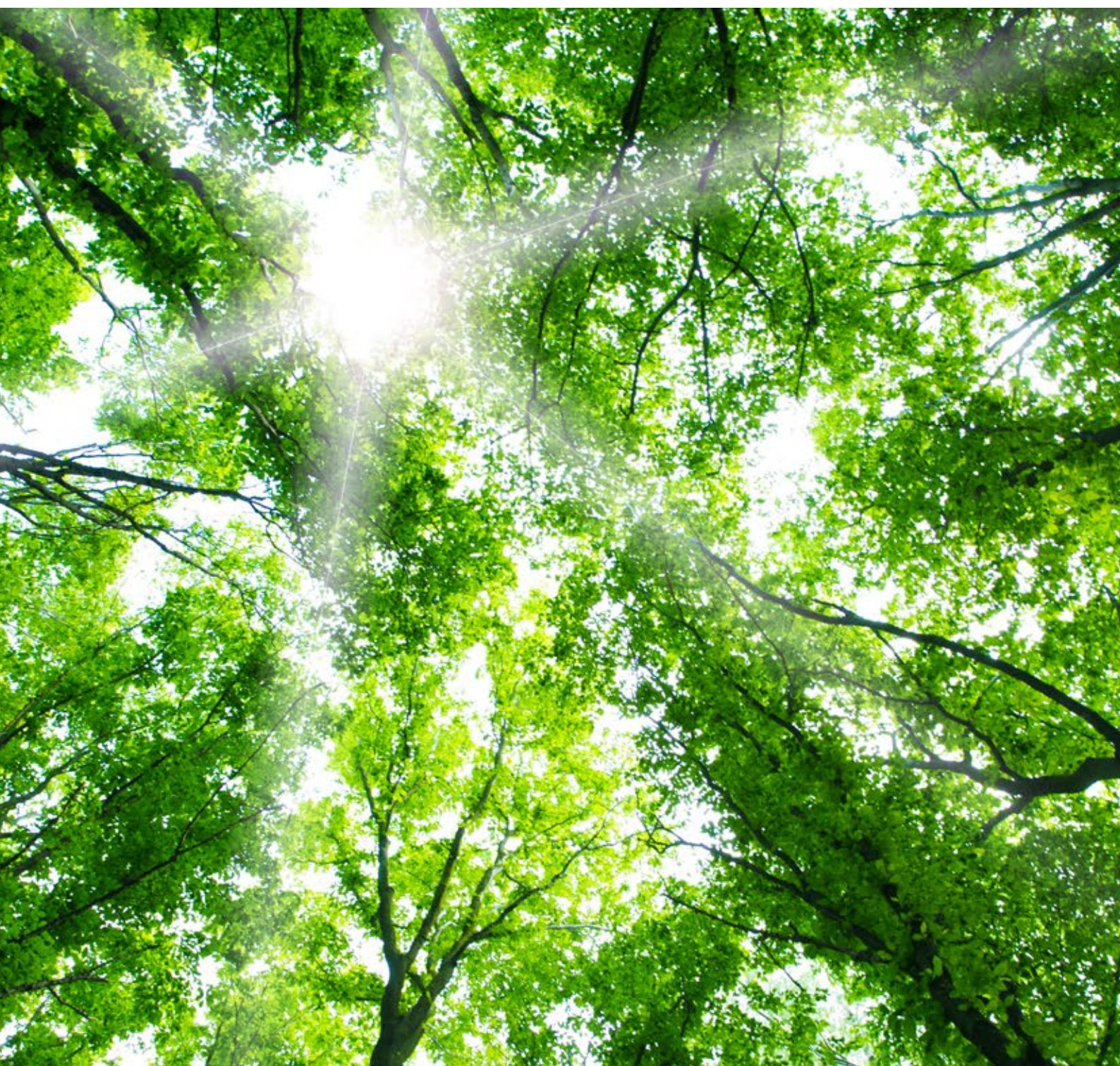




**WHEELOCK**

*Founded 1857*

# CSR Report





This Report presents Wheelock's sustainability efforts in 2018,  
and is available in electronic format.



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# ABOUT THIS REPORT

Wheelock and Company Limited (“WAC”) and its two wholly-owned subsidiaries, Wheelock Properties (Hong Kong) Limited (“WPL”) and Harriman Property Management Limited (“HPML”) (jointly referred to as “Wheelock” or “the Company” thereafter) are delighted to publish its fourth annual Corporate Social Responsibility (“CSR”) Report (the “Report”).

This Report highlights and discusses Wheelock’s commitment and efforts in carrying out its CSR initiatives, including the CSR management approach, programmes and performance, in the following five chapters:

## Chapter 1

### **Our Business**

Provides an overview of our business model and discusses how good corporate governance and CSR management operate our business for good.

## Chapter 2

### **Building for the Environment**

Demonstrates our commitment to managing energy usage, greenhouse gases emissions, waste and procurement for building a resilient environment.

## Chapter 3

### **Building High Performing Teams**

Illustrates our devotion of resources to growing our employees and fostering a comfortable and productive working environment for the team.

## Chapter 4

### **Building a Sustainable Community**

Highlights how the community investment programmes under Youth and Art, Community Betterment, and Nature and Environment contribute to creating positive values for the community.

## Chapter 5

### **Building Partnerships along Our Value Chain**

Provides an overview on how we work closely with business partners and customers along the value chain to provide quality products and service, and improve business and sustainability performance.





## Report Scope and Period

This Report covers the Hong Kong operations of the following companies:

- Wheelock and Company Limited, a listed investment holding company headquartered in Hong Kong;
- Wheelock Properties (Hong Kong) Limited, a wholly-owned subsidiary of WAC that undertakes property development and sales and marketing of Wheelock and Wharf Group properties; and
- Harriman Property Management Limited, a wholly-owned subsidiary of WAC that focuses on management of residential, commercial, retail and industries properties in Hong Kong.

WAC's key subsidiaries, The Wharf (Holdings) Limited, Wharf Real Estate Investment Company Limited and Wheelock Properties (Singapore) Limited are not included in the scope of this Report. Please refer to their CSR/Sustainability Reports for their sustainability efforts and performance.

The scope of this Report is consistent with the previous reporting period. Unless otherwise stated, all information and data disclosed in this Report covers the period 1 January to 31 December 2018. Historical data is also included for comparison where applicable.

## Reporting Standard

This Report has been prepared in accordance with the GRI Standards: Core Option, GRI G4 Construction and Real Estate Sector Disclosures, as well as the Environmental, Social and Governance ("ESG") Reporting Guide issued by The Stock Exchange of Hong Kong Limited (HKEx). The GRI Standards and HKEx ESG Reporting Guide Content Index can be found on pages 56 to 61.

## Assurance

This Report has been independently reviewed and verified by the Hong Kong Quality Assurance Agency (HKQAA). The independent assurance statement can be found on page 55.

## Contact for Feedback

Your feedback is valuable for our continuous improvement. Please email your queries or comments to **pr@wheelockcompany.com** (for WAC and HPML) or **csr@wheelockpropertieshk.com** (for WPL).

# CHAIRMAN'S MESSAGE

**At Wheelock, corporate social responsibility (“CSR”) is about making the right decisions that shape our present and future, and progressing in the long-term. Through past learnings and continuous exploration of innovative solutions, we are making various improvements along our sustainability journey.**

Improving our environmental performance is one of the focal areas along our sustainability journey. Guided by the Paris Agreement, our approach to environmental sustainability has reflected how we tackle climate change mitigation and adaptation issues related to our business. WPL has been playing a key role in implementing the Group's green building strategies. Recognising the physical risks that climate change may pose to our buildings, we conduct microclimate studies for our projects to enhance day to day experience of our buildings and their resilience against extreme weather events. We strive to achieve BEAM Plus Gold certification for all developments and endeavour to attain LEED<sup>®1</sup> Gold certification for all commercial developments. This is demonstrated by our O'SOUTH Portfolio (Tseung Kwan O South), where THE PARKSIDE, CAPRI, MONTEREY and SAVANNAH obtained BEAM Plus Provisional/Final Gold Certifications. As of 31 December 2018, 100% of construction floor area in our entire portfolio has been certified with BEAM Plus standards or under application. On greening our daily operations, WAC has made good progress at Wheelock headquarters (“HQ”), where our total energy consumption reduced by 9.9% and energy intensity reduced by 28.9%, as compared to baseline year 2015.

