodwill”), which manages the Group’s investment properties; Well Born Real Estate Management Limited (“Well Born”) and Hang Yick Properties Management Limited (“Hang Yick”), which manage approximately 77,000 residential and industrial/commercial units in total.

How We Report

The Report is prepared in accordance with the “Core” option of the internationally recognised Global Reporting Initiative’s (“GRI”) Standards reporting guidelines, together with GRI’s sector guidance on the Construction and Real Estate Sector, and the Environmental, Social and Governance Reporting Guide set out in Appendix 27 of the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited.

In preparing the Report, an independently managed stakeholder engagement exercise and benchmarking assessment were conducted to identify, prioritise and validate the evolving ESG

issues for Henderson Land. Regular engagement with our stakeholders ensures that we continue to meet their expectations and that our approach to Corporate Social Responsibility (“CSR”) remains relevant and consistent across our operations. During our last materiality assessment, we reviewed our corporate priorities, which helped us better understand stakeholder views on key topics and identify emerging risks and opportunities. Further details can be found in the sections of Stakeholder Engagement and Material Topics and Boundary Setting.

The Report sets out our approach to sustainability, which is guided by our mission to add value for all our stakeholders through a commitment to product and service excellence while continuously balancing our ESG impacts. The Report highlights our historic performance, including some illustrative case studies from 2017, and describes our plans and targets.

We manage the ESG impacts of our operations as effectively and thoughtfully as possible. We work collaboratively with our stakeholders and consultants on new projects, incorporating the latest technology and innovative design features to improve the environmental performance of our property portfolio.

Our social and environmental efforts are founded on sound corporate governance practices and procedures, in accordance with all rules, regulations and codes and standards applicable in Hong Kong. We strive to achieve a balance between the needs and requirements of our various stakeholders in the communities in which we operate.

About This Report

Our Vision for Sustainability

As one of Hong Kong's leading property developers, we are committed to building a more prosperous and sustainable society. The Group strives to align its commercial objectives with sustainable growth, social prosperity and the well-being of our communities.



CSR Policy

Our CSR Policy serves as a mandate that ensures we adhere to our sustainability commitments and targets. By going beyond minimum regulatory requirements in areas such as workplace quality, environmental protection, operating practices and community involvement, we ensure that our commercial and sustainability objectives are closely aligned.

The CSR Policy also affirms our commitments to maintaining open and transparent dialogue with our stakeholders and ultimately maximising the economic, social and environmental benefits that we deliver to the community. The CSR Policy obliges the Group to:

- meet all applicable legal and regulatory requirements on CSR matters
- pursue good CSR practices in our operations
- implement policies relating to workplace quality, environmental protection, operating practices and community involvement
- minimise potential environmental impacts
- provide a safe and healthy working environment to all employees and site staff in compliance with applicable legal requirements
- support meaningful community-oriented activities in partnership with our employees, community bodies, society and Government
- provide training and encourage our staff to be proactive in CSR
- promote CSR awareness among consultants and contractors
- engage our stakeholders about the CSR process
- monitor and improve our CSR performance

Please visit the Corporate Social Responsibility page on our website to learn more: <http://www.hld.com/en/csr/csrlanding.shtml>

Linking Material Topics

Topics that are considered material to our business are important beyond the scope of our value chain and our operation geographically. To align our CSR efforts with those of the greater sustainable development community, we have mapped our material topics to the Sustainable Development Goals (SDGs) of the United Nations. Launched in 2015, the 17 Goals are a universal call to action to tackle the biggest challenges our world is currently facing.



Source: United Nations' SDGs (<http://www.un.org/sustainabledevelopment/sustainable-development-goals>)

The Group considers these challenges of today to be opportunities for tomorrow. By aligning our operations with the SDGs, we can make a valuable contribution to these important and collective goals. Looking ahead, we aim to match our targets and actions with several of the SDGs in the coming years.

SDGs	Henderson Land's Actions
Affordable and Clean Energy	<ul style="list-style-type: none"> • In compliance with BEAM Plus standard for new and existing buildings, where practicable • Energy-efficient installations including air conditioning, lighting, pumping and lifts • Incorporation of energy efficient features such as solar responsive façades and waste energy recovery systems
Decent Work and Economic Growth	<ul style="list-style-type: none"> • Screening of new subcontractors based on labour standards criteria • Joint management-worker health and safety committees to monitor and advise on occupational health and safety • Public disclosure of the number and nature of health and safety incidents on construction sites
Sustainable Cities and Communities	<ul style="list-style-type: none"> • Green space in developments and green features on buildings, e.g. landscape and rooftop gardens, green walls • Integration of "common areas" that facilitate social interaction
Responsible Consumption and Production	<ul style="list-style-type: none"> • Develop and implement improved processes to reduce, reuse and recycle water, raw materials, non-renewable materials, other inputs, by-products and waste • Source materials with lower embedded energy • Implement sustainable procurement policies and action plans
Life on Land	<ul style="list-style-type: none"> • Partnerships for the planning and implementation of biodiversity offsetting • Protect, restore, enhance and safeguard ecological value and resources by adopting a "design out" approach that minimises potential adverse impacts • Managing and maintaining ecological and environmental mitigation measures through environmental impact assessment and planning processes

Message From Management

As a leading property developer, the principles of corporate social responsibility are highly important to us and we prioritise sustainability and community well-being in every aspect of our business strategy, decision making process and governance.

It is my pleasure to introduce our fourth standalone Sustainability and CSR Report, which provides an overview of Henderson Land's sustainability objectives and our many achievements during 2017.

As a leading property developer, the principles of corporate social responsibility are highly important to us and we prioritise sustainability and community well-being in every aspect of our business strategy, decision making process and governance.

We acknowledge that it is our responsibility to foster and promote a sustainable environment. The Group demonstrates this through innovative and sustainable building design as well as through socially responsible initiatives that engage the community. Our positive approach again earned Henderson Land recognition in 2017, with the Group's development at

15 Middle Road achieving WELL Gold Pre-certification from the respected International WELL Building Institute. This is the second consecutive year that one of our projects has achieved this standard, following our project at 18 King Wah Road becoming the first to be awarded what was, at the time, the highest rating of any development project in Hong Kong. Such recognition for the performance of our projects reflects our expertise in delivering creative solutions that advance both environmental sustainability and human health goals.

Acknowledging also that the Group's commercial prospects are closely linked to the prosperity of the community and other key stakeholders, we listen carefully to their feedback and proactively seek opportunities for collaboration. During 2017, Henderson Land participated in the pioneering Community Housing Movement.

Spearheaded by the Hong Kong Council of Social Service, it provides affordable transitional accommodation to inadequately housed low-income families. We are engaged in many such long-term partnerships with community bodies and NGOs that capitalise on our resources as a property developer and deliver innovative solutions to generate social benefits. I believe this shared value approach has always been a pillar of our success and will continue to be so.

Looking ahead, we face some important challenges to ensure a sustainable future for both the Group and our stakeholders.

Some of our most immediate risks and challenges include shortage of skilled labour, increasing construction costs and ageing buildings. In response, the Group is being highly proactive to address these issues. Through our participation in the Construction



Industry Council's Advanced Construction Manpower Training Scheme, we are developing the skills of junior site staff by providing on-the-job training at construction sites. To counter increasing costs, we have adopted innovative and intelligent cost-saving methods such as the use of semi-precast slabs to reduce on-site wastage and on-site labour demand. To address the issue of ageing buildings and enhance the neighbouring environment, we are actively acquiring old buildings for redevelopment.

At the Group level, our CSR Committee, which comprises senior management drawn from relevant business functions, has agreed on an ongoing sustainability strategy and on the actions required to implement the strategy and its policies. We will continue to strengthen our sustainability performance through innovation, training and setting

energy saving targets with clear implementation plans. For example, we are committed to reducing our carbon intensity in line with the Hong Kong Government's Climate Action Plan 2030+. The Group will also continue building shared value in the community with a focus on poverty relief, youth development, environmental education and elderly care.

I am looking forward to reporting back to you on what I am sure will be another year of continued progress on these important issues.

LEE KA SHING

*Vice Chairman
and Chairman of Corporate Social
Responsibility Committee*

About Our Group

Our Vision

The Group aspires to remain a market leader by maximising long-term economic value while also creating positive social and environmental impacts.

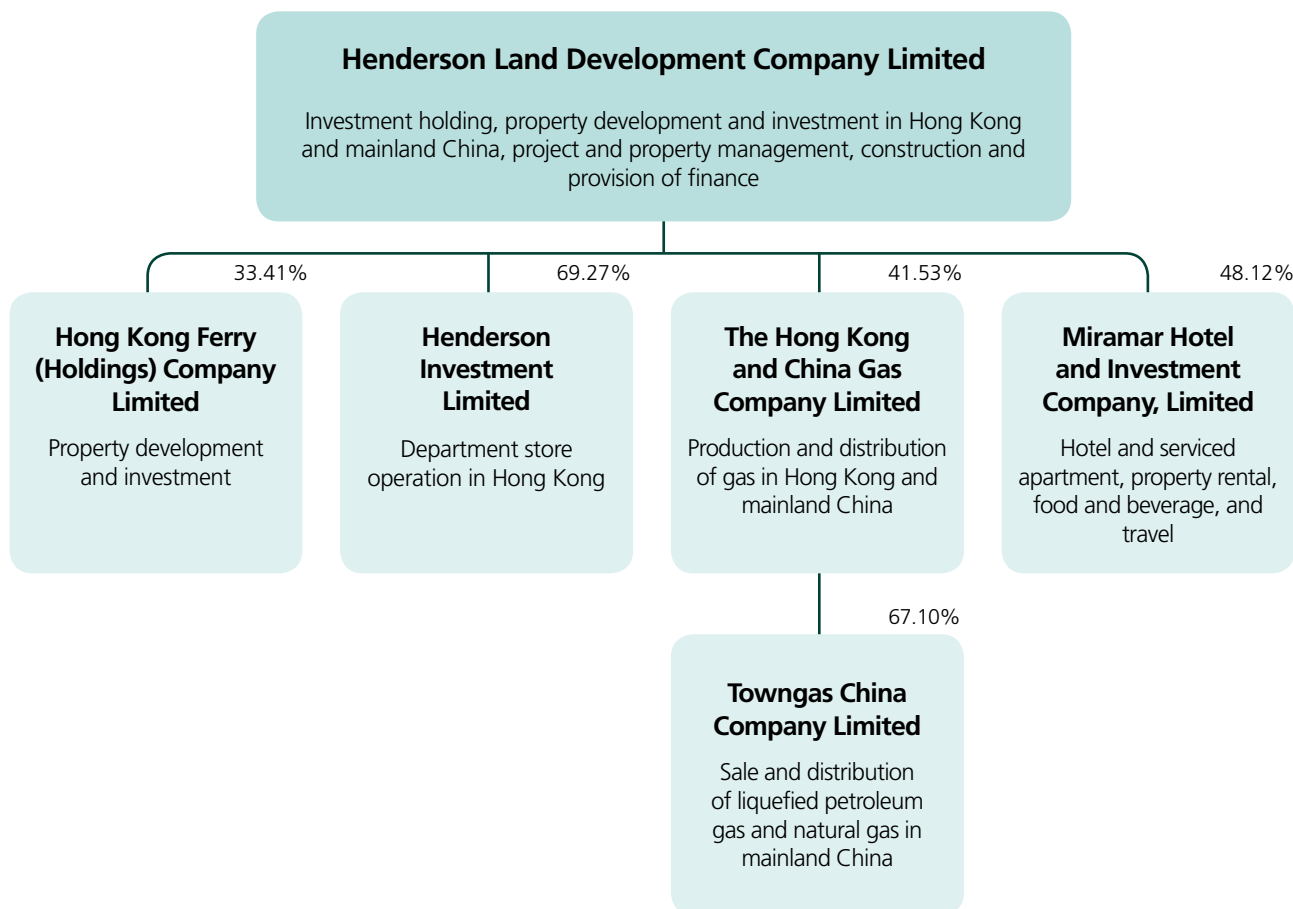
Corporate Profile

Founded in 1976 by our Chairman, Dr the Honourable Lee Shau Kee, GBM, and listed in Hong Kong since 1981, Henderson Land is a leading property developer with businesses in Hong Kong and throughout mainland China.

We create award-winning high quality new homes and commercial developments, ranging from city landmarks such as the International Finance Centre complex in Hong Kong and World Financial Centre in Beijing, to exceptional residential properties such as 39 Conduit Road, Eden Manor and Double Cove.