We embrace as core principles the Business-in-Community approach and this year we have extended our collaboration network to benefit wider communities. We collaborated with the Hong Kong Science Park to launch the HKSTP@Wheelock Gallery, leveraging our gallery space in Admiralty. Over 1,000 business meetings and 80 events, involving more than 6,600 participants<sup>2</sup>, have been facilitated since its opening in April 2018. This has not only provided technopreneurs and start-ups with a platform to collaborate and seek funding, but has also brought us new technologies and solutions. On youth development, Project *WeCan*, a flagship programme founded in 2011, launched its Phase III in 2018 with an expanded network, reaching a new height with the participation of 76 schools, 68 partners and benefiting over 66,000 students who are disadvantaged in learning. Apart from Project *WeCan*, we also support art development. Following our success in 2017, the National Geographic Wheelock Hong Kong Photo Contest 2018, themed “Hong Kong Story”, continued to offer a platform for photographers to shine with their talents and received a record of over 4,000 entries from 19 countries and regions.



Recognising the inherent health and safety risks in our industry, we have strengthened our policies and management. In 2018, WPL introduced a new project safety manual, upholding our commitment to zero harm and zero fatalities on construction sites. HPML, our property management arm, received ISO 14001 and ISO 45001 certifications for four sites under its management, which exemplified our commitment to continually enhance the environmental, health and occupational safety of our staff, as well as other building users.

With technology advancements, we made efforts in integrating technology to enhance the efficiency in our building and handover processes. Virtual reality ("VR") technology has been applied to minimise the amount of materials used and waste generated. Meanwhile, our new digitalisation systems were launched in 2018 to streamline internal processes and reduce paper consumption by enabling electronic sign-off.

As a global citizen, we support and answer to the global calls for sustainable development. This year, we have supported four United Nations Sustainable Development Goals (UNSDGs) through our environmental and social initiatives. Moving forward, we will continue to identify opportunities and take action to build a win-win ecosystem towards a sustainable future.

I would like to take this opportunity to express my gratitude to all stakeholders for contributing to our achievements in the past year. I welcome your feedback on Wheelock's CSR performance and reporting materials for fostering the Company's good ahead.

**Douglas C. K. Woo**

Chairman

Hong Kong, June 2019

1 LEED® (Leadership in Energy and Environmental Design) certification is the most widely used green building rating system in the world and is issued by the US Green Building Council.

2 HKSTP@Wheelock Gallery data period is as of end of March 2019.





# 2018 PROGRESS AT A GLANCE



**Top 5**  
for residential sales  
in Hong Kong



**100%**  
of our construction floor area  
certified as green buildings or  
under application



**Virtual Reality**  
technology applied in 100% of  
new development projects



**ISO 9001, ISO 14001  
and ISO 45001**  
certifications obtained for  
**4** managed buildings



Low-carbon Office  
Operation Programme  
Gold certification by WWF HK for  
**7<sup>th</sup> consecutive year**



Energy intensity<sup>#</sup> at HQ  
**↓ 15%**



Carbon intensity<sup>#</sup>  
**↓ 39%** at HQ &  
**↓ 2%** at construction sites



Waste intensity<sup>#</sup>  
**↓ 25%** at HQ &  
**↓ 35%** at construction sites



**Handover App**  
**↓ 95%** printing  
in handover process



Launched  
**HKSTP@Wheelock Gallery**  
to support start-up community



**66,000+**  
students benefitted from  
Project *WeCan*

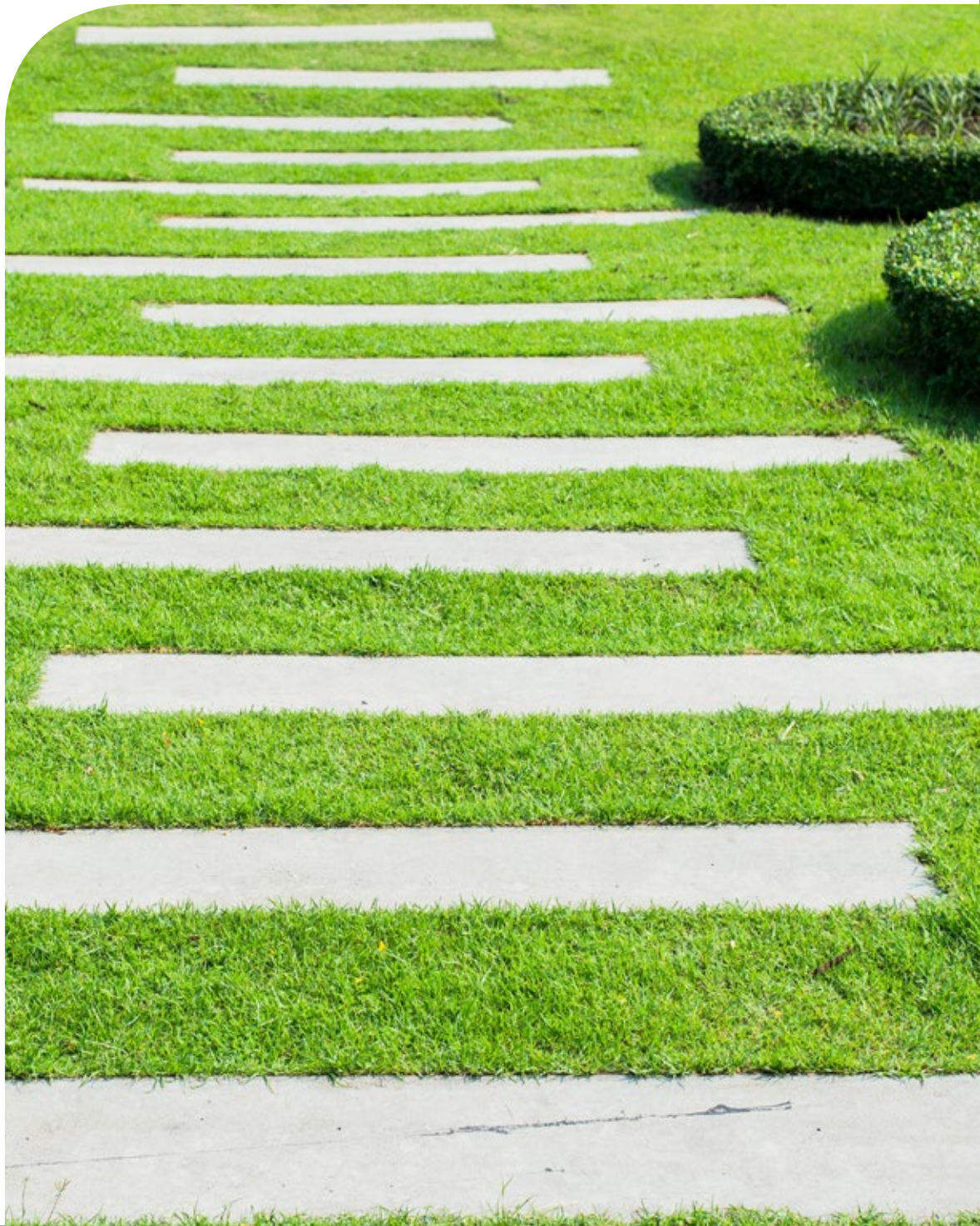


National Geographic Wheelock  
Hong Kong Photo Contest  
received over **4,000** entries

<sup>#</sup> Environmental performance compared with 2017

# OUR BUSINESS

Embedding sustainability in our daily operations is fundamental to Wheelock's business. Through strong corporate governance, we maintain a robust risk management structure and uphold the highest standards of integrity. As a corporate citizen, Wheelock also strives to contribute to global sustainability efforts. We support the United Nations Sustainable Development Goals and will continue to align our CSR strategies to the relevant goals.



## Financial Performance in 2018



**HK\$29.3 Billion**  
Residential and commercial contracted sales  
(↑13% from 2017)



Operating profit  
**↑5%** from 2017



	2018 HK\$ Million	2017 HK\$ Million	Change
REVENUE	48,490	70,953	- 32%
OPERATING PROFIT	24,934	23,857	+ 5%
NET DEBT	93,007	57,717	+ 61%
TOTAL EQUITY	389,478	387,823	+ 0.4%
NET DEBT TO TOTAL EQUITY	23.9%	14.9%	+ 9%

### Business Overview

Within Wheelock, WAC, WPL and HPML each holds a unique and important role in the pursuit of long-term and sustainable business growth. As a holding company, WAC manages a diversified business portfolio. WPL, as a subsidiary of WAC, focuses on our property development business in Hong Kong and actively pursues sustainable building development. Meanwhile, our property management subsidiary, HPML, manages a wide range of properties in Hong Kong and engages customers with their eco-efficiency initiatives.

### 2018 Property Development, Land Bank, and Sales and Marketing Highlights:

- Land bank of 6.3 million square feet under management (as of 31 December 2018)
- Two new residential sites, MALIBU and GRAND OASIS KAI TAK, were launched
- O'SOUTH Retail Portfolio with approximately 300,000 square feet sold
- Diverse product offerings including The Peak collection, MTR residences, waterfront living, suburban houses and commercial properties



## Corporate Governance

### Brief Overview

Wheelock is committed to achieving and maintaining exemplary corporate governance practices. We strive to achieve long-term sustainable development and ensure accountability to our stakeholders through strengthening our governance structure and policies.

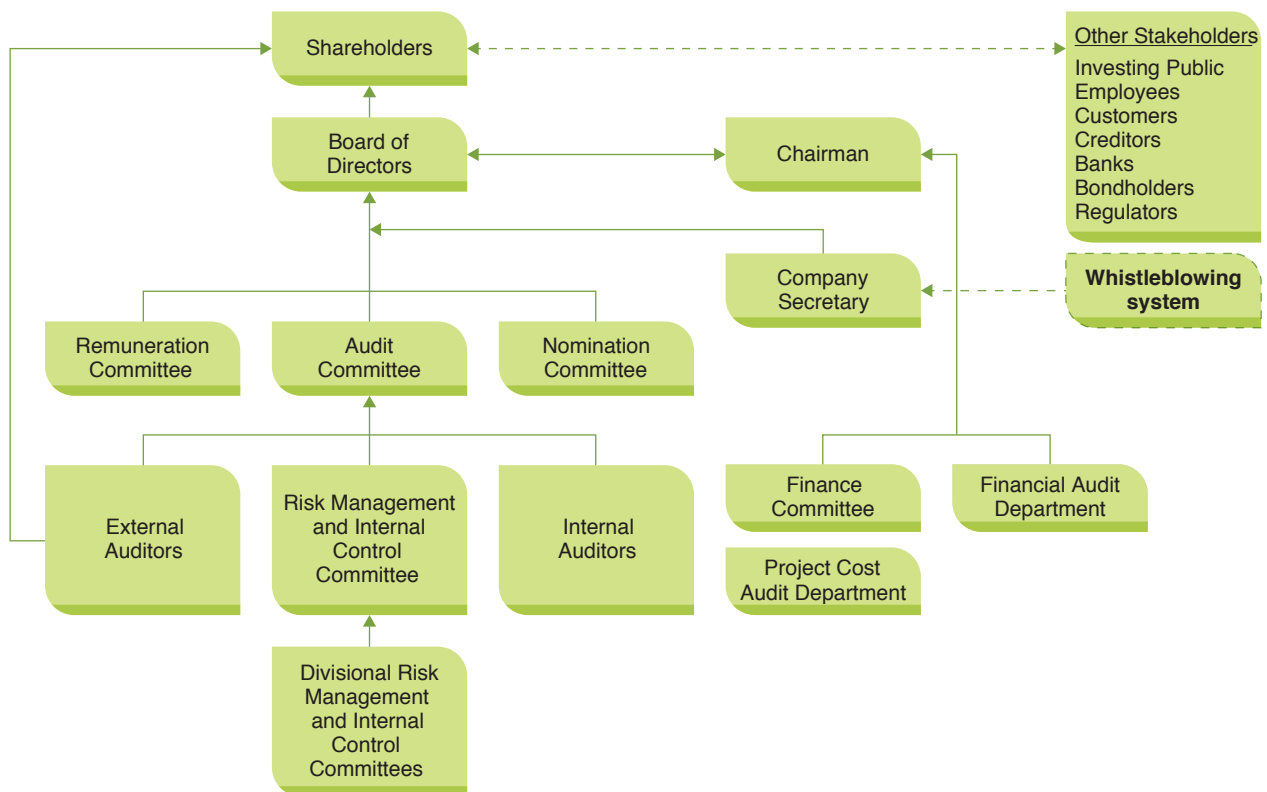
We endeavour to integrate sustainability into our business operations and ensure ethical business practices and behaviour in Wheelock. Our *Code of Conduct*, *Equal Opportunity Policy*, *Grievance Procedures*, and *Policy on Non-disclosure of Company Internal Information* are set at the Group level, governing our practices pertaining to bribery, conflict of interest, insider dealings and inside information, etc. We operate our business strictly in accordance with all applicable rules and regulations.

## Governance Structure

The Group is headed by an effective Board of Directors (the “Board”) which makes decisions objectively in the interests of Wheelock and its stakeholders. Under the Board, there are Remuneration Committee, Audit Committee and Nomination Committee, with all members appointed from the Board. Each Director has been appointed on the strength of his/her calibre, experience and stature, and his/her potential to contribute to the proper guidance of the Group and its businesses. The Board is responsible for overseeing and directing the Group’s strategies and major business activities; while the management team makes decisions on the Group’s general operations, driving Wheelock forward in its sustainable growth.

## Corporate Governance Structure

The Group’s current corporate governance, risk management and internal control framework can be diagrammatically shown as below:



## Risk Management and Internal Control

To safeguard the interests of our stakeholders, the Board oversees and approves the Group's risk management and internal control policies and strategies. Reporting to the Board, the Audit Committee ("AC") constantly evaluates and monitors the effectiveness of relevant systems with the assistance of the Risk Management and Internal Control Committee ("RMICC"). Divisional Risk Management and Internal Control Committees are also set up at business unit level to implement the control policies and on-going assessment of control activities.

With a wide range of business operations, Wheelock has adopted a holistic approach to manage economic, social and environmental risks arising from the dynamic

operating environment. Areas of responsibility of each business unit and procedures are clearly defined and designed to ensure effective checks and safeguard our assets. Risk management and internal control systems and procedures are regularly reviewed and being improved when necessary in response to changes in internal and external environments.

Led by RMICC, comprehensive system reviews based on COSO (Committee of Sponsoring Organizations of the Treadway Commission) framework are conducted throughout the Group on a regular basis. The review exercises help the Group to identify and prioritise risks, and develop measures to contain risks within acceptable levels.



Please refer to the *Corporate Governance Report* in our 2018 Annual Report for more information.

## Approach to Anti-corruption

Wheelock has strict prohibition of bribery and corruption in any form. To ensure the highest possible standards of openness, probity and accountability within the Group, the *Code of Conduct* defines behaviours that could be construed as unacceptable, e.g. conflicts of interest, bribery and corruption, and provides guidelines for the handling of such circumstances. It also sets out the applicable laws and regulations and industry standards that must be adhered to. All employees are required to sign and acknowledge agreement to the *Statement of Business Integrity* during their induction. When there are changes or new laws, our policies will be updated or new guidelines will be issued by the Personnel and Administration Department, and the circulars will be sent to all related staff members.

## Whistleblowing Programme

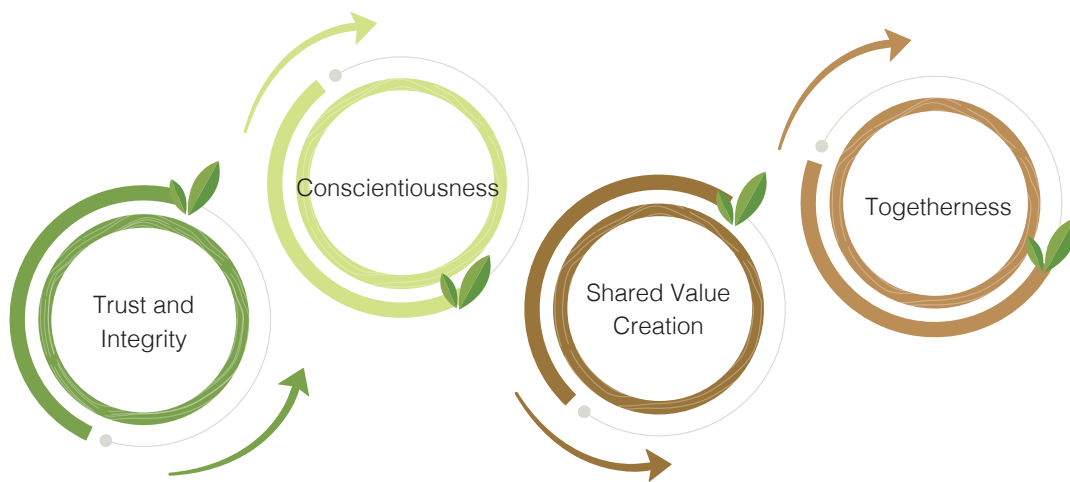
The Group has adopted the *Whistleblowing Policy & Procedures* ("WPP"), which outline the process of raising a complaint, investigation, policy monitoring and follow-up actions in details. WPP provides a channel for employees, suppliers, customers, contractors and other third parties who deal with the Group to raise concerns and complaints about suspected misconduct and malpractices, in strict confidence and with no retaliation, directly to the Group's Company Secretary. Complaints received will be referred to Deputy Chairman and Group Chief Financial Officer or the AC for evaluation and to decide if a full investigation is necessary. The final investigation report will be produced by our top management or the AC, or the Board, whichever appropriate, for follow-up actions.

In 2018, there were no reports of incidents received. Our *Whistleblowing Policy & Procedures* are available online in English and Chinese on the Company's website.