In addition to our core businesses of property development and property investment, Henderson Land also holds strategic investments in a listed subsidiary, Henderson Investment Limited, and three listed associates, including The

Hong Kong and China Gas Company Limited ("Hong Kong and China Gas"), which in turn has equity stakes in a listed subsidiary, Towngas China Company Limited; Hong Kong Ferry (Holdings) Company Limited ("Hong Kong Ferry"); and Miramar Hotel and Investment Company, Limited ("Miramar"). This portfolio provides significant synergy across several interconnected business sectors.



Note: all attributable interests shown above were figures as of 31 December 2017.

Business Overview

Property development, property investment and strategic investment in Hong Kong and mainland China form the three pillars of our business model. Our property development business sustains our profits and growth, while our property investment business and strategic investments are stable sources of income generation for the Group. With this model as our framework, the Group has adopted a deliberate strategic direction for delivering economic performance and maximising value for shareholders over the long term.

Business Model

Three Pillars



**Property
Development**



**Property
Investment**



**Strategic
Investments**

Strategic Direction



**Building for a
sustainable future
with low land costs**



**Locating prime
sites for property
investment with a
stable income stream**



**Expanding the
mainland China
market**



**Holding of strategic
investment for
constant return**



**Conservative
financial strategy**

Note: The above diagrams are for illustration only. For more details on the Group's business model and strategic direction, please refer to P.74 to 75 Henderson Land's 2017 Annual Report.

About Our Group

Economic Performance

2017 Financial Highlights

As at 31 December 2017, Henderson Land had a market capitalisation of

HK\$206 billion

The combined market capitalisation of Henderson Land and its listed subsidiary and associates, was

HK\$453 billion



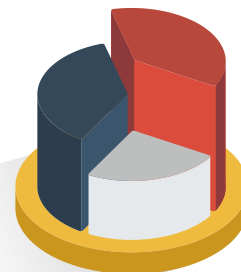
Revenue

HK\$24.5 billion



Profit attributable to equity shareholders

HK\$30.4 billion



Dividends per share

HK\$1.71

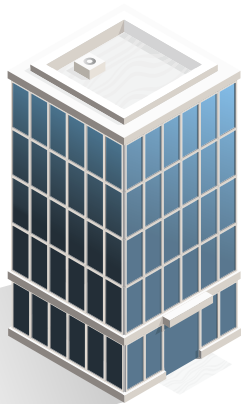
For more information on our financial performance, please refer to our Annual Report 2017. (http://www.hld.com/en/investor/annual_17.shtml)

Indirect Economic Impact

In addition to providing housing, offices, and retail space, the Group's developments create economic benefits for the community. These include new jobs on site and throughout the related supply chain, increased revenues for local businesses during construction and benefits arising from our investment in improving infrastructure and amenities.

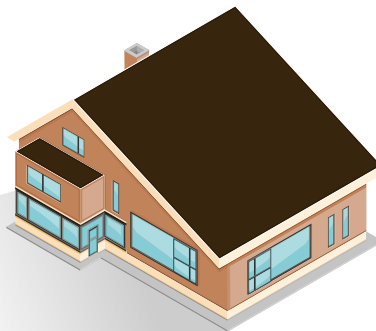
Henderson Land continues to contribute to the modern fabric of Hong Kong through our many urban redevelopment projects, by ensuring they deliver as much positive social and environmental benefits as possible. Road widening, street beautification and pedestrian access improve traffic, and enhance community safety and satisfaction. Existing underground utilities and services are also either replaced or upgraded during the development phase.

We require an extensive number of workers and service providers to support our businesses, which in return help create job opportunities throughout our supply chain. During the year, the Group contributed over HK\$4.7 billion to our supply chain, supporting over 2,500 of our supply chain partners. For further details of our supply chain management, please refer to p.30 to 31 of Our Customers and Value Chain section.



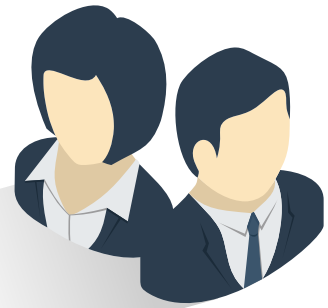
**Land bank in Hong Kong
(attributable floor area)**

24.5 million sq. ft.



**Land bank in mainland China
(attributable floor area)**

42.9 million sq. ft.



**Total number of
full-time employees**

8,590

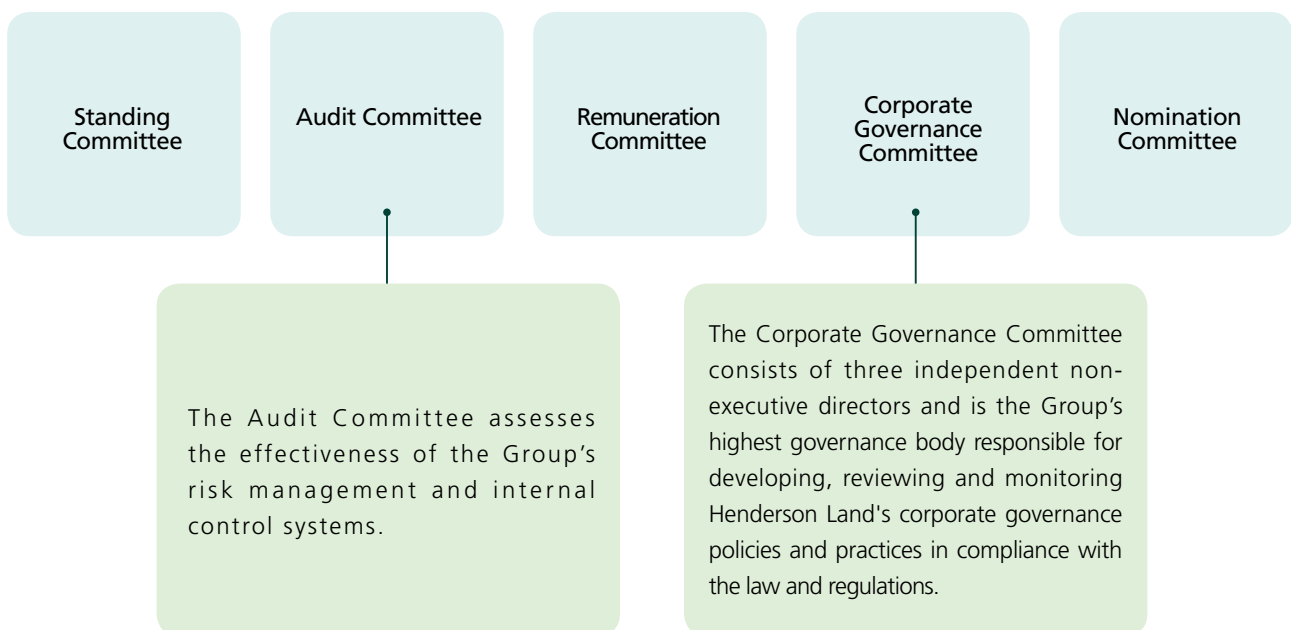
Corporate Governance

Our corporate governance approach is intended to serve the long-term interests of our shareholders, employees and other stakeholders. We are committed to maximising the value that we bring these groups through excellent product quality and service delivery. Sustainability is integral to this process as we set our focus on increasing economic growth while remaining mindful of our environmental and social impact.

Governance Structure

Under the leadership of our Board of Directors ("the Board"), we take every possible measure to ensure that our business is conducted in accordance with all applicable rules and regulations, codes and standards and lives up to our exacting standards of accountability and transparency.

The Board sets the direction of the Group's business strategy and overall management of our business activities. The Board has five committees:



In addition, the CSR Committee oversees issues relating to sustainability and corporate social responsibility. It is chaired by the Group's Vice Chairman, Mr Lee Ka Shing, and comprises several Directors and department heads.

The management team is responsible for day-to-day management, administration and operations of the Group under the guidance of the Board. Further information on the composition of the Board and related details can be found in the Corporate Governance Report in the Group's Annual Report 2017 and on the website of the Group. (http://www.hld.com/en/investor/annual_17.shtml)

Our Directors regularly attend talks and seminars organised or enrolled by our Company Secretarial Department based on their roles and duties. They also engage with professional bodies to enrich their skillsets and expertise as Directors so as to achieve sound corporate governance practice.



Risk Management

The Board regularly reviews and discusses the material risks associated with our strategy and operations. We have adopted a holistic approach to risk management that covers all aspects of our business and operations and assesses emerging trends and long-term risks.

The Group's Risk Management Policy helps to keep risks at acceptable levels by providing direction and tools for risk identification, analysis and management. For more details on the policy, please refer to our Corporate Governance Report.

Assessing the effectiveness of the Group's risk management and internal control systems is a high priority, and is overseen by the Audit Committee. The Audit Committee adopts a proactive approach to investigate any activities within its terms of reference.

Our Audit Department appraises the Group's major activities to ensure that

risk management functions are in place and operating effectively. The Audit Department reports directly to the Audit Committee with their findings.

Further details on how we address specific risks can be found within the relevant sections of this Report.

Corporate Values and Ethical Standards

The Group's approach to sustainability is derived from our corporate vision and uniformly applies to all employees and to all company activities. Our values support our business model and guide our decision-making processes throughout our operations. By investing in our people and their skills, we seek to nurture a culture of caring. The health and safety of all personnel linked to our operations are an utmost priority.

By continuously improving our operations and making the best use of our resources, the Group generates mutual benefits for all our stakeholders.

We do this by prioritising efficiency in all our operations, from waste reduction to energy saving measures, and beyond.

The Group's business activities adhere to stringent anti-corruption practices, as outlined in our Code of Conduct. It is mandatory for all employees to act professionally and comply with these policies.

All employees undergo anti-corruption training, including new employees within their first 60 days of employment. In addition, a seminar conducted by ICAC was held during the year.

We actively encourage any employee who identifies a concern related to our standards of conduct, to raise it with the Vice Chairman through a direct email link or by notifying the Human Resources Department directly. No incidents of corruption were reported within the Group during the reporting period.

Our Environment

We manage our property portfolio in Hong Kong and mainland China with as much consideration to our environmental impacts as possible. The Group continually seeks to minimise any negative impact on the communities and ecosystems in which we operate and to deliver improvement in our environmental performance.

Our approach to sustainable property development aims to:

- Reduce energy consumption and improve the energy efficiency of our properties
- Support the green building movement in Hong Kong and mainland China
- Extend the durability and functionality of new and redeveloped properties
- Utilise recycled materials and enhance recyclability
- Constantly monitor our performance to maximise value for our customers, tenants and the community

The Group's Environmental Policy and environmental management system are aligned with the principles of international guidelines such as ISO14001¹. They foster the adoption of environmental considerations at all levels of our business operations and throughout our supply chain, comprising aspects such as green building labelling, resource efficiency, green purchasing and environmental education. Please visit the Environmental Policy online at: <http://www.hld.com/en/csr/envpolicy.shtml> to learn more.

The Group has two environmental-related committees in place to monitor and support our sustainable property development activities. Our Green Building Sub-committee is responsible for green building development at the corporate level and sustainability related knowledge sharing. Our Safety and Environmental Committee is responsible for managing environmental, safety and risk-related issues on our construction sites.

	Composition	Objectives	Roles and Responsibility
 Green Building Sub-committee	Representatives of Project Management Department, Construction Department, Sales Department, Portfolio Leasing Department and Property Management subsidiaries	Support development of projects to achieve green building goals, facilitate knowledge sharing, adopt innovative technologies and set corporate green building standards	Disseminate green, healthy and smart building best practices internally. Build capacity through organising knowledge sharing sessions with sustainable building professionals from the Group and other organisations
 Safety and Environmental Committee	Representatives of Construction Department and construction subsidiaries	Minimise safety risks and improve environmental performance at construction sites	Closely monitor all safety and environmental measures

¹ISO 14001 sets out internationally recognised criteria for an environmental management system and can be used by any organisation regardless of its activity or sector. Learn more about ISO at <https://www.iso.org/iso-14001-environmental-management.html>



Our Construction Department has established safety and environmental management systems in compliance with relevant Hong Kong regulations and ISO14001 to ensure that all our development activities are conducted safely. An environmental manual, environmental plan, procedures, checklist and logbook are in place to evaluate and update our management approach and to ensure effective management of our material environmental topics.

Our subsidiaries Goodwill, Well Born and Hang Yick, implemented the Integrated Management System (IMS) according to the requirements of international standards such as ISO 9001, ISO 14001 and OHSAS 18001 to govern the delivery of services and management activities. Related policies, commitments, responsibilities, resources, and grievance mechanisms have been clearly laid out in the IMS. Both internal and external assessments are made using the ISO environmental standards to ensure regulatory compliance and identify areas of improvement.

Material Use and Waste Management

We aim to consider the lifecycle of every material we use, and minimise the environmental impacts associated with waste disposal through reuse and recycling throughout our project development process and property management operations.

Being part of our building life cycle management approach, the Group has adopted Building Information Modelling (BIM) technologies in our new property development projects. The technology features integrated design, engineering and fabrication workflows during project development, which enhance building design and construction accuracy, minimise material wastage and reduce errors during the process. Food composting machines are also deployed in new projects, if applicable, to enhance local food waste treatment.

To take further step to minimise construction waste, the Group adopts a prefabrication construction method in our development projects where applicable. This can reduce wastage by standardising the manufacturing process of construction materials, as well as minimising onsite formwork installation and other construction procedures which usually lead to more waste generation. Our local precast fabrication facility enables the Group to manufacture some precast elements, resulting in a reduced transportation carbon footprint.

At the Group's leasing properties, Goodwill regularly collects, labels and stores recyclable waste for handling by contractors. It also ensures that the contractors dispose of non-recyclable waste properly. A Green Committee reviews and promotes waste reduction opportunities throughout Well Born and Hang Yick's operations and collects waste recycling data every month.

Our Environment

Case Study

USING PREFABRICATED MATERIALS TO BUILD SUSTAINABLY

The Group's Novum West project, which has been awarded a Provisional BEAM Plus V.1.1 Silver Rating, has used prefabricated materials throughout its construction.

A precast concrete façade has been used in the project in tandem with a unitised curtain wall system to provide a building façade system. Instead of traditional temporary timber formwork, prefabricated aluminium system formwork has been adopted for casting the in situ reinforced concrete building structure. Some of the "green" characteristics of the prefabricated façade and temporary building materials that make Novum West a model project include:

- **Reducing** temporary work, including formwork, falsework and scaffolding, and hence reducing site waste through prefabrication of materials
- **Reducing** waste at site by using durable aluminium formwork which can be recycled, thus less use of landfills
- **Reducing** use of water at site by reducing wet trade work
- **Enhancing** building quality through standardised manufacturing procedures in factories
- **Reducing** disturbances to the surrounding community by accelerating the construction programme



Energy and Emissions Reduction

Climate change is a significant and complex global challenge and one that is already affecting both businesses and customers. The Group is committed to reducing the carbon footprint of its properties, and support the Hong Kong Government's Climate Action Plan 2030+.

We recognise the need to report not only on our past accomplishments and upcoming challenges, but also to state our future commitments. Our professional project management and property management teams respectively set goals for sustainability.

Goal



Reduce energy consumption in the common areas of 14 of our commercial properties by 10% by 2025, as compared with our 2015 baseline year

2017 Actions



Signed up to the Energy Saving Charter and 4Ts Charter and encouraged tenants to support them



Halted operation of some lifts and escalators during non-peak hours



Speed of escalators reduced when no passenger flow



Established guidelines for energy saving, including maintaining indoor room temperatures (average 24°C -26°C)



Installed LED lamps



Adopted free cooling system



Established a timetable to idle or switch off electrical and mechanical facilities during non-operating hours



Replaced machinery with more energy efficient units

Please see our Key Facts and Statistics section for our complete data reporting and accompanying notes.

Our Environment



Our Construction Department continues to review energy saving strategies and initiatives, and identify opportunities to increase use of renewable energy. We do this through systematic monitoring and regular assessment to identify energy saving and carbon reducing initiatives across our operations.

During the year, we expanded the adoption of energy saving initiatives in our new development projects, such as tinted or double window glazing, electric vehicle charging facilities and home automation systems. Other new energy saving technologies include:

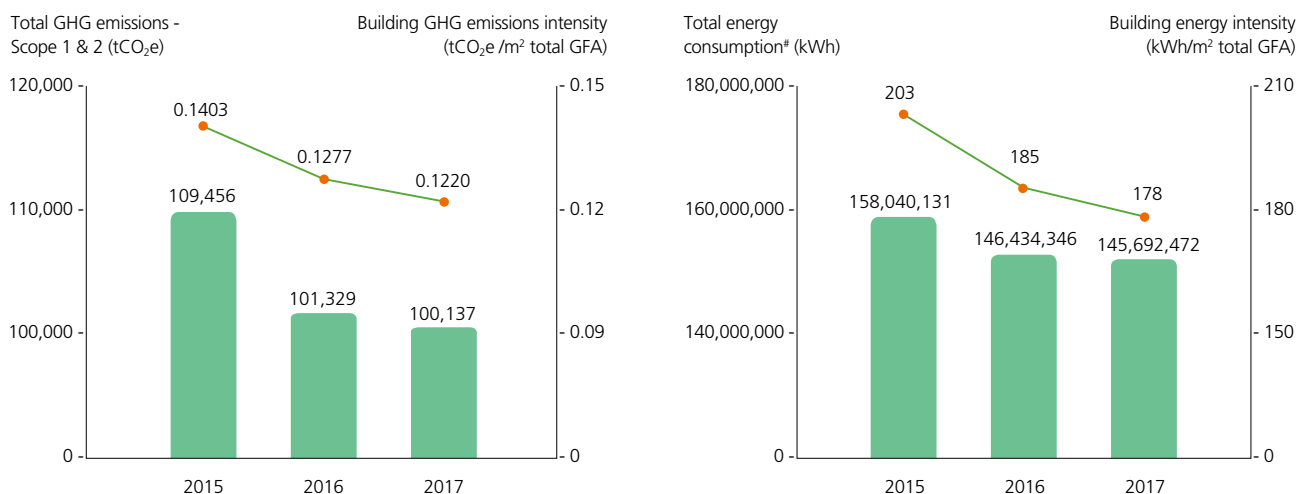
- Solar responsive façade to reduce solar heat gain
- Hybrid ventilation for energy saving in moderate climate season
- Innovative desiccant dehumidification to achieve both healthier and energy efficient environment
- Smart-city-enabled weather information totem
- Smart office mobile app for enhanced user controllability
- Digital project management and facility management systems to facilitate effective resources use

During the year, the Group's Green Building Sub-committee has worked closely with our property management division to set targets for energy and carbon reduction, as well as to advise on the energy saving management strategies and technologies at our existing leasing properties. In 2017, Goodwill commissioned an external consultant to conduct an annual ISO 14001 assessment of its head office, MCP Central and Mira Place One / Tower A, after which various energy saving initiatives were implemented, including:

- Replacement of LED lights and associated operational changes in Manulife Financial Centre, Metro Harbour Plaza and 78 Hung To Road, achieved a saving of 35,585.17 kWh compared to the same period in 2016
- At AIA Tower, chiller plants were replaced with more energy efficient ones, saving 470,765 kWh compared to the same period in 2016
- Other energy saving measures at Group properties such as the adjustment of operation times for lifts and escalators, installation of timers for air conditioning and lighting, and the adoption of thermal insulated and light reflective film on skylights to reduce heat

Well Born and Hang Yick conduct annual audits in accordance with ISO environmental requirements to ensure proper environmental management. To heighten the environmental awareness of our residents, tenants and shoppers, we participated in various environmental protection activities and charters such as Power Smart Energy Saving Contest, Energy Saving Charter, No Air Con Night, Earth Hour, and 4Ts Charter.

GHG Emissions* and Energy Consumption of our Headquarters and Properties Managed by Goodwill^



* Please refer to P.48 in Key Facts and Statistics for the breakdown of GHG emissions

^The data is confined to our offices at Two ifc, AIA Tower and 33 properties managed by Goodwill in 2017 (2016: 33 properties; 2015: 32 properties)

*The scope of this data includes electricity, fuel and town gas consumption of headquarters and properties managed by Goodwill

Our Environment

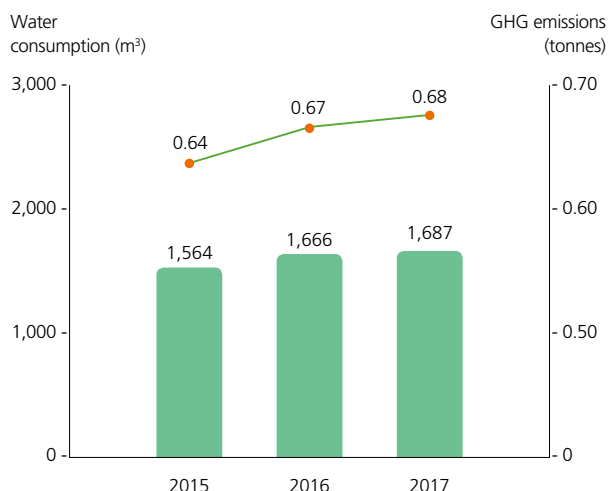
Water Conservation and Management

Henderson Land endeavours to conserve water throughout our operations, ensuring it is used wisely and treated properly prior to discharge. The Group and our subsidiaries employ water reuse and conservation measures as part of our maintenance and operational best practices. We implement a wide range of water conservation initiatives in our buildings, ranging from installation of more efficient equipment to educating employees about best practice.

Water saving devices have been widely adopted in our new property projects, aiming to achieve an aggregate annual saving of 20% compared to BEAM Plus criteria. This has resulted in improved water conservation and wastewater discharge throughout the building life cycle. Rainwater harvesting systems are implemented, where applicable, in some of our new property projects for irrigation and water features. Where applicable, rainwater is captured and reused for spraying road surfaces to reduce fugitive dust around construction sites.

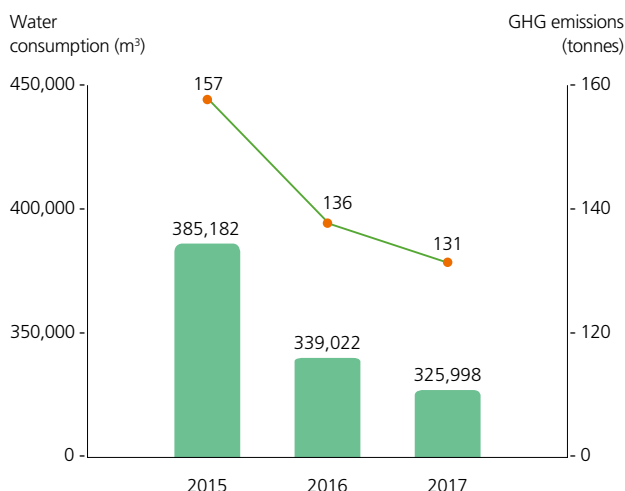
For the Group's property management subsidiaries, water consumption data is recorded and reviewed monthly. At commercial properties managed by Goodwill, regular cleansing of communal freshwater and flushing water tanks were carried out in accordance with the applicable regulations and guidelines. In addition, infra-red faucets and other water saving measures are installed to minimise wastage and runoff. The Green Committee in Well Born and Hang Yick regularly reviews water consumption of properties and promote water saving opportunities to residents.

Water Consumption and Corresponding GHG Emissions[^] of our Headquarters



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

Water Consumption and Corresponding GHG Emissions[^] of Properties Managed by Goodwill



[^] Indirect emissions from water consumption managed by Goodwill (2017: 33 properties; 2016: 33 properties; 2015: 32 properties)

Green Procurement

We believe responsible purchasing is crucial to providing and maintaining a healthy indoor environment for residents, tenants, visitors and employees.

Our Environmental Policy encourages the selection of consultants, contractors and suppliers who follow environmentally-friendly practices when providing their designs, services and products. We work closely with our suppliers to assess their compliance with our Environmental Managing System's requirements and take proactive action to help or support those who do not meet our standards to improve their performance. The Group's new property projects are required to:

- Avoid the use of virgin forest products
- Apply modular and standardised designs to reduce construction waste
- Source construction materials from the nearby region wherever feasible

The Group employs an environmentally friendly approach to construction procurement that considers both design concepts and the materials used during construction. We also seek to conserve resources by using recyclable and renewable materials and other green alternatives in project wherever possible. All our property management subsidiaries follow green procurement practices according to ISO 14001 standards.

Goodwill purchases environmentally considerate supplies. The environmental record of suppliers is assessed and those below a certain standard are disqualified. Similarly, Hang Yick and Well Born maintain a list of approved contractors and annually assess their environmental management performance and alignment with our core values.





Case Study

SUSTAINABLE INNOVATION AT 218 ELECTRIC ROAD

The multi-award winning 218 Electric Road development is one of the Group's most advanced green, healthy and smart buildings. The project is an example of the Group's commitment to enhance our sustainable building portfolio in Hong Kong. The project's people-oriented design provides improved indoor comfort and a healthy building user experience. With more of us working indoors than ever before, the demand for sophisticated systems that can cater to improve indoor comfort and environmental hygiene have also increased. Using innovative design principles, the project provides a healthy and comfortable indoor environment with intelligent features that encourage occupants to enjoy a healthier work-life balance.