Wheelock provides regular training on anti-bribery and anti-corruption for our employees. In 2018, the total training hours on anti-corruption amounted to 173.5 hours. Regular talks and training conducted by the ICAC were held for our employees and emails regarding staff receiving or giving gifts were circulated before festive seasons to enhance awareness on ethical business practices. No concluded cases of corruption were reported in 2018.

## Our Approach to CSR Management

Wheelock is dedicated to integrating CSR into business operations and a CSR Committee was established to guide our CSR directions and strategies. Led by our Chairman and composed of a group of senior management, the CSR Committee meets quarterly to identify and manage the risks, opportunities and impacts of ESG issues, as well as to oversee the sustainability approach and initiatives of the Group. The Committee will continue to explore opportunities to create positive social impact in accordance with four guiding principles:



Wheelock supports the United Nations Sustainable Development Goals (UNSDGs). In response to the increasing expectations from our stakeholders, we have reviewed our business activities and identified four UNSDGs that are most relevant to the Group. We are under the process of reviewing our CSR strategy to better

synchronise our management approach to corporate governance, environmental protection, team development and community investment with the UNSDGs as well as our business priorities, thus contributing to the building of a better future.

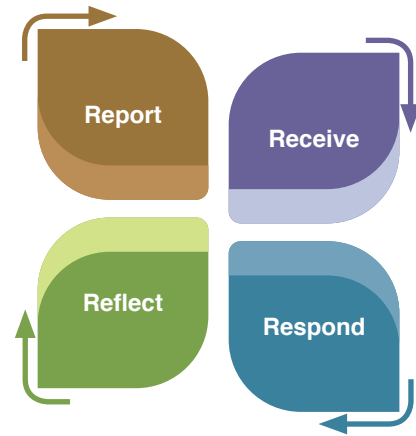




## Stakeholder Engagement

Through engaging with our stakeholders, Wheelock strives to better understand how our performance impacts the communities, enabling us to enhance our sustainability strategies. Throughout the year, we actively engage our key stakeholders – employees, customers, tenants, business partners, community partners, government and regulators, investors and media through a wide range of communication channels such as regular meetings, calls, reports, events and customer surveys. Easily accessible platforms such as company websites and social media – Wheelock Living Facebook page, Wheelock’s LinkedIn and Club Wheelock’s Instagram – are deployed to engage our stakeholders as well. These channels allow Wheelock to collect important feedback and opinions from our stakeholders to strategically identify areas for improvement.

In 2018, in addition to year-round stakeholder engagement channels, Wheelock commissioned an independent third-party consultant to collect stakeholders’ overall comments on the ESG priorities and performance of Wheelock. Internal and external stakeholders were engaged through a survey and a series of dialogues via focus group discussion, face-to-face interviews and phone interviews.



Stakeholder Engagement Feedback Loop

## Stakeholders’ Comments and Wheelock’s Responses

From the stakeholder engagement exercise we have collected some valuable comments and recommendations. Key comments and our responses are outlined below:

Stakeholders' Comments	Our Responses
<p>Explore opportunities to adopt innovative design and construction methods throughout the building development cycle.</p>	<p>Innovation is one of the strategic directions pursued by the Group. Since 2017, Wheelock has collaborated with various organisations to explore innovative solutions, and provided training for our staff on technologies like Building Information Modelling ("BIM") and Virtual Reality ("VR"). We will continue to leverage on the latest technologies to enhance our operational processes.</p>
<p>Incorporate consideration for the impacts of climate change and extreme weather events on property projects.</p>	<p>Wheelock recognises the potential climate risks on our buildings, and has carried out a number of technical studies on our projects to cater to the effect of extreme weather. Operational guidelines for construction sites during bad weather have also been established.</p>
<p>For Project <i>WeCan</i>, consider means to incentivise other corporate partners to contribute more and create a resource sharing network among them.</p>	<p>The <i>WeCan</i> Secretariat has been organising “Partners Sharing Sessions” on a regular basis for partners to share best practices and success stories among themselves; posting schools/partners programmes on an online platform designated for partners and schools to share experiences; and organising volunteers appreciation event to recognise partners’ contributions, like the Partners Appreciation Event held in May 2019 at the Government House.</p>

## Materiality Assessment

Material topics are issues that are the most relevant and have the most significant impact on the Group and our stakeholders, and which stakeholders expect us to better manage and disclose. In 2018, an assessment was conducted to review our list of material issues. A total of 21 material issues were identified, of which "Innovation"

was newly identified with regard to emerging industry trends.

Please refer to Appendices - List of Material Topics and Corresponding Boundaries on pages 46 to 47 for further information on the methodology, materiality matrix and boundaries of these material issues.

Material issues identified:

### Environment

- Materials
- Energy
- Greenhouse Gas Emissions
- Waste
- Environmental Compliance
- Supplier Environmental Practices
- Sustainable Building Development and Certification

### Labour Practices and Decent Work

- Recruitment and Staff Turnover
- Occupational Health and Safety
- Employee Training and Career Development
- Equal Opportunities
- Supplier Labour Practices
- Labour Practice Grievance Mechanisms
- Non-discrimination

### Social

- Community Engagement
- Investing in Local Communities

### Economic and General

- Anti-corruption
- Innovation

### Product Responsibility

- Customer Satisfaction
- Customer Personal Data Privacy
- Compliance of Products and Services



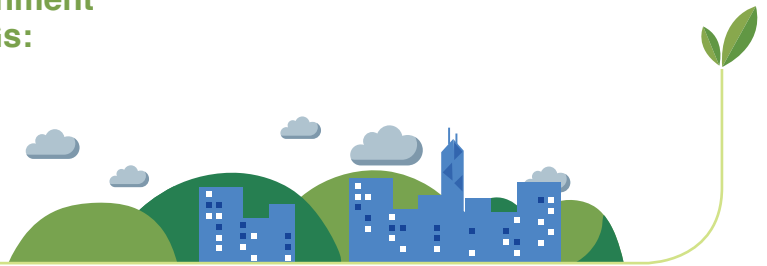
# BUILDING FOR THE ENVIRONMENT

In light of the changing climate and global transition to a low-carbon economy, Wheelock recognises the need to carefully manage climate-related risks associated with our diverse portfolio. Our project development arm, WPL, proactively turns these risks into design drivers. Examples of our design strategies based on management of these risks are described in the following pages.





## Our work on building for the environment contributes to the following UNSDGs:



### Committing to Sustainability

Wheelock observes and attaches great importance to global best practices on sustainable development

and smart communities. We strive to be a leading local developer on sustainability performance. We have developed and adopted a four-pillar approach in our portfolio.

<p><b>Mitigating Our Impact</b></p> <ul style="list-style-type: none"> <li>Define sustainability targets and monitor our progress</li> <li>Implement energy, resources and waste management at our headquarters, managed properties and construction sites</li> </ul>	<p><b>Sustaining the Built Environment</b></p> <ul style="list-style-type: none"> <li>Strive for BEAM Plus Gold certification for all buildings and LEED® Gold certification for all commercial buildings</li> <li>Promote behavioural change by developing low-carbon communities to improve wellness and work-life balance</li> </ul>
<p><b>Adapting for the Future</b></p> <ul style="list-style-type: none"> <li>Understand future environmental and climate-related risks through scientific analyses and studies</li> <li>Integrate microclimate and extreme weather considerations into our project planning and design</li> </ul>	<p><b>Promoting Innovation</b></p> <ul style="list-style-type: none"> <li>Stay abreast of emerging and future trends and Internet of Things (IoT)</li> <li>Brainstorm innovative concepts and adopt pilot schemes using new technologies</li> <li>Explore sustainable finance opportunities</li> </ul>

WPL did not stop at mere compliance with environmental laws and regulations. In 2012, WPL established an *Environmental Policy* and relevant guidelines, covering its commitments and directives on sustainability performance, stakeholder awareness raising programmes, initiatives and targets to reduce emissions, enhance efficiency of resources, waste management and environmental compliance. These policies and guidelines have been updated to reflect changing climate patterns, opportunities derived from climate change, availability of smart technologies, as well as concerns raised by our stakeholders. We also closely monitor our environmental performance to ensure compliance with the applicable local environmental laws and regulations. Aiming to strengthen the management of environmental performance in our operations, HPML attained the ISO 14001 Environmental Management System certifications for four of our managed buildings, namely Wheelock

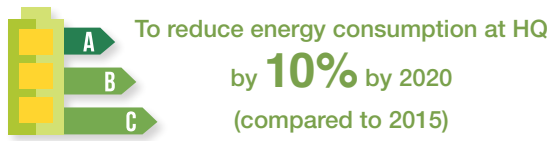
House, Harriman Headquarter, CAPRI and Cable TV Tower, covering the head offices of WAC, WPL and HPML.