Key features of the building include:



Site Aspects

- Building setback for better ventilation at pedestrian level
- Horizontal and vertical landscaping equivalent to 30% of site area



Materials

- Sufficient waste recycling and sorting facilities to be provided
- The contractors will follow a waste management plan to minimise demolition and construction waste as well as to sort recyclable materials for treatment facilities



Indoor Environmental Quality

- Air quality sensors deployed in the public area and carpark for demand control ventilation
- Ample electric vehicle charging systems in carpark to encourage decreased use of conventional fossil fuel engine vehicles and associated emissions



Innovation and Additions

- Low-E double glazed façade integrated with hybrid ventilation
- BIM-enabled Building Management System



Water Use

- Wide use of water saving devices for water faucet, urinal and water closet
- Rainwater recycling for landscape irrigation



Energy Use

- Embrace environmental consideration on planning and architectural design to enhance energy efficient building layout
- Adoption of various energy efficient and lower carbon emission building services systems

AWARDS FOR 218 ELECTRIC ROAD



2016

- Hong Kong Green Building Award – Merit Award (New Buildings – Projects Under Construction and/or Design – Commercial Building category)
- LEED Platinum Pre-certification (Core & Shell)

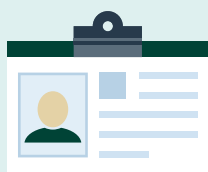
2017

- Asia Pacific Intelligent Green Building Alliance – Excellent Intelligent Green Building - Design category – APICBA Hong Kong Award
- Asia Pacific Property Awards – Best Office Development Hong Kong – 5-Star
- BEAM Plus Provisional Platinum Rating

Our People

Nurturing a sustainable workforce requires attracting and retaining the right talent, with the skills and capabilities that meet current and future business requirements. It also requires strong engagement and motivation, so that employees live up to our values and the promises we make to our customers. Henderson Land has made a commitment to sustaining a safe and healthy working environment for all employees and site staff, and to abiding by non-discriminatory, equal opportunity employment practices. The Group invests in the personal well-being and professional development of all employees, while nurturing a company culture driven by shared values and teamwork.

Team Profile



7,614

full-time staff in Hong Kong



160,000

training hours

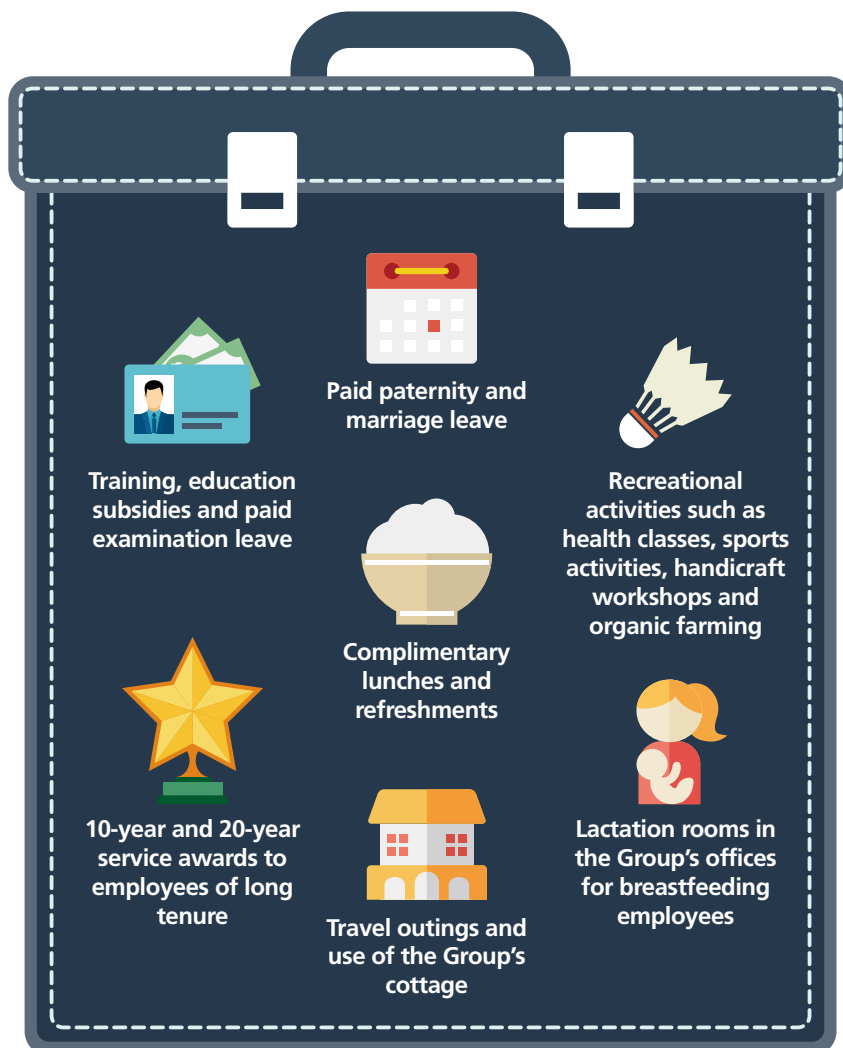


59

training courses

Employment and Employee Welfare

The Group complies with local statutory requirements on employment and labour practices. Our Employee and Remuneration Policy also ensures that our employees are remunerated based on their skills and experiences and industry standards. Discretionary year-end bonuses are payable to employees based on individual performance. Clear career paths and promotion opportunities are provided to employees to sustain their professional and personal growth. In addition to medical care and retirement schemes, comprehensive benefits are provided to our full-time employees:



Equal Opportunity and Diversity

Henderson Land is an equal opportunity employer and is committed to maintaining a safe, secure and inclusive workplace, free from prejudice and discrimination, and providing fair work hours and wages. We fully comply with the code of practice issued by the Hong Kong Equal Opportunities Commission, which was introduced to legislate against discrimination and harassment in the workplace.

A confidential feedback system is available to all employees to express any opinions or concerns regarding discrimination via the Group's intranet or direct email to the Vice Chairman. There were no reported incidents of discrimination this year.

Training and Development

Developing our employees' capabilities enables them to deliver on our business strategy and objective drive continuous improvement and enhance performance. An employee's professional development enhances each employee's passion and potential to perform effectively, both for themselves and for the business.

The Group provides a range of internal training programmes, talks and seminars that are structured to help employees as they join the organisation, to grow within their roles, and to lead:

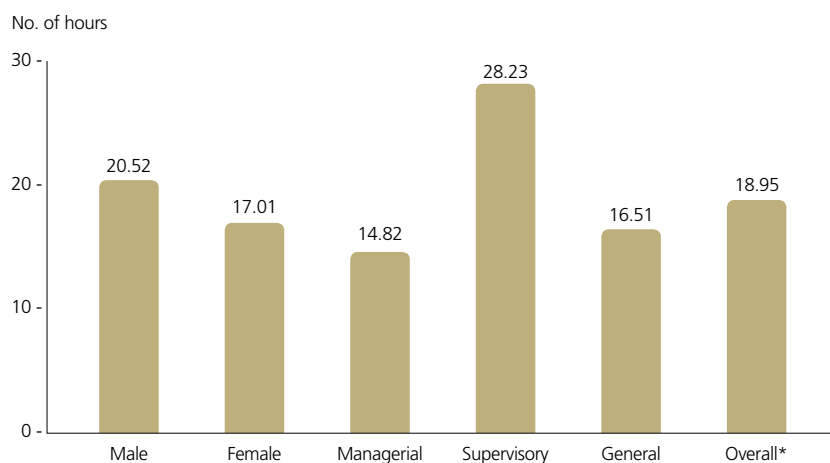


Our People



In addition to in-house training programmes, we also provide employees with an education subsidy to encourage and support those wishing to improve their professional knowledge and skills by enrolling in external courses. We have established an internal e-Learning network to promote a culture of continual learning and to enhance the self-learning initiatives of our employees. Employees are encouraged to participate in external or internal seminars and to share such learning with colleagues. Professionals are invited on a regular basis to share latest industry insights and developments.

Average Training Hours per Employee by Gender and Employee Category



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



Health and Safety

Henderson Land has a multi-tiered approach to Occupational Health and Safety (OHS), which covers our offices, construction sites and managed properties.

OHS Management Approach and Measures

Henderson Land's OHS Committee is responsible for overseeing safety matters and the Group's safety

management approach across our construction sites. This is achieved through timely OHS evaluation, regular communication with site staff on safety matters, as well as conducting independent safety audits every six months for our construction companies and sites, to ensure our internal stringent standards comply with local regulations.

Strict measures are taken to ensure all staff at our construction sites possess adequate OHS knowledge and are protected against risks. Health

and safety assessments and a care programme are provided for newcomers to familiarise themselves with relevant OHS policies and procedures. OHS and First Aid courses are provided to all site staff to refresh and enhance their knowledge. Adequate shelters, rest periods, ventilation facilities and drinking water are provided to construction workers to ensure they are well protected against extreme temperatures on construction sites.

Well Born and Hang Yick have adopted OHSAS 18001 certification and ISO 14001 for their OHS management systems. Regular safety inspections of buildings are also conducted. The systems also apply to their contractors and suppliers to ensure comprehensive and effective OHS management across our value chain. Safety inspections are carried out to ensure the safety standard of contractors, with a particular focus on confined spaces and high-rise work.

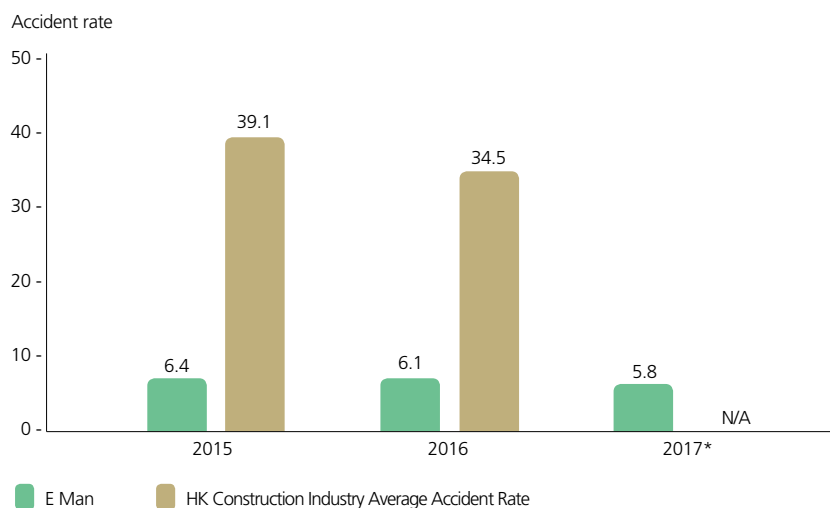
To further support OHS in the industry, Well Born and Hang Yick signed up to the Charter on Preferential Appointment of OSH Star Enterprise. Contractors approved under the OSH Star Enterprise – RMAA Safety Accreditation Scheme and who have implemented effective safety management systems will be given priority.

Construction Site Safety Inspections

The Group's Site Safety Subgroup conducts weekly site inspections to ensure our safety management approach and measures are applied during every construction stage. The Subgroup comprises architects, engineers, surveyors and safety officers who ensure any safety issues raised are addressed promptly and effectively. Inspection results are discussed with the Group's Project Management, Engineering and Construction Departments to evaluate the effectiveness of our safety measures and to enhance operational safety.

During the year, the Subgroup conducted 140 safety inspections with 980 issues raised. The accident rate of the Group remained below 10 per 1,000 workers in 2017.

Accident Rate per 1,000 Workers per Annum in Construction



* Industry average accident rate in 2017 is not available as of the publication date of the Report

Our Customers and Value Chain

As a property developer with a substantial network of suppliers and partners, the Group promotes sustainable business practices and supports local companies throughout our value chain, bringing shared benefits to all our stakeholders and to the local economy. Our approach includes local procurement to reduce carbon emissions arising from the transportation of materials and products.

We strive to be a professional and trustworthy partner for our business associates. Reliability, fairness, quality and transparency are key to successful long-term collaboration. In addition to nurturing strong business relationships, understanding and responding to our customers' needs and improving their experiences are critical to the sustainability of our business. Our commitment to customer engagement is consistent across our customer base, which includes:

- Home owners of our residential properties
- Shoppers and retailers in our shopping centres
- Office tenants of our commercial assets

Managing Customer Satisfaction

Henderson Land is committed to providing excellent properties and services to our customers. The Group's Customer Services Section constantly communicates with our customers, commencing at the product development stage, through to building inspection and product delivery, and at the after-sale stage. A Customer Services Code of Conduct sets stringent standards for our staff to observe in order to provide excellent customer service. Proactive engagement channels, including online questionnaires, on-site staff communication, customer service hotline and e-mail, are in place to ensure customer feedback is used to improve our products and services.



Stage 1 - Product Development Stage:

Customer feedback regarding project design is collected and conveyed to the project management team, who then shares it with designers, architects and contractors.