In 2018, we furthered our progress towards the reduction target of 10% on energy consumption at headquarters, compared with 2015. The Project Sustainability Task Force set up in 2016 continued to monitor the progress of reduction in greenhouse gas ("GHG") emissions at all our construction sites, and is actively searching for opportunities to spearhead low carbon initiatives, with the aim of achieving our 3% reduction target from 2015 by 2020.



**ISO 14001** certifications obtained for 4 managed sites

## Targets



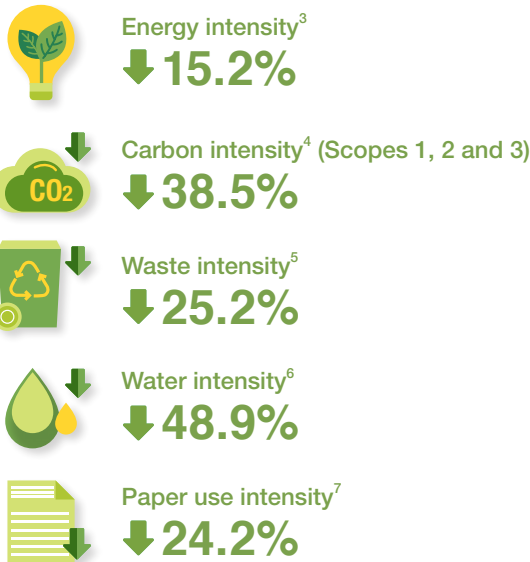
## Progress



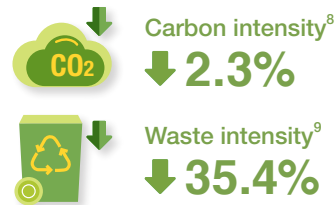
## Environmental Performance Highlights in 2018

### Our Year-on-year Achievements

#### Headquarters



#### Construction Sites



## Green Awards



- Low-carbon Office Operation Programme (LOOP) – Gold
- RICS Hong Kong Awards
  - Corporate Social Responsibility Project Of The Year - Winner
  - Sustainability Achievement of the Year- Winner
- CIC Sustainable Construction Award
  - Merit Award of Developer
- BCI Asia Awards 2018 - Top 10 Developers

<sup>3</sup> Energy intensity in terms of kWh/m<sup>2</sup>/employee  
<sup>4</sup> Carbon intensity in terms of kgCO<sub>2</sub>e/m<sup>2</sup>/employee  
<sup>5</sup> Waste intensity in terms of kg/m<sup>2</sup>/employee  
<sup>6</sup> Water intensity in terms of m<sup>3</sup>/m<sup>2</sup>/employee

<sup>7</sup> Paper use intensity in terms of tonne/employee  
<sup>8</sup> Carbon intensity in terms of kgCO<sub>2</sub>e/m<sup>2</sup>  
<sup>9</sup> Waste intensity in terms of kg/m<sup>2</sup>

## Sustaining the Built Environment

As a leading property developer in sustainable communities, we have adhered to our target of minimum BEAM Plus Gold certification for all developments and LEED® Gold certification for all commercial developments. Over 80% of our development projects have undergone Life Cycle Assessment to minimise environmental impacts and embodied energy in the buildings' structure. We continuously explore the use of alternative construction materials and innovative technologies in design and construction stages, and strive to deliver resource-efficient built environment to enable climate change-resistant building operations.



Over **80%** of our projects undergone LCA

Wheelock continued to conduct technical studies in the design phase in response to climate risks. We aim to enhance the resilience and adaptability of our property portfolio to mitigate the potential risks and physical damage induced from extreme weather events.

As Hong Kong is a city prone to frequent typhoons, we conduct wind channel simulations to understand the wind patterns and wind loads in the environs of the site. These studies provide a comprehensive impact evaluation of wind force and other environmental factors, and help to enhance the resistance of building facades and structures against strong winds. Furthermore, we carry out computational fluid dynamic studies to better understand the microclimates of the sites, which provide grounds for our massing layout and build form designs that could alleviate the stagnant air conditions and improve ventilation in dense urban areas. Whenever possible, green roofs and cool roofs<sup>10</sup> are adopted for mitigating the heat island effect.

With our persistent efforts, as of 31 December 2018, 100% of construction floor area in our entire portfolio has been certified with or under application for BEAM Plus certifications.



**100%** of projects under development are certified with or under application for green building certifications

### Developments Awarded with Hong Kong Green Building Council's BEAM Plus Certification (2012-2018)

#### Final Gold

THE PARKSIDE Residential Development

The Austin & Grand Austin Residential Developments

One Bay East Commercial Development

One HarbourGate Commercial Development

#### Provisional Gold

MOUNT NICHOLSON Residential Development

77 Peak Road Residential Development

CAPRI Residential and Commercial Development

MONTEREY Residential and Commercial Development

SAVANNAH Residential and Commercial Development

ONE HOMANTIN Residential Development

OASIS KAI TAK Residential and Commercial Development

MALIBU Residential Development

LOHAS Park Phase 7 Residential Development

LOHAS Park Phase 9 Residential Development

8 Bay East Commercial Development

Kwun Tong Residential Development

#### Provisional Silver

NAPA Residential Development

KENSINGTON HILL Residential Development

ISLAND RESIDENCE Residential and Commercial Development

#### Provisional Bronze

1 Plantation Road Residential Development

### Developments Awarded with The U.S. Green Building Council's LEED® Certification (2012-2018)

#### Final Gold

One Bay East

One HarbourGate

#### Pre-certified Platinum

8 Bay East

<sup>10</sup> Cool roofs have a high solar reflectance index of 78 or above

## Case Study:

### Building a Low-Carbon Community - O'SOUTH Portfolio

Following the successful pilot creation of a sustainable community in CBD2 in Kowloon East, Wheelock believes the value of creating sustainable communities is far greater than individual buildings alone. We have been proactively searching for more opportunities to enhance people's physical, social and emotional wellness within the community we build.

These four mixed-use developments have been awarded Final/Provisional BEAM Plus New Buildings

Gold rating, and offer a total construction floor area of 268,003m<sup>2</sup> with 2,701 residential units, accommodating 13% of the vicinity's population. This green aspiration requires integrated masterplanning and prioritises the needs of the people, as well as cityscape, landscape, connectivity, quality of environment in order to deliver the aspired green lifestyles. Access to green space, natural ventilation, sunlight and daylight are key ingredients for creating communities of the highest environmental quality. These priceless assets are the pre-requisites to our residents' wellness.



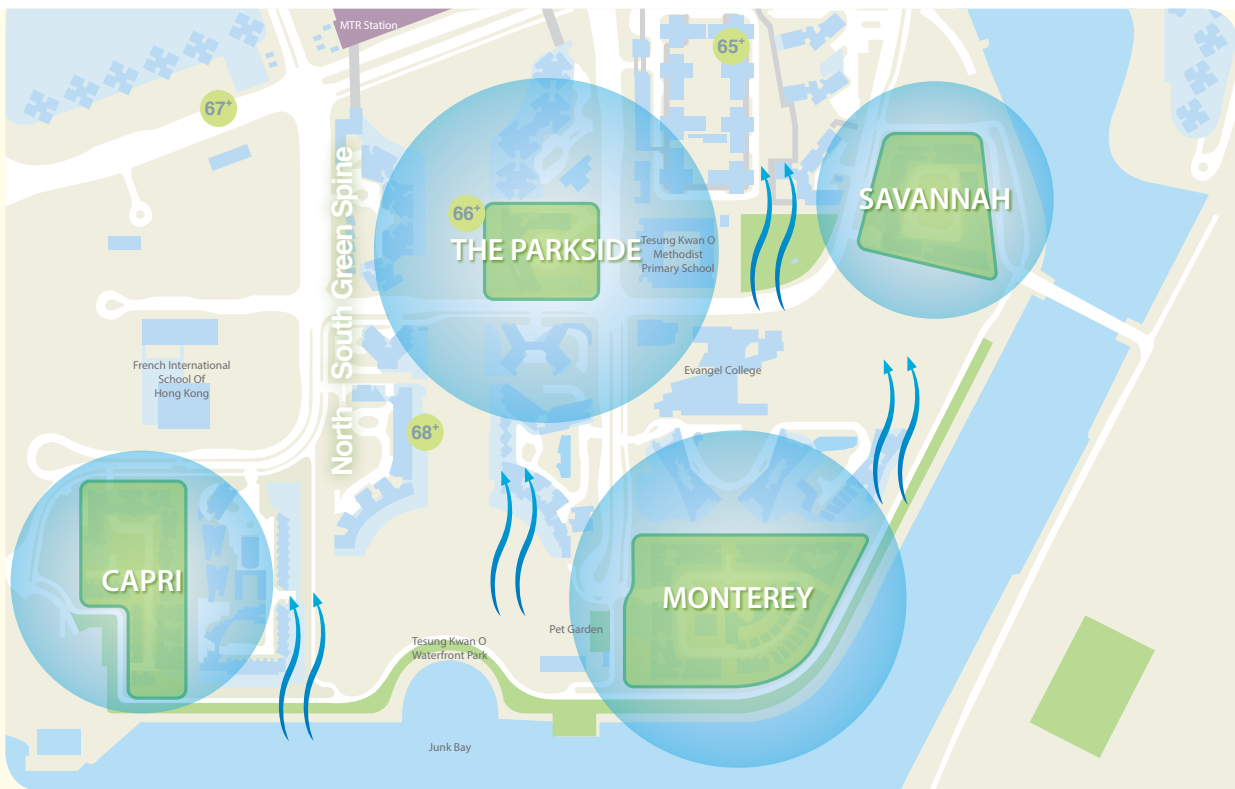
In recognising that natural ventilation is crucial to the well-being of the occupants and visitors of Tseung Kwan O, Wheelock conducted air ventilation assessments on an unprecedented scale, covering 88% of Tseung Kwan O South<sup>11</sup>, to ensure setbacks and disposition of the buildings, as well as their build forms, are optimised to channel natural breeze through the individual developments and to the hinterland. Sustainable masterplanning means that the residents of O'SOUTH can enjoy a high quality of life without sacrificing convenience. O'SOUTH offers 7,771m<sup>2</sup> of recreational facilities, and 34,659m<sup>2</sup> of retail space and amenities to its residents right on their doorstep. With a comprehensive