Stage 2 - Building Inspection Stage:

Our project management team conducts routine inspections to ensure products meet customers' needs and expectations.



Stage 3 - Product Delivery Stage:

Properties are introduced to our customers and checked for defects. Customer feedback is collected through on-site questionnaires and hotlines and acted upon.



Stage 4 - After-sale Stage:

Our Customer Service Section is stationed within each property for the first year after completion to provide assistance and monitor maintenance works within the warranty period.

Results of Customer Satisfaction Survey

	Goodwill	Hang Yick	Well Born
Overall customer satisfaction	96.5%	99.4%	97.8%



Customer satisfaction surveys are regularly conducted across the Group to determine expectations and demonstrate our commitment to improving the customer experience. We collect customer feedback via an on-site staff communications hotline and a customer service email link. Our property management teams also carry out periodic surveys to determine satisfaction levels of our tenants and property owners. All feedback received is assessed and acted upon, ensuring expectations are met and customers are satisfied.

Customer Health and Safety

We assure customer safety and always seek to enhance their health and wellness. All our projects adopt criteria of the Hong Kong Planning Standards and Guidelines, facilitating social and economic development benefits to the community. Professionals are also appointed to ensure all our projects comply with applicable legislation. We continuously seek innovative ways to make our properties healthier for occupants and more environmentally considerate. Careful consideration is given to site design and layout to ensure appreciable green and open spaces positively contribute to the community and the environment.

Two of our developments, 18 King Wah Road and 15 Middle Road, achieved WELL Gold Pre-certification. This is a new verification standard consisting of seven aspects related to holistic wellness of building users:

- **Air** : Promotes clean air and reduces or minimises the sources of indoor air pollution
- **Water** : Promotes safe and clean water through the implementation of proper filtration techniques and regular testing
- **Nourishment** : Supports availability of fresh and wholesome foods, limits highly-processed ingredients and supports mindful eating
- **Light** : Provides proper illumination to enhance productivity
- **Fitness** : Promotes integration of physical activity into everyday life by providing opportunities and support for an active lifestyle and discouraging sedentary behaviour
- **Comfort** : Optimises indoor working environments through consideration of thermal, acoustic and ergonomic comfort
- **Mind** : Optimises cognitive and emotional health through design, technology and treatment strategies

For more details about the two awarded projects, please refer to p.22-25 of our Sustainability and CSR Report 2016.

Well Born and Hang Yick conduct safety inspections in the buildings and properties they manage in accordance with procedures of OHSAS 18001 Occupational Health and Safety Management System. Facilities within our shopping malls managed by Goodwill are regularly reviewed and upgraded to fulfil customer needs and enhance their shopping experience. There were no reported cases of customer health and safety incidents or non-compliance during 2017.

Our Customers and Value Chain

Products and Service Labelling

It is of paramount importance that information relayed through our product offerings and marketing materials is disclosed and marketed transparently and accurately, enabling our customers to make informed decisions.

The Group adheres to the Residential Properties (First-hand Sales) Ordinance for the delivery of all marketing and sales activities and materials. External consultants are commissioned to review sales brochures, advertising materials and show-flats to ensure compliance with the said Ordinance. Our senior executives are responsible for monitoring the accuracy and approving all product information before public disclosure.

Our internal operational manual and training modules provide staff from different departments with facts about sales and marketing legislation. Detailed guidelines and training are also offered to our sales and customer service staff to make sure accurate information is provided to our customers.

Protecting Customer Data Privacy

Henderson Land is committed to upholding the security of our customers' data and their legal right to privacy is protected by policies that comply with all requirements of the Hong Kong Personal Data (Privacy) Ordinance. Customer data is collected by respective business units and subsidiaries and the purposes for which the data may be used and other matters relating to privacy policy are set out in the Group's corresponding Personal Information Collection Statement. To ensure proper data handling practices, corresponding guidelines exist for relevant business units and subsidiaries according to different staff roles and the data to which they have access to. All collected personal data is treated confidentially and is kept securely, accessible by designated personnel only.

During the reporting year, no verified complaints were received concerning breaches of customer privacy and disclosure of customer data.

Supply Chain Management

Suppliers and contractors are essential for the delivery of quality products and services to our customers. The Group maintains close relationships with our supply chain partners and communicates our goals on social, environmental and occupational health and safety excellence to them. Requirements and standards are clearly stipulated during the tendering and procurement process. The Audit Department monitors the process and ensures it is standardised, fair and transparent. Well Born and Hang Yick use integrated management systems according to requirements of OHSAS 18001, ISO 14001 and ISO 9001, for managing the relevant performance of their suppliers.

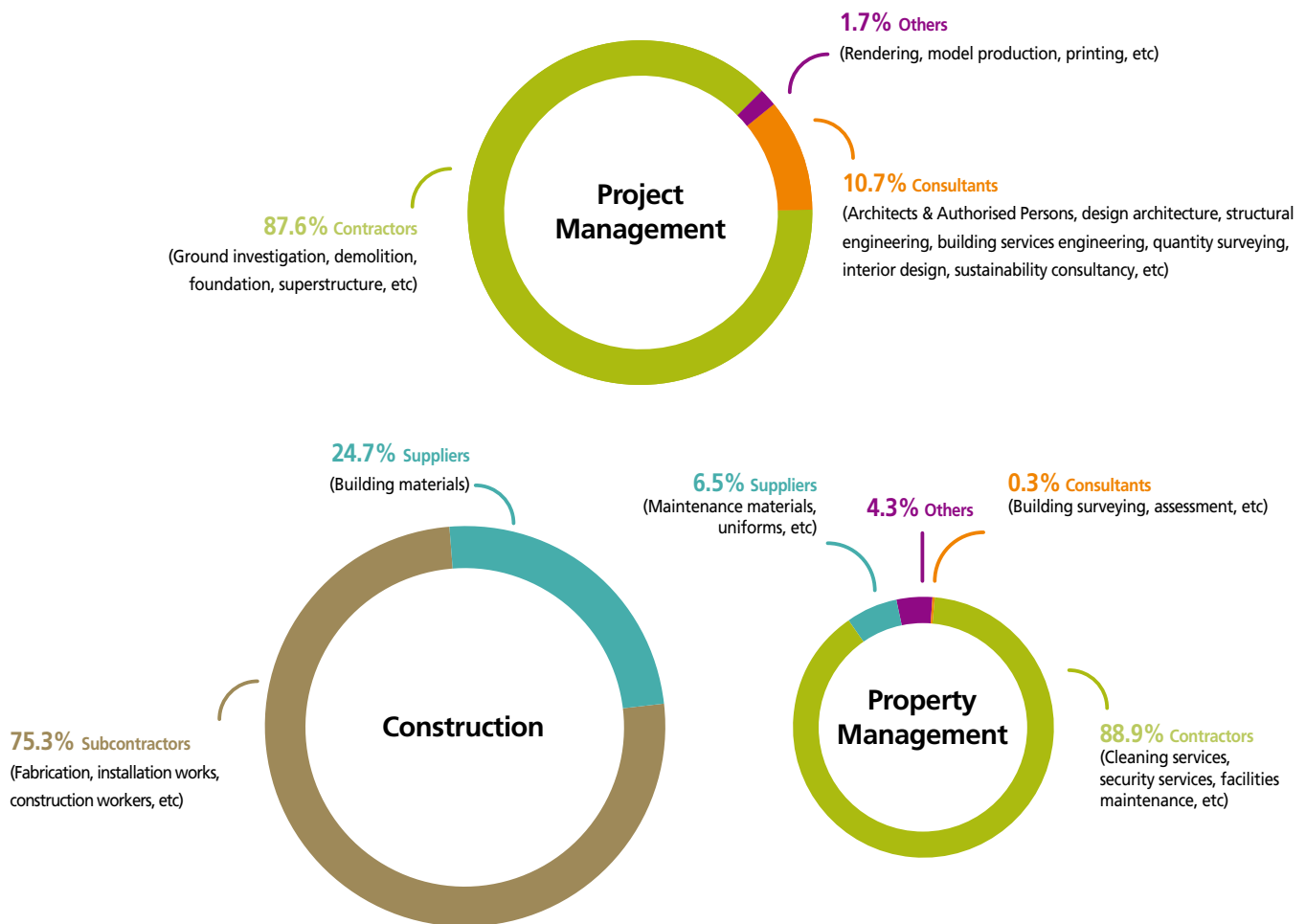
Our Supply Chain Portfolio

Our major suppliers provide building materials as well as construction, building operations and maintenance, and advisory consultancy services. To support the local economy and reduce carbon emissions from material and product transportation, the Group is committed to selecting local suppliers wherever possible. During the year, the Group's supply chain comprised over 2,500 suppliers, representing over HK\$4.7 billion of our expenditure.

To ensure we deliver consistently high-quality products, the Group maintains a list of consultants and contractors who possess required and relevant professional qualifications and accreditation. Our Construction Department also maintains an Internal Subcontractor Register and requires that all subcontractors are registered via the Construction Industry Council's Subcontractor Registration Scheme.

Periodic assessments of our suppliers in respect of their social, environmental and occupational health and safety standards are conducted to ensure compliance. Non-compliance in any of the aspects may result in suspension from the tender list and contract termination.

Percentage of Expenditure on Different Types of Suppliers for Project Management, Construction and Property Management



Our Community



Henderson Land makes a significant contribution to the economic, social and environmental well-being of the communities in which we operate. We acknowledge that our responsibility to society, both through our operations and community investment initiatives, is to make a lasting contribution to present and future generations. The Group actively pursues close partnerships with our key stakeholders to respond to the needs of the community in a positive, beneficial manner. We have been a long-term supporter of various community initiatives, providing financial assistance as well as dedicated manpower and the personal involvement of our senior executives. Last year, the Group supported and participated in more than 100 community oriented programmes, all of which are steadily achieving measurable change and contributing to a sustainable future.

The Group's Corporate Social Responsibility Policy explains our approach to community investment and engagement and is available on our company website at <http://www.hld.com/en/csr/csrpolicy.shtml>.

Community Initiatives

Henderson Land has close working relationships with a variety of community organisations and long-term charitable partners which enable us to deliver a range of social infrastructure and community programmes for society as a whole. These partners share our commitment to key initiatives such as poverty relief, environmental education, arts and culture and youth development.

Poverty Relief		
Initiative/ Beneficiary	Support in 2017	Cumulative Social Impact
Blessing Farm	Sponsored the Farm, which supplied over 4,150kg organic vegetables to Home Market - a not-for-profit convenience chain store that donates or retails its goods to the underprivileged at significantly discounted prices	Our support of Blessing Farm has enabled over 7,300kg organic farm-produced vegetables to be donated to the underprivileged since 2014, in turn nourishing more than 14,900 people
Commission on Poverty "Future Stars" Programme - Upward Mobility Scholarship	Provided scholarships to underprivileged students who have shown potential through continuous progress in academic performance and personal development	Over 860 scholarships have been awarded since 2014, providing a means for the financially disadvantaged to continue on with their studies
Hong Kong Community Network - Kwai Tsing Ethnic Minority Programme	Provided a donation to support the provision of effective assistance to ethnic minorities in Hong Kong and foster a caring and equal society	The Group has been sponsoring this programme since 2014. It delivers diverse services to ethnic minorities and low-income groups in Kwai Tsing District, promoting education and employment to the underprivileged and assisting them to integrate into the community. The programme has assisted 400,000 beneficiaries since 2014
Warmth Giving Project	Organised a cruise buffet party for over 170 elderly whom our volunteers have visited regularly. Volunteers who knitted scarves for the elderly also participated in this meaningful activity with their family and friends, further promoting the culture of volunteering to the community	The Group has organised the project since 2011, benefitting more than 72,120 economically-disadvantaged elderly and families

Our Community

Environmental Education		
Initiative/ Beneficiary	Support in 2017	Cumulative Social Impact
Friends of the Earth (HK) Power Smart	This was the Group's ninth consecutive year of sponsoring this territory-wide energy conservation contest, as we proactively promote energy saving in domestic households and commercial buildings, and seek to lower our carbon footprint	Cumulatively, more than 300 million kWh of electricity has been saved in Hong Kong through this competition since its inception in 2006, equivalent to reducing 210,000 tonnes of CO ₂ emissions
Friends of the Earth (HK) Tree Planting Challenge	The Group was the Main Sponsor of the Challenge, in an effort to enhance the ecological value and biodiversity of plantations in country parks, in support of the Agriculture, Fisheries and Conservation Department's "Plantation Enrichment Project"	The Group has been sponsoring this large-scale planting campaign since 2012 and has cumulatively planted over 20,000 tree seedlings
Green Power Hike	The Group again acted as Title Sponsor of the programme and nine staff teams participated in the Hike, supporting Green Power's ongoing educational initiatives	This annual fundraising event has been supported by a total of 39,000 runners cumulatively since the Group became the Title Sponsor in 2006