transportation network within 500m and a comprehensive array of amenities and diverse recreational facilities on-site, its residents can achieve the best live-work balance.

O'SOUTH echoes the low carbon transportation concept of the neighbourhood. Tseung Kwan O is one of the first communities to integrate walkability and bikeability in the masterplan by providing an extensive network of flat cycle paths connecting Tseung Kwan O town centre to the seafront promenade, Lohas Park, Hang Hau and Po Lam. O'SOUTH provides 108 bicycle parking spaces so that its residents can make the most of the bicycle network.

<sup>11</sup> Refers to the area bounded by Po Yap Road, Po Shun Road and Tseung Kwan O Waterfront





■ Development    
 ■ Air ventilation assessment    
 65 Parcel No.

In view of Hong Kong's frequent rainfall, O'SOUTH incorporated stormwater management consideration into the masterplan. O'SOUTH is designed to reduce stormwater run-off and relieve the burden on the municipal stormwater system by integrating pervious paving systems into its hardscape. The stormwater management also includes rainwater harvesting, with a total rainwater capacity of 35m<sup>3</sup>.

THE PARKSIDE leads by example by installing solar thermal collectors to pre-heat water for showers in the clubhouse. Wheelock believes that its response to climate change will help to define the legacy for future generations.



**2,701** BEAM Plus Gold residential units, accommodating 13% of the vicinity's population



Carbon emissions reduced in energy-saving is equivalent to over **7,600** tonnes



Planted **316** trees



Avoided **28,321** tonnes of construction waste



Provides recreational areas and green space equivalent to **2.3** football pitches



Adjacent to the bicycle paths and provides **108** bicycle parking spaces



Provides **34** electric vehicle charging stations

We recognise our role in contributing to the industry and society's green living and wellness. As a board member of the Hong Kong Green Building Council and Business Environment Council, Wheelock actively participates in the development and advocacy of green building solutions for the common goal of developing a better urban living environment in Hong Kong.



One HarbourGate

## Ensuring Efficient Energy Use

Back in 2016, we set an energy reduction target (base year 2015) of 7-10% at our headquarters. The target was raised to 10% in 2017 to demonstrate our ambition and commitment to climate change actions.

At our headquarters, despite an increase of 4.3% in office space in 2018, the total electricity consumption fell by 6.2% year-on-year. The encouraging improvement could be attributed to the retrofit project that took place, where all T5/T8 fluorescent tubes were phased out and replaced with LED lighting.

HPML maintains effective control over the energy consumption in common areas within our portfolio. All building equipment is subject to regular maintenance and upgrade to optimise energy efficiency. We regularly communicate with our tenants and promote resources conservation programmes through behavioural changes, such as switching off unnecessary electronic appliances instead of leaving them in standby modes.

## Combating Climate Change

As construction activities contribute to a significant portion of GHG emissions in a building's lifecycle, we pay extra attention to site management in joint effort with our contractors. Wheelock was one of the first property developers in Hong Kong to track and monitor indirect (Scope 3) GHG emissions from construction activities. Encouraging efficient fuel use and use of alternative fuels at construction sites is one of our strategies to achieve our GHG emission reduction target by 2020. Biodiesel with 10% fewer carbon emissions compared to diesel is adopted at one of our construction sites. We will continue to work closely with our contractors to apply low-carbon equipment and technology.



## Minimising Waste Generation

Although demolition and construction wastes are directly controlled by our contractors, Wheelock independently asserts its influence in waste diversion to relieve the burden of landfills in Hong Kong, by setting waste reduction targets and continually tracking the waste performance of each construction site. Regular workshops with contractors are organised to review on-site waste reduction performance.

Wheelock strives toward lean constructions for our property development. Building Information Modelling ("BIM") has been integrated in the design and construction stages of our portfolio of commercial development since 2016, to reduce paper use and construction clashes on-site. Pre-fabricated building materials are also preferred and adopted where possible to align quality and minimise waste generation. We will continue to train our design team to fully utilise BIM technology, and further explore new technology and solutions to enhance resource efficiency in our development process.



Project team applying VR in new development projects



Visualising interior design layout from various angles

## VR Application to Reduce Need for Physical Mock-up

To ensure building quality and design accuracy, physical building mock-up has been widely adopted for exterior and interior demonstration. This practice, however, generates a significant amount of waste after use. Wheelock has been aware of the problem since 2016, and initiated tests on VR application for reduction of physical waste.

Our Customer Product Research Task Force has led the introduction and implementation of VR under professional advice from an academic institution, successfully applying the technology on six development projects and achieved the target of 100% application on all development projects by 2018.

With VR application, we are able to conduct an interactive walk-through and visualise the spatial arrangement between buildings in overall master-planning and architectural layouts, enabling an immersive experience and allowing instant amendment on design details. More importantly, a considerable amount of resources and wastes have been reduced.



In addition, our project team works closely with contractors to ensure wastes generated on-site are correctly sorted, handled and diverted from landfill as far as possible through reuse and recycling. In 2018, as the

number of construction sites decreased, the amount of recycled construction and demolition wastes were also reduced to 8,397 tonnes, equivalent to a recycling rate of 27%.

### Reducing the Environmental Footprint of Our Office Operations

Promoting green office practices is a priority in Wheelock's sustainability agenda. Our Green and Office Presentation Sub-Committee actively communicates and engages with our staff to raise their environmental awareness and promote the idea of 3Rs (Reduce, Reuse and Recycle).

Apart from using sustainable printing paper from FSC-certified sources, the Company continued the pursuit of the idea "Say No to Paper". Further to the default printer setting of duplex printing, and reuse of single-sided paper, we encourage reuse of internal

envelops. Besides, during the year we introduced an e-Leave system that makes the entire leave application process paperless. These initiatives have brought an encouraging result – a 24.2% reduction in paper use intensity at our headquarters.

On the topic of recycling, in 2018 the Green and Office Presentation Sub-Committee reviewed our recycling practices at headquarters and rolled out initiatives to further enhance staff awareness in resources conservation and clean recycling. Through emails and posters, we delivered messages about the importance of rinsing plastic bottles and removing the caps and wrapping labels before recycling.

Wheelock is also actively responding to the tightening regulatory environment on waste management. After the regulation on waste electrical and electronic equipment ("WEEE") came to implementation in 2018, we facilitated our office staff and tenants in Wheelock House to recycle their WEEE by engaging an approved recycler for collection in one go, so as to minimise the carbon footprint arising from the transport of WEEE. Besides, in support for the Hong Kong Green Shop Alliance, Wheelock has proactively encouraged nine of its retail tenants in One Island South to join as a member of the initiative and to participate in food waste recycling activities. Tenants' effort has not only reduced their own environmental footprint, but also enabled our customers to enjoy a more environment-friendly consumption pattern.

### Supporting Procurement of Green Materials

Environmental impact of building materials is one of our main considerations in sustainable building development. We strive to create a greener supply chain by engaging environmentally responsible suppliers and contractors. In our property projects, whenever possible, WPL adopts green materials such as sustainably-sourced timber, regionally-sourced materials with high recycled content and low volatile organic compounds.