Environmental Education		
Initiative/ Beneficiary	Support in 2017	Cumulative Social Impact
The Green Earth Plantation Enrichment Project	Sponsored and collaborated with The Green Earth to implement a five-year programme in support of the Agriculture, Fisheries and Conservation Department's "Plantation Enrichment Project", which aims to enhance the ecological value and biodiversity of existing plantations. The first corporate tree planting activity was held in April 2017, in which 70 members of our staff and Henderson Club volunteers jointly planted tree seedlings at Tiu Yue Yung Country Trail in Clearwater Bay	Over 1,000 seedlings of native tree species were planted in 2017
World Wide Fund For Nature Hong Kong ("WWF-Hong Kong") Walk for Nature @ Mai Po	The Group again sponsored the Walk at the birdwatchers' paradise in Mai Po. This year, 30 children from Po Leung Kuk joined our Volunteer Team for the event	Since 2010, when the Group commenced sponsoring the Walk, over 19,000 individuals have participated, combining appreciation of our natural environment with fund raising activities. In turn, this has enabled WWF-Hong Kong to continue driving ahead with Hong Kong's conservation and education work



Our Community

Youth Development		
Initiative/ Beneficiary	Support in 2017	Cumulative Social Impact
Breakthrough Youth Development Project	Pledged a donation to support the provision of leadership training for tertiary students, as well as a series of environmental education field trips and art jamming workshops for students from financially disadvantaged families. The donation was also used to sponsor the publication of illustrated books to raise public awareness on environmental conservation	The programme benefitted over 340 students in 2017, and the environmental education publication has reached a readership of about 6,000
Junior Achievement Hong Kong	The Group was again the sole sponsor of the JA Startmeup Summer Boot Camp, which nurtures young people's entrepreneurial skills and spirit	The JA Startmeup Summer Boot Camp has benefitted about 200 participants since 2016 by enhancing their entrepreneurial skills
Summerbridge Hong Kong	The Group repeated its pledge of a donation to support the provision of tuition-free, summer and after-school enrichment programmes for financially disadvantaged young students	The Group's involvement has cumulatively benefited about 3,000 students and 1,200 student teachers since it became an active donor to the scheme in 2006



Art and Culture		
Initiative/ Beneficiary	Support in 2017	Cumulative Social Impact
Central & Western District Council Fall/ Winter Sheung Wan Promenade	Sponsored the annual cultural event of Central & Western District, which consists of performances and themed carnivals promoting local handicrafts	The Group has been a patron of the event since 2007, which has cumulatively attracted more than 750,000 spectators
Le French May	The Group supported Le French May 2017 as the Grand Patron-Bronze	The Group began sponsoring this festival in 2008. Cumulatively it has benefitted millions of people in Hong Kong and Macau



During 2017, Henderson Land again supported various NGOs and educational institutions through the provision of free or discounted exhibition space at our venues. 112 charitable events were held in our shopping malls during the year, with subsidised venue rentals for these charitable events amounting to about HK\$2,180,000.

Case Study

COMMUNITY HOUSING MOVEMENT

The Group was an early participant in the Government’s Community Housing Movement scheme, which was launched in 2017 to provide short-term accommodation and support to low-income families in need of transitional housing assistance. Orchestrated by the Hong Kong Council of Social Service (“HKCSS”), this pioneering programme involves collaborative efforts from property owners, local businesses, NGOs and professional bodies to refurbish idle or under-utilised housing resources in order to provide affordable and decent transitional social housing.

To date, the Group has allocated over 100 vacant units to the scheme, all of which are awaiting redevelopment. Of these, 76 units were selected by HKCSS for actual use. Each unit is offered at a nominal rent of HK\$1 per annum for a period of 2 years to the participating NGOs, which are responsible for carrying out the scheme including shortlisting eligible families and handling the rental arrangements. In order to expedite the urgently needed accommodation, Henderson Land has proactively refurbished 31 of the selected units so that families can move in without delay. The Group’s associated company, Hong Kong and China Gas, has also helped by providing and installing cooking ranges and water heaters in some of the units.



20 of the units provided by the Group and selected by HKCSS are located in a single building at Fuk Lo Tsuen Road, Kowloon City. This property is currently managed by our NGO partner, Lok Sin Tong Benevolent Society Kowloon, and eligible families have already moved in. Additionally, the Group has provided two vacant shops for Lok Sin Tong to operate community support services during the two-year programme period, including community canteen, second-hand home appliance store, and after-school care programme. We will continue to identify further suitable units to provide for this very worthy cause.



Case Study

TREE PLANTING AND PLANTATION ENRICHMENT PROJECTS



Henderson Land is involved in long-term initiatives to increase awareness of the importance of combating climate change and to promote biodiversity. We carry these out in collaboration with our key stakeholders.

We have been one of several longstanding contributors to the tree planting initiatives of the Agriculture, Fisheries and Conservation Department (AFCD). As this and other related initiatives have gained momentum, we have increased our support accordingly. Since 2007, the Group has participated in and supported the plantation of over 30,000 tree seedlings in Hong Kong which will provide an offset equivalent to 30,000 tonnes of carbon emissions over 40 years. Among the tree planting programmes, the Group has sponsored Friends of the Earth's Tree Planting Challenge since 2012 and supported two of the three participating NGOs in the AFCD's Country Parks Plantation Enrichment Project, which was launched in 2016. In 2017, the Group contributed approximately 3,000 seedlings which were planted in three AFCD locations, and ongoing enhancement works will be carried out in years ahead.



Henderson Land staff and Henderson Club volunteers jointly participated in The Green Earth's corporate tree planting activity



In years to come, the Group will continue to support these efforts with an emphasis on increasing the biodiversity and ecological value of plantations through planting of native tree species.



Shek Lung Kung, Tai Lam Country Park site no.3 and no.4

In addition to contributing as the event's Main Sponsor, the Group formed three corporate teams to participate in Friends of the Earth's Tree Planting Challenge.



High Junk Peak Country Trail, Clearwater Bay Country Park site no.6

As the event's Sole Sponsor, 70 corporate and Henderson Club volunteers participated in The Green Earth's corporate tree planting activity.

Our Community

Volunteering

Henderson Land and its subsidiaries and associated companies actively promote a culture of volunteerism among our employees, customers and throughout our supply chain, with the aim of maximising our positive influence in the community. The Group's five volunteer teams, together with employees of our subsidiaries and associated companies, organised over 350 volunteer activities during 2017, contributing altogether over 100,000 volunteer hours.



Henderson Warmth Volunteer Team

Henderson Warmth Volunteer Team conducted 23 service programmes in 2017, benefitting over 2,550 needy people. During the year, the Team invited volunteers from Goodwill, Henderson Club and its associated company Hong Kong and China Gas to participate in various volunteer initiatives such as the "Plantation Enrichment Project", "Knit for the Needy" and "Soup to Warm the Heart".



Towngas Volunteer Service Team

Towngas Volunteer Service Team comprises more than 850 volunteers, who contributed over 86,000 service hours in 2017. The team received the Champion of the Highest Service Hour Award (Private Organisations – Best Customers Participation) from the Social Welfare Department for the 10th consecutive year. Its major community services programmes included “Rice Dumplings for the Community” and “Mooncakes for Mid-Autumn”.



Hong Kong Ferry Corporate Volunteer Team

With a particular focus on services for the elderly and low-income families, Hong Kong Ferry Corporate Volunteer Team participated in more than 40 volunteer activities throughout the year.



Goodwill Volunteer Team

Goodwill Volunteer Team supported and participated in charity hikes, elderly visit programmes and other fundraising activities, building long-term relationships with various community organisations.



Team of Care

Hang Yick and Well Born fully support and encourage its employees to participate in volunteer services. Its Team of Care has received the “Champion of Highest Service Hour Award” from the Social Welfare Department for 12 years.



Key Facts and Statistics

Major Awards Received in 2017

Organiser	Award
Asia Pacific Customer Service Consortium	2016 International Customer Relationship Excellence Awards <ul style="list-style-type: none"> • Best Clubhouse of the Year 2016 (Property Management) (Hang Yick and Well Born) • Best Use of Technology of the Year 2016 (Property Management – Facility Management) (Hang Yick and Well Born) • 15 Consecutive Years of Participation (Well Born)
Asia Pacific Intelligent Green Building Alliance (APIGBA)	APIGBA Excellent Intelligent Green Building Awards 2017 <ul style="list-style-type: none"> • Award in Design Category (Hong Kong Region) (218 Electric Road)
BCI Asia	BCI Asia Top 10 Developers Award 2017
Capital Weekly	The Listed Enterprise Excellence Awards 2017 <ul style="list-style-type: none"> • Outstanding Corporate Results Performance Award
Hang Seng Indexes Company Limited	Constituent Company of the Hang Seng Corporate Sustainability Index Series
Hong Kong Construction Association	HKCA Safety Award 2016 <ul style="list-style-type: none"> • HKCA Proactive Safety Contractors Award (E Man, Heng Lai, Heng Shung, Heng Tat) • HKCA Safety Merit Award (Grandic)
Hong Kong Council of Social Service	10 Years Plus Caring Company 2016/17
International Property Awards	Asia Pacific Property Awards 2017 – 2018 <ul style="list-style-type: none"> • Best Office Development Hong Kong – 5-Star (218 Electric Road) • Office Development Hong Kong – Award Winner (218 Electric Road) • Commercial High-rise Development Hong Kong – Award Winner (45 Pottinger Street) • Mixed-use Development Hong Kong – Award Winner (8 Ka Shin Street, Novum East) • Residential High-rise Hong Kong – Award Winner (Seven Victory Avenue)
MerComm, Inc.	Mercury Excellence Awards 2016 – 2017 <ul style="list-style-type: none"> • Bronze Award (CSR – Corporate Social Responsibility Report) International ARC Awards 2017 <ul style="list-style-type: none"> • Silver Award (Cover Photo/Design: Sustainability Report) • Bronze Award (Interior Design: Sustainability Report) • Honors Award (Illustrations: Sustainability Report) Galaxy Awards 2017 <ul style="list-style-type: none"> • Honors Award (Annual Reports – Print: Sustainability Report)

Organiser	Award
PropertyGuru	Asia Property Awards 2017 <ul style="list-style-type: none"> • Best Mixed Use Development (Asia) – Winner (15 Middle Road) • Best Green Development (Hong Kong) – Winner (15 Middle Road) • Best Universal Design Development (Hong Kong) – Winner (15 Middle Road) • Best Landscape Architectural Design (Hong Kong) – Highly Commended (15 Middle Road)
Reed MIDEM	MIPIM Asia Awards 2017 <ul style="list-style-type: none"> • Best Futura Project – Bronze Winner (15 Middle Road) • Best Office & Business Development – Bronze Winner (18 King Wah Road)
The Hong Kong Institute of Facility Management	Excellence in Facility Management Award 2017 <ul style="list-style-type: none"> • Excellence Award (Retail) (Mira Place One) • Excellence Award (Large-scale Residential) (Double Cove) • Excellence Award (Medium-scale Residential) (Grand Waterfront) • Excellence Award (Small-scale Residential) (Hill Paramount) • Merit Award (Small-scale Residential) (39 Conduit Road, Harbour Pinnacle, Regence Royale)

Project Accreditation in 2017

Accreditation	Development	Rating
BEAM Plus	High Park	BEAM Plus (New Buildings) – Final Gold Rating
BEAM Plus	8 Observatory Road	BEAM Plus (New Buildings) – Final Silver Rating
BEAM Plus	218 Electric Road	BEAM Plus (New Buildings) – Provisional Platinum Rating
BEAM Plus	Park One	BEAM Plus (New Buildings) – Provisional Silver Rating
WELL Building Standard (WELL)	15 Middle Road	Gold Level Pre-certification

Key Facts and Statistics

Team of Professionals

Qualification	Number
BEAM Professional	26
Certified Arborist	4
Ecologist	1
GBL Qualified Manager	8
HKQAA Sustainable Building Index Verifier	2
LEED Accredited Professional	8
LEED Green Associate	2

Memberships

Organisation	Position
BEAM Society	Corporate Member and various positions
Business Environment Council	Board Director and various positions
China Green Building (Hong Kong) Council	Executive Member and Corporate Member
Egret Research Group, the Hong Kong Bird Watching Society	Convenor
Estate Agents Authority	Chairman of Professional Development Committee
IUCN Heron Specialist Group	Member
HKSAR Advisory Committee on Recycling Fund	Member
HKSAR Appeal Tribunal Panel (Buildings)	Member
HKSAR Land and Development Advisory Committee	Member of Land Sub-committee
Hong Kong Construction Association	Permanent Supervisor and Council Member
Hong Kong Green Building Council	Patron Gold Member and various positions
The Hong Kong Institute of Housing	Council Member
The Real Estate Developers Association of Hong Kong	Vice President and various positions
Urban Land Institute	Corporate Member
Vocational Training Council	Chairman of The Real Estate Services Training Board