As a key component of HPML's ISO 14001 certified environmental management system, *Green Procurement Working Instruction and Green Instruction for Contractor* (the "Instructions") which outline our environmental requirements imposed in our daily material procurement process as well as the work processes of our contractors. Examples include procurement priority of materials made of recycled materials and with minimal packaging; mechanisms to monitor contractors' compliance with the Instructions, as well as contractors' proper work procedures to handle hazardous waste.



### Engaging tenants

to reduce  
environmental footprint

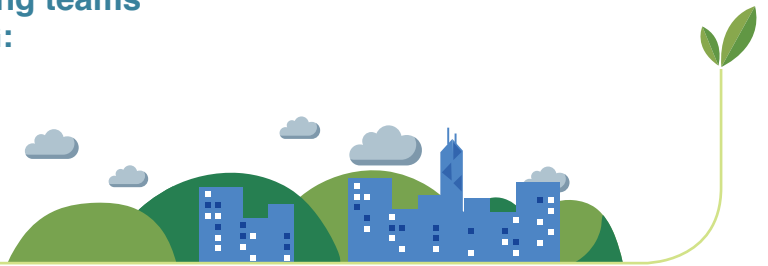
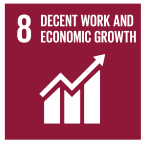
# BUILDING HIGH PERFORMING TEAMS

Wheelock regards employees as our close partners and foundation to our success, delivering excellence and continuous improvements. Aiming to be an employer of choice, we are committed to continuously evaluating and enhancing our people strategies to ensure our employees can develop their skills and feel that they are contributing to our goals as one team, with the confidence that the Company is giving them the right support. We are also committed to complying with all relevant laws and regulations, including but not limited to recruitment, occupational health and safety as well as employees' rights and benefits.

Recognising the inherent health and safety risks in our industry and our goal to promote continuous learning, more focus was put on occupational health and safety ("OHS") as well as staff training and development in 2018.



## Our work on building high performing teams contributes to the following UNSDG:



## Team Profile Highlights in 2018



**560**  
direct employees



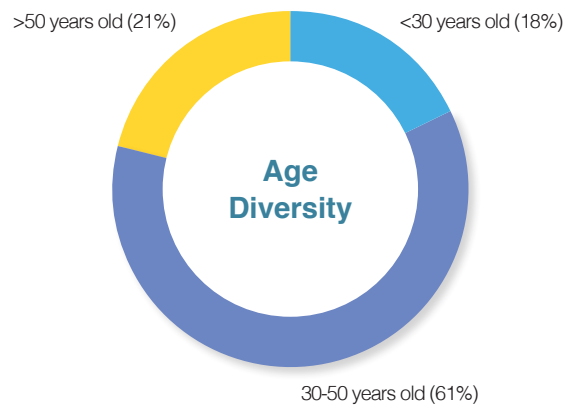
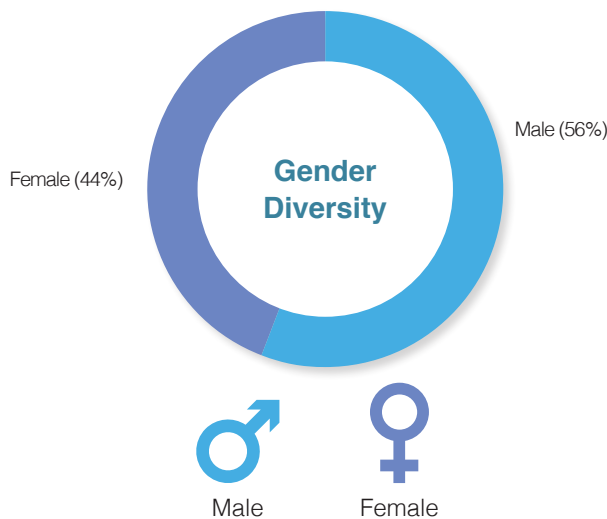
WPL hired  
**50,349**  
workers on  
construction sites



**100%**  
of direct employees  
received  
performance reviews



**Zero**  
work-related  
fatalities

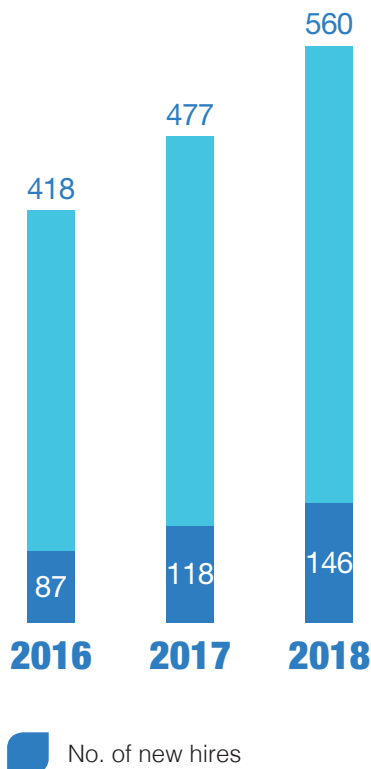




## Becoming an Employer of Choice

We recruit and promote suitable candidates according to their abilities and competencies relevant to the position. In 2018, with 146 new hires, 560 people were directly employed by the Company in our headquarters and across subsidiaries. With a growing portfolio of businesses and investments, we are expanding our workforce to cope with the constantly-changing business needs. New positions are created to support our business and functional teams to achieve their goals, while maintaining high quality standards. We value our new recruits as they can provide fresh views and inject new ideas to our business and processes. An introduction email of each new recruit is sent to all departmental managers and all new recruits will have the chance to meet with our Chairman in person to understand more about the Company's values.

Total number of direct employees and new hires:



## Employees' Rights and Benefits

Wheelock's success is the result of dedication and hard work of our people. We have put in place policies and procedures which set labour and employment practice standards and requirements to improve employees' experience during their tenure with us. Human rights are also strictly observed at Wheelock. In alignment with local regulations and international advocacy, we safeguard our employees against any forms of forced labour in the operations.

We strive to provide competitive employee benefits that exceed requirements of the Employment Ordinance and other applicable laws and regulations, to ensure every employee is compensated fairly and good talents are retained. These employee benefits include:



Discretionary annual performance bonus tied to organisation-wide achievement



Voluntary MPF contributions of up to 10%



Attractive medical insurance



Exclusive discounts on affiliated brands and spending in Harbour City



Special rates on vaccination against influenza since 2017



Up to five days of fully-paid paternity leave since 2017 (two days beyond the statutory requirement in 2018)

## Creating an Equal and Non-discriminatory Workplace

Wheelock is an equal opportunity employer which aims to provide an inclusive, safe, diverse and non-discriminatory workplace for employees from different backgrounds to thrive. Our commitments to ensure equal opportunities are stipulated in our *Equal Opportunities Policy* and *Code of Practice on Employment*. We highly value equal opportunities, respect human rights and have zero tolerance for discrimination or harassment of any kind. Recruitment, remuneration and promotion decisions are made based on an individual's experience, skills and performance, regardless of age, gender, religion, race, colour, national origin, disability, sexual orientation, family, marital status or any other legally protected status.

A group-wide *Grievance Procedures Policy* and internal grievance procedures were established to handle complaints or issues concerning harassment, discrimination, victimisation or vilification within the Company. All employees are made aware of our formal grievance channel, and can raise concerns or complaints in confidence, without fear of retribution. No incident of discrimination was reported in 2018.

## Fostering a Diverse and Inclusive Workforce

In Wheelock, we value and promote workplace diversity. We believe talents and expertise with different backgrounds can bring diverse viewpoints to our business, thereby identifying any potential risks. At board level, we have established a *Board Diversity Policy*. Appointments of Directors are made on merits having due regard for the benefits of diversity, and the Board is composed of experts with a balance of skills and experience relevant to the success of the Group. With a higher-than-average proportion of Independent Non-Executive Directors in the Board of Directors, independent viewpoints and diverse expertise are brought to the management of the Company for sustainable growth.

Despite the fact that the property sector is a traditionally male-dominated industry, we have maintained a relatively gender-balanced workforce of 56:44 (male to female).

Meanwhile, we understand the importance of family responsibilities to our employees and it is our intention to extend our care to their families. We have been providing a breastfeeding facility at Wheelock headquarters since 2016. As a family-friendly employer, we also held a series of events, such as Children's Day and parenting talk where colleagues could bring their children and learn to balance work and family responsibilities.



A fun Children's Day for colleagues with kids at the Pacific Club



Education talk on parenting

## Nurturing our Team

Competency of our workforce is the key to excellent services and customer satisfaction. Operating in a sector facing tightening legal requirements and high expectations from customers, we offer a wide range of training and career development programmes to ensure a safe, productive and rewarding work environment where employees can reach their full potential. In WAC and WPL, a Learning and Development Engagement Sub-committee is in place to support learning and development initiatives and promote a culture of continuous learning.