Charters

Charter	Organisation
4Ts Charter	Environmental Bureau and Electrical and Mechanical Services Department
Energy Saving Charter	Environmental Bureau and Electrical and Mechanical Services Department
Food Wise Charter	Food Wise Hong Kong Steering Committee, Environment Bureau
Greening Partner Charter	Development Bureau
Hong Kong Green Shop Alliance	The Hong Kong Green Building Council
Waste Check Charter	The Environmental Protection Department

Waste and Materials Used from Construction Sites 2017

Non-hazardous waste	
General waste (tonnes)	12,890.50
Non-renewable materials recycled and/or reused	
Metal (tonnes)	1,769.62
Materials recycled and/or reused that come from renewable resources	
Timber (tonnes)	18.91
Total weight of materials used	
Concrete (tonnes)	165,045.65
Steel (tonnes)	19,035.96

Recycled Waste at Properties Managed by Goodwill[#]

	2017	2016	2015
Paper (tonnes)	1,532.86	1,442.94	1,279.13
Plastic (tonnes)	20.72	16.70	17.05
Metal (tonnes)	26.91	25.07	23.60
No. of participating properties	30	27	26

[#] The data is re-grouped from under recycled materials in previous report to recycled waste in 2017

Key Facts and Statistics

GHG Emissions and Energy Consumption[^] of our Headquarters and Properties Managed by Goodwill

Type	2017	2016	2015
Total Scope 1 emissions (tCO ₂ e)	852	850	846
Total Scope 2 emissions (tCO ₂ e)	99,285	100,479	108,610
Total GHG emissions - Scope 1 & 2 (tCO ₂ e)	100,137	101,329	109,456
Building GHG emissions intensity (tCO ₂ e /m ² total GFA)	0.1220	0.1277	0.1403
Total electricity consumption (kWh)	141,835,574	143,541,381	155,157,642
Total energy consumption [#] (kWh)	145,692,472	146,434,346	158,040,131
Building energy intensity (kWh/m ² total GFA)	178	185	203

[^] The data is confined to our offices at Two ifc, AIA Tower and 33 properties managed by Goodwill in 2017 (2016: 33 properties; 2015: 32 properties)

[#] The scope of this data includes electricity, fuel and town gas consumption of headquarters and properties managed by Goodwill

Water Consumption and Corresponding GHG Emissions[^] of our Headquarters

	2017	2016	2015
Water consumption (m ³)	1,687	1,666	1,564
GHG emissions (tonnes)	0.68	0.67	0.64

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

Water Consumption and Corresponding GHG Emissions[^] of Properties Managed by Goodwill

	2017	2016	2015
Water consumption (m ³)	325,998	339,022	385,182
GHG emissions (tonnes)	131	136	157
No. of properties	33	33	32

[^] Indirect emissions from water consumption at properties

Total Workforce in Hong Kong by Employment Type

	No. of employees	Full-time	Part-time
Group Headquarters	1,374	1,370	4
Construction	564	564	0
Property Management	3,408	3,271	137
Other Subsidiaries	3,118	2,409	709
Overall*	8,464	7,614	850

Employees in Hong Kong by Position Level, Gender and Age

	Position level	No. of employees	Male	Female	Aged below 30	Aged 30-50	Aged over 50
Group Headquarters	Managerial	363	252	111	6	204	153
	Supervisory	636	343	293	96	443	97
	General	375	130	245	99	193	83
Construction	Managerial	5	5	0	0	1	4
	Supervisory	144	144	0	15	47	82
	General	415	304	111	88	134	193
Property Management	Managerial	132	101	31	0	92	40
	Supervisory	703	464	239	116	343	244
	General	2,573	1,604	969	415	593	1,565
Other Subsidiaries	Managerial	129	67	62	1	61	67
	Supervisory	372	202	170	29	194	149
	General	2,617	1,068	1,549	336	1,063	1,218
Overall*	Managerial	629	425	204	7	358	264
	Supervisory	1,855	1,153	702	256	1,027	572
	General	5,980	3,106	2,874	938	1,983	3,059

Key Facts and Statistics

Full-time Employee Turnover in Hong Kong by Gender and Age

	No. of employees	Male	Female	Aged below 30	Aged 30-50	Aged over 50
Group Headquarters	183	81	102	61	98	24
Construction	183	134	49	33	68	82
Property Management	1,135	669	466	310	323	502
Other Subsidiaries	1,125	577	548	165	471	489
Overall*	2,626	1,461	1,165	569	960	1,097

New Hires in Hong Kong by Gender and Age

	No. of employees	Male	Female	Aged below 30	Aged 30-50	Aged over 50
Group Headquarters	217	91	126	101	108	8
Construction	234	177	57	57	86	91
Property Management	1,031	660	371	268	296	467
Other Subsidiaries	1,379	700	679	184	597	598
Overall*	2,861	1,628	1,233	610	1,087	1,164

Average Training Hours per Employee by Gender and Employee Category

	No. of hours
Male	20.52
Female	17.01
Managerial	14.82
Supervisory	28.23
General	16.51
Overall*	18.95

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

Board of Directors Composition

By gender	
Male	89%
Female	11%
By age	
30-49	6%
50 or above	94%

Accident Rate per 1,000 Workers per Annum in Construction

	2017*	2016	2015
E Man	5.8	6.1	6.4
HK Construction Industry Average Accident Rate	N/A	34.5	39.1

* Industry average accident rate in 2017 is not available as of the publication date of the Report

Occupational Health and Safety Data in 2017[^]

	Male	Female	Overall
Work-related fatalities	0	0	0
Injury rate per 1,000 employees	12.00	10.00	11.22
Lost days due to work-related accidents and disease (occupational)	1,753.00	265.00	2,018.00
Lost days due to other sick leave (not related to work-related injuries)	6,136.50	4,616.50	10,753.00
Absentee rate per 200,000 working hours	3,866.49	3,766.59	3,827.69

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

Key Facts and Statistics

Percentage of Expenditure on Different Types of Suppliers for Project Management, Construction and Property Management

Project Management	
Consultants (Architects & Authorised Persons, design architecture, structural engineering, building services engineering, quantity surveying, interior design, sustainability consultancy, etc)	10.7%
Contractors (Ground investigation, demolition, foundation and superstructure, etc)	87.6%
Others (Rendering, model production, printing, etc)	1.7%
Construction	
Suppliers (Building materials)	24.7%
Subcontractors (Fabrication, installation works, construction workers, etc)	75.3%
Property Management	
Consultants (Building surveying, assessment, etc)	0.3%
Contractors (Cleaning services, security services, facilities maintenance, etc)	88.9%
Suppliers (Maintenance materials, uniforms, etc)	6.5%
Others	4.3%

Overall Customer Satisfaction Rate at our Property Management Subsidiaries

Subsidiary	Aspect	Channel	Satisfaction Result
Goodwill	<ul style="list-style-type: none"> Service Quality Cleaning Quality Security Quality Maintenance Quality Customer Service Facilities & Activities 	Questionnaires & Interviews	96.5%
Hang Yick	<ul style="list-style-type: none"> Customer Service Security Service Club House Service Facility Management Cleaning Service Landscape Service Carpark Management Shuttle Bus Service Communication 	Questionnaires	99.4%
Well Born			97.8%

Stakeholder Engagement

Regular engagement with our stakeholders ensures that we continue to meet their expectations and that our approach to CSR remains relevant and consistent across our operations.

We engage through a range of channels and processes, including investor and analyst meetings, customer feedback surveys, property management activities and tenant meetings, industry forums and events, community programmes, and through the Henderson Land website and digital platforms. These have proved effective for enabling the Group to identify gaps, solutions and opportunities for improvement.

This year the Group appointed an external consultant to conduct a stakeholder engagement exercise, which comprised one focus group discussion and seven interviews, involving a total of 11 internal and external stakeholders. Through the focus group, our Green Building Sub-committee sought to identify the most important and relevant sustainability issues for disclosure in this Report. The stakeholders were identified based on their expertise, working relationships with the Group and willingness to participate, including Henderson Land employees, investors, contractors, consultants and others.

To better understand their perceptions, concerns, and priorities regarding our CSR approach and performance, participating stakeholders were asked to identify priority issues for sustainability disclosure and to share their expectations on how Henderson Land can minimise adverse ESG impacts.

In addition to the identification and prioritisation of sustainability issues, several recommendations arose from the stakeholder engagement exercise. The suggested recommendations and our responses are outlined below:

Suggestions	Actions Taken
Align with the goals and commitments with the Hong Kong Government's climate change actions	To respond to the Government's Climate Action Plan 2030+ and Energy Saving Plan for Hong Kong's Built Environment 2015-2025, our property management subsidiary has set a target to reduce energy consumption in the common areas of 14 of our selected portfolio by 10% by 2025, as compared with the baseline year 2015
Recycle materials as much as possible	Our headquarters participate in Ricoh's Toner Bottles and Cartridges recycling programme and all of the used toner bottles and cartridges were refilled or recycled
Offer more opportunities for staff to express their views on sustainability and CSR	<ul style="list-style-type: none"> A seminar on sustainability was held in 2017 at the Group's headquarters, attended by over 30 executives from 16 departments. An open discussion session was facilitated by our CSR consultant to allow staff to express their views The Group intends to carry out an online survey again in 2018 to gauge employees' views on its sustainability and CSR performance

Material Topics and Boundary Setting

Guided by an independent sustainability consultant, the Group conducts regular materiality assessment to identify, prioritise and validate the evolving ESG issues for Henderson Land. Our materiality process involved peer benchmarking, stakeholder consultations and internal discussion. We use this process to track stakeholder concerns and identify emerging issues.

The resultant priority topics are listed in the table below and reflect both challenges and opportunities. There are no significant changes from previous reporting periods in the list of material topics and topic boundaries.

We will continue to engage with our stakeholders on these material topics to ensure that our actions, impacts and priorities are monitored and reported.

List of Material Issues and Corresponding Aspect Boundaries

High priority issues	Impact location (within/ outside of the Group)		Where impacts occur outside of the Group	Section in the Report where the issue is addressed
	Within	Outside		
Economic Performance	✓	✓	<ul style="list-style-type: none"> • Customers and tenants • Investors/ Analysts • Suppliers and contractors 	About Our Group
Indirect Economic Impacts	✓	✓	<ul style="list-style-type: none"> • Local communities • Customers and tenants 	About Our Group
Materials	✓	✓	<ul style="list-style-type: none"> • Local communities and NGOs 	Our Environment
Energy	✓			Our Environment
Water	✓	✓	<ul style="list-style-type: none"> • Local communities and NGOs 	Our Environment
Emissions	✓	✓	<ul style="list-style-type: none"> • Local communities and NGOs 	Our Environment
Effluents and Waste	✓	✓	<ul style="list-style-type: none"> • Local communities and NGOs 	Our Environment
Product and Services		✓	<ul style="list-style-type: none"> • Local communities and NGOs • Customers and tenants 	Our Environment Our Customers and Value Chain

High priority issues	Impact location (within/ outside of the Group)		Where impacts occur outside of the Group	Section in the Report where the issue is addressed
	Within	Outside		
Compliance (Environment)	✓	✓	• Government and regulators	Our Environment
Land Degradation, Contamination and Remediation	✓	✓	• Local communities and NGOs • Government and regulators	Our Environment
Employment	✓			Our People
Occupational Health and Safety	✓			Our People
Training and Education	✓			Our People
Diversity and Equal Opportunity	✓			Our People
Non-discrimination (Human Rights)	✓			Our People
Local Communities		✓	• Local communities and NGOs	Our Community
Anti-corruption	✓	✓	• Government and regulators	Corporate Governance
Customer Health and Safety	✓	✓	• Customers and tenants • Suppliers and contractors	Our Customers and Value Chain
Product and Service Labelling		✓	• Customers and tenants • Suppliers and contractors	Our Customers and Value Chain
Customer Privacy	✓	✓	• Customers and tenants • Suppliers and contractors • Government and regulators	Our Customers and Value Chain
Compliance (Product Responsibility)	✓	✓	• Government and regulators	Our Customers and Value Chain

GRI and HKEX ESG Content Index

GRI Standard	Disclosure Number and Title	HKEX ESG KPI (if applicable)	Remarks	Page No.
GRI 100: Universal Disclosures 2016				
GRI 102: General Disclosures 2016				
102-1	Name of the organisation		About this Report	3
102-2	Activities, brands, products and services		About this Report	3
102-3	Location of headquarters		About this Report	3
102-4	Location of operations		About this Report	3
102-5	Ownership and legal form		About Our Group	8
102-6	Markets served		About this Report About Our Group	3,8
102-7	Scale of the organisation		About Our Group	10-11
102-8	Information on employees and other workers	B1.1	Our People Key Facts and Statistics	24,49
102-9	Supply chain	B5.1, B5.2	Our Customers and Value Chain	30-31
102-10	Significant changes to the organisation and its supply chain		There were no significant changes to size, structure or ownership during the reporting period	/
102-11	Precautionary principle or approach		Corporate Governance	13
102-12	External initiatives		Key Facts and Statistics	46-47
102-13	Membership of associations		Key Facts and Statistics	46
102-14	Statement from senior decision maker		Message from Management	6-7
102-16	Values, principles, standards and norms of behavior		About this Report Corporate Governance	4-5,13
102-18	Governance structure		Corporate Governance	12
102-40	List of stakeholder groups		Stakeholder Engagement	53

GRI Standard	Disclosure Number and Title	HKEX ESG KPI (if applicable)	Remarks	Page No.
102-41	Collective bargaining agreements		The majority of Henderson Land's employees are in Hong Kong where there is no statutory recognition of collective bargaining agreements	/
102-42	Identifying and selecting stakeholders		Stakeholder Engagement	53
102-43	Approach to stakeholder engagement		Stakeholder Engagement	53
102-44	Key topics and concerns raised		Stakeholder Engagement	53
102-45	Entities included in the consolidated financial statements		About Our Group	8
102-46	Defining report content and topic boundaries		Material Topics and Boundary Setting We did not conduct a comprehensive materiality assessment survey in 2017, as no significant changes in Henderson Land's material issues were observed from the 2016 and 2015 assessments. We are committed to reviewing our material issues annually, and will repeat our comprehensive assessment every two years or as necessary	54-55
102-47	List of material topics		Material Topics and Boundary Setting	54-55
102-48	Restatements of information		Recycling data at Properties Managed by Goodwill	47
102-49	Changes in reporting		There are no significant changes from previous reporting periods in the list of material topics and topic boundaries	/
102-50	Reporting period		About this Report	3
102-51	Date of most recent report		Our Sustainability and CSR Report 2016 was published in April 2017	/
102-52	Reporting cycle		About this Report	3
102-53	Contact point for questions regarding the report		Please email to corpcomm@hld.com	/

GRI and HKEX ESG Content Index

GRI Standard	Disclosure Number and Title	HKEX ESG KPI (if applicable)	Remarks	Page No.
102-54	Claims of reporting in accordance with the GRI Standards		About this Report	3
102-55	GRI content index		GRI and HKEX ESG Content Index	56-61
102-56	External assurance		We did not seek external assurance for this Report	/
Material Topics				
GRI 200: Economic Topics 2016				
GRI 201: Economic Performance 2016				
GRI 103 Management Approach 2016			About Our Group	9
201-1	Direct economic value generated and distributed		About Our Group	10-11
GRI 203: Indirect Economic Impacts 2016				
GRI 103 Management Approach 2016		GD-B8	About Our Group	10
203-1	Infrastructure investments and services supported	B8.1, B8.2	About Our Group	10
GRI 205: Anti-corruption 2016				
GRI 103 Management Approach 2016		GD-B7	Corporate Governance	13
205-2	Communication and training about anti-corruption policies and procedures	B7.2	Corporate Governance	13
205-3	Confirmed incidents of corruption and actions taken	B7.1	Corporate Governance	13
GRI 300: Environmental Topics 2016				
GRI 301: Materials 2016				
GRI 103 Management Approach 2016		GD-A2, GD-A3	Our Environment	14-15
301-1	Materials used by weight or volume	A1.6	Key Facts and Statistics	47
GRI 302: Energy 2016				
GRI 103 Management Approach 2016		GD-A2, A2.3	Our Environment	14-15,17-18
302-1	Energy consumption within the organisation	A2.1	Our Environment Key Facts and Statistics	19,48

GRI Standard	Disclosure Number and Title	HKEX ESG KPI (if applicable)	Remarks	Page No.
302-3	Energy intensity	A2.1	Our Environment Key Facts and Statistics	19,48
CRE1	Building energy intensity	A2.1	Our Environment Key Facts and Statistics	19,48
302-4	Reduction of energy consumption	A2.3, A3.1	Our Environment	17-19
GRI 303: Water 2016				
GRI 103 Management Approach 2016		GD-A2	Our Environment	14-15,20
303-1	Water withdrawal by source	A2.2	Our Environment Key Facts and Statistics	20,48
GRI 305: Emissions 2016				
GRI 103 Management Approach 2016		GD-A1, A1.5	Our Environment	14-15,17-19
305-1	Direct (Scope 1) GHG emissions	A1.2	Our Environment Key Facts and Statistics	19,48
305-2	Energy indirect (Scope 2) GHG emissions	A1.2	Our Environment Key Facts and Statistics	19,48
305-4	GHG emissions intensity	A1.2	Our Environment Key Facts and Statistics	19,48
CRE3	GHG emissions intensity from buildings	A1.2	Our Environment Key Facts and Statistics	19,48
305-5	Reduction of GHG emissions	A1.5, A3.1	Our Environment Key Facts and Statistics	17-19,48
GRI 306: Effluents and Waste 2016				
GRI 103 Management Approach 2016		GD-A1, A1.6	Our Environment	14-15
306-2	Waste by type and disposal method	A1.3, A1.4	Our Environment Key Facts and Statistics	15,47
GRI 307: Environmental Compliance 2016				
GRI 103 Management Approach 2016		GD-A1	Our Environment	14-15
307-1	Non-compliance with environmental laws and regulations		There were no significant fines for non-compliance with environmental laws and regulations	/

GRI and HKEX ESG Content Index

GRI Standard	Disclosure Number and Title	HKEX ESG KPI (if applicable)	Remarks	Page No.
GRI 400: Social Topics 2016				
GRI 401: Employment 2016				
GRI 103 Management Approach 2016		GD-B1, GD-B4	Our People	24-25
401-1	New employee hires and employee turnover	B1.2	Key Facts and Statistics	50
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	GD-B1	Our People	24
GRI 403: Occupational Health and Safety 2016				
GRI 103 Management Approach 2016		GD-B2, B2.3	Our People	26-27
403-2	Types of injury and rates of injury, occupational diseases, lost days, absenteeism and number of work-related fatalities	B2.1, B2.2	Our People Key Facts and Statistics	27,51
GRI 404: Training and Education 2016				
GRI 103 Management Approach 2016		GD-B3	Our People	25-26
404-1	Average hours of training per year per employee	B3.2	Our People Key Facts and Statistics	26,50
GRI 405: Diversity and Equal Opportunity 2016				
GRI 103 Management Approach 2016		GD-B1	Our People	24-25
405-1	Diversity of governance bodies and employees	B1.1	Key Facts and Statistics	49-51
GRI 406: Non-discrimination 2016				
GRI 103 Management Approach 2016		GD-B1	Our People	24-25
406-1	Incidents of discrimination and corrective actions taken	GD-B1	Our People	25
GRI 413: Local Communities 2016				
GRI 103 Management Approach 2016		GD-B8, B8.1, B8.2	Our Community	32
413-1	Operations with local community engagement, impact assessments and development programs	GD-B8, B8.1, B8.2	Our Community	32-43

GRI Standard	Disclosure Number and Title	HKEX ESG KPI (if applicable)	Remarks	Page No.
GRI 416: Customer Health and Safety 2016				
	GRI 103 Management Approach 2016	GD-B6	Our Customers and Value Chain	29
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services		Our Customers and Value Chain	29
GRI 417: Marketing and Labelling 2016				
	GRI 103 Management Approach 2016	GD-B6	Our Customers and Value Chain	30
417-1	Requirements for product and service information and labelling	GD-B6	Our Customers and Value Chain	30
417-2	Incidents of non-compliance concerning product and service information and labelling	B6.2	There were no cases of non-compliance with laws and regulations concerning products and service information and labelling	/
417-3	Incidents of non-compliance concerning marketing communications	B6.2	There were no significant fines for non-compliance with laws and regulations concerning marketing communications	/
GRI 418: Customer Privacy 2016				
	GRI 103 Management Approach 2016	GD-B6, B6.5	Our Customers and Value Chain	30
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	B6.2	Our Customers and Value Chain	30
CRE8	Type and number of sustainability certification, rating and labelling schemes for new construction, management, occupation and redevelopment		Our Customers and Value Chain Key Facts and Statistics	30,45
GRI 419: Socioeconomic Compliance 2016				
	GRI 103 Management Approach 2016	GD-B4, GD-B7	Corporate Governance Our People Our Customers and Value Chain	12-13, 24-27, 28-30
419-1	Non-compliance with laws and regulations in the social and economic area	B7.1	Corporate Governance Our People Our Customers and Value Chain	13,25,29-30

Photo Album - Community Investment and Engagement of Our Group

Henderson Land

Henderson Land constantly seeks to devise innovative and meaningful community programmes, while maximising its reach through a collaborative approach that engages our employees, their families and friends, customers, associated companies, working partners and community bodies.



Community Housing Project - Lok Sin Tong X'mas Party



UNICEF Charity Run



Breakthrough Art Jamming Workshop



JA Startmeup Summer Boot Camp



Warmth Giving Project



Warmth Giving Project



Green Power Hike



Knit for the Needy



Photo Album - Community Investment and Engagement of Our Group

Henderson Land



Volunteer Elderly Home Visit Programme



Henderson Warmth x Towngas Volunteer "Soup to Warm the Heart" Elderly Home Visit Activity



Summerbridge Hong Kong



WWF - Hong Kong Walk for Nature @ Mai Po



Breakthrough Youth Development Project



Hong Kong Community Network - Kwai Tsing Ethnic Minority Programme



Friends of the Earth's Tree Planting Challenge



Photo Album - Community Investment and Engagement of Our Group

Hong Kong and China Gas

Hong Kong and China Gas is committed to strengthening community engagement through philanthropic initiatives in partnership with its employees, customers, associates and the public. In 2017, Hong Kong and China Gas launched a brand new campaign named "Chef Anchor". Other key initiatives included distributing over 345,000 rice dumplings to the needy to celebrate the Dragon Boat Festival, and a staff initiated fund-raising programme that benefitted over 50 community bodies.



Warming Mooncake



Mad Dog Charity Programme



Towngas Rice Dumplings for the Community



Chef Anchor





Low Carbon Creative SHOW Programme



Gentle Breeze Movement



Firefly Project



Towngas Rice Dumplings for the Community

Photo Album - Community Investment and Engagement of Our Group

Hong Kong Ferry Group

With a focus on youth development, Hong Kong Ferry Group organised a wide range of community engagement programmes that benefit the young. These included inviting over 2,000 children and parents from underprivileged families to a series of CSR cruise parties and visits to the Hong Kong Sea School. As a leader in the ship repairing and maintenance industry, Hong Kong Ferry also offered visiting, training and internship opportunities to over 500 students to broaden their horizons.



Happy Halloween Cruise Party with Pok Oi Hospital



Student Internship at Hong Kong Shipyard



Loving Hong Kong Loving Home Cruise Party



Volunteer Towel Dolls Making for Children and Elderly



Miramar Group

With a long-standing commitment to giving back to society, Miramar Group encourages its staff to participate in various community services programmes that benefit the needy. Its representatives also deliver industry talks which act as platforms to share the Group's green practices and energy saving initiatives.



UNICEF Charity Run



Student Visit at The Mira Hong Kong



Great Chefs



Volunteers Help Preparing Meal Boxes in Food Angel's Central Kitchen

Photo Album - Community Investment and Engagement of Our Group

Hang Yick and Well Born

Building on the theme “Year of Youth”, Hang Yick and Well Born continued to support The Hong Kong Polytechnic University’s Institute of Active Ageing, which aims to deliver innovative educational programmes to Hong Kong’s elderly. Hang Yick and Well Born also support programmes that benefit the elderly, low-income families and ethnic minorities.



Home Market 5th Anniversary Carnival



Mini-U for the Third Age Programme 2017
Graduation Ceremony



Poon Choi Feast and Carnival



Mary Rose School Christmas Party



Goodwill

Goodwill seeks to create positive change in society by engaging in long-term partnerships with various community organisations. The company has been partnering with local universities and charitable organisations to offer internship opportunities and visits at their shopping malls and commercial buildings. Goodwill also extends its outreach activities to disadvantaged groups such as the elderly and children from underprivileged families.



Summer Internship Programme 2017 for IVE Students



Hong Kong Christian Service Walkathon and Carnival



Goodwill Volunteer Team Elderly Home Visit



Summer Internship Programme 2017 for IVE Students





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