We prioritise our resources in investing in technical and professional training of employees. In 2018, we allocated over HK\$600,000 for providing a wide range of internal and external training to employees, covering topics including:

- Property market in Hong Kong and the Greater Bay Area
- Professional development (e.g. technical knowledge, communication and leadership, customer services, time management)
- Anti-corruption and Code of Conduct
- Health and safety
- Team building activities
- Compliance with laws and regulations
- Sustainability and green lifestyle options



**Building  
Information  
Modelling training**  
offered to WPL's project design  
and surveying staff

## Training hours per employee:



Speakers from CBRE shared with our employees their latest insights into the property market of Hong Kong and the Greater Bay Area in an industry seminar

With our increased investment in training and people development, the average training hours of our employees has steadily increased to 6.7 hours in 2018. In addition, we also offer some of our employees tuition reimbursement for additional training in specialist technical skills and regulation updates, as appropriate to their job responsibilities.





## Managing Performance of Our People

We maintain a robust annual performance review process that provides a formal comprehensive feedback system for our employees to discuss their performance, individual career ambition, aspirations and training needs with their supervisors. Findings from such reviews also help us identify training needs of employees and areas of improvements in our talent strategies. In 2018, we achieved a 100% performance review rate for all direct employees. Feedback on staff performance are honestly discussed throughout the cycle, and performance bonuses are determined based on this process. Through regular conversations, employees can set achievable targets and review their progress openly and collectively with their managers.



**Performance Management Cycle**

## Cultivating Team Spirit

By fostering consistent two-way communication in the Company, we believe that our employees can be highly engaged in their work, understand the up-to-date changes in our business and build strong team spirit.

Town hall meetings are held regularly to illustrate our business plan and targets to all employees so that they have a full picture of the Company's development. Quarterly drinks and offsite meetings are arranged to allow employees from different departments to interact and share ideas which facilitate collaboration at work. These social events allow employees to network with their co-workers while enjoying a relaxing break outside the office.

### Innovation Competition for Sparking New Ideas in Wheelock

Innovation is the key to continuous breakthroughs. In November 2018, an Innovation Competition was launched to unleash creativity of our employees and promote a culture of innovation within Wheelock. To inject fresh perspectives into the Company, the shortlisted ideas went through active exploration and in-depth feasibility study. After review from the management and relevant teams, the chosen innovative ideas will be put to execution to enhance customer experience and operation efficiency in Wheelock. Our employees actively participated in the Competition and 69 fantastic ideas were received, of which 16 were awarded after careful selection.



Innovation Competition awarding employees for their creative ideas

## Improving People's Wellbeing

We care about our employees' work-life balance and wellbeing. Through various awareness raising campaigns and leisure activities, we strive to ensure a healthy and safe workplace for employees.

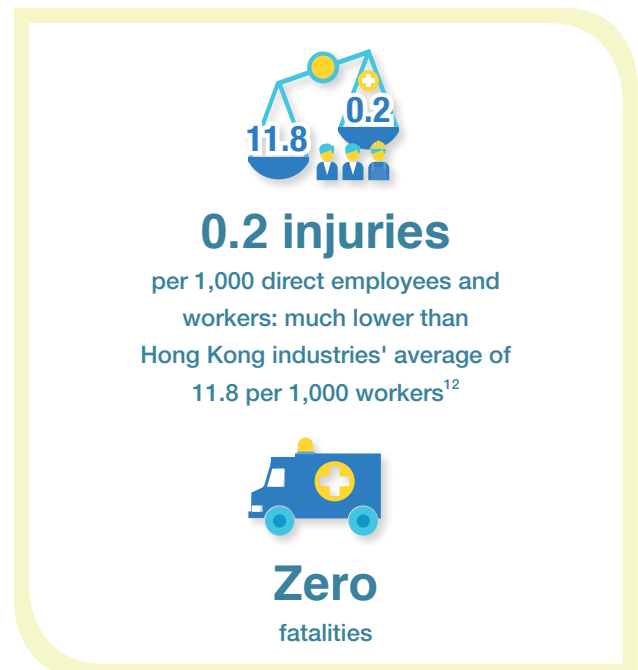
We organised a series of activities for mental wellbeing and stress relieving. In 2018, we continued to participate in Happy@Work, an annual campaign organised by the Employers' Federation of Hong Kong to advocate the joint effort of employers and employees in creating a happy workplace. Team-building activities such as barbecue gatherings were organised from time to time to strengthen team cohesion.



Happy@Work at Hong Kong Disneyland Resort

## Ensuring Occupational Health and Safety

Recognising the inherent health and safety risks in our industry, we spare no effort in ensuring occupational health and safety of employees, contractors and subcontractors across our operations. Guided by policies and operational guidelines including the *Safety Plan* and *OHS Management Plan*, we identify and assess the OHS risks and carry out a range of risk mitigation measures. Related policies and guidelines have been further enhanced during the year, stepping up our OHS management.



<sup>12</sup> According to industry statistics reported in the Occupational Safety and Health Statistics Bulletin (August 2018) published by the Hong Kong Labour Department.

## At Construction Sites

Safety is our top-priority on construction sites, and we are committed to strive for zero fatality. In 2018, WPL enhanced OHS-related policies and guidelines by developing a new *Project Safety Manual for Corporate Level*, providing employees and contractors guidance on site inspection, incident reporting and regular audit. Our site safety practices include:

- Weekly, biweekly and monthly internal site inspections
- Monitoring of all lost-time, near-miss incidents, reportable and major injuries involving direct and contractors' employees
- Monthly meetings amongst WPL project staff, contractor and subcontractor safety supervisors to review site safety performance
- Biannual external safety audits conducted by safety consultant
- Regular OHS training, wellbeing and safety talks



Our efforts in improving OHS were proven by an encouraging improvement in various indicators. In 2018, we achieved zero fatality. Meanwhile, the number of injuries for direct employees and construction site workers reduced from 28 cases in 2017 to 10 cases in 2018.

## At Managed Properties

To incorporate safety considerations in property management, HPML has developed an OHS Management Plan covering a wide range of instructions, including safety inspection, office operations, hazardous material, electrical and mechanical work. In 2018, four managed sites of HPML were accredited with ISO 45001:2018 Occupational Health and Safety Systems certifications.

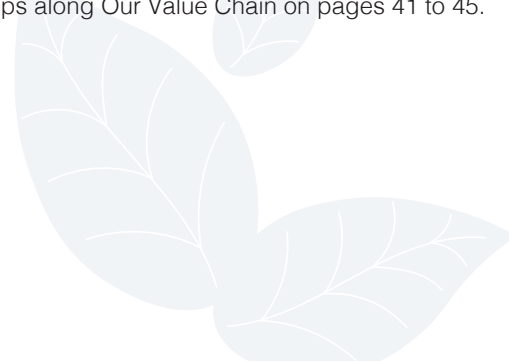
## At Offices

In our offices, we provide our employees with assistance of workstation set up, and monitor and seating adjustment to prevent workplace injury. Operational staff members who are assigned manual handling duties are provided with trainings by the Labour Department OHS Team every six months.

## OHS of Our Contractors

The most significant health and safety risk of our business lies in our construction sites, where most workers are not direct employees of Wheelock. Thus, we collaborate closely with subcontractors to ensure sound management of OHS issues in our supply chain. Prior to engaging subcontractors, we undergo a rigorous pre-screening and tendering process for suppliers to ensure their occupational health and safety performance fulfil our requirements. Upon appointment of contractors, we stipulate OHS conditions and safety guidelines in the tender agreements and *Supplier Code of Conduct*, such as requirements on preparing an Environmental Health and Safety Plan and assigning a safety officer to oversee site works. Incentives such as safety bonus and safety hero awards were also adopted in a few projects to recognise individuals and contractors performing well in such aspects. Throughout our contractual relationship, we carefully monitor the contractors' safety performances to ensure they constantly meet our expectations.

Guidelines are also provided for our contractors and subcontractors to uphold a high standard of emergency preparedness. Precautionary measures and emergency plans have been established to delineate operating procedures in construction sites and managed properties under bad and extreme weather events. More information about our work with suppliers on improving labour practices can be found in Chapter 5 – Building Partnerships along Our Value Chain on pages 41 to 45.





# BUILDING A SUSTAINBLE COMMUNITY

Upholding Business-in-Community as a core principle in Wheelock, we are committed to creating shared value<sup>13</sup> by delivering impactful community investment activities and collaborative platforms. In 2018, we expanded our partnership network and benefitted wider communities under the three focus areas of youth and art, nature and the environment, and community betterment. Bringing together more support for Project *WeCan*, we encouraged our business partners to take part in the programme. We have also supported young technopreneurs and startups through the launch of HKSTP@Wheelock Gallery, which allowed new and innovative ideas to blossom.

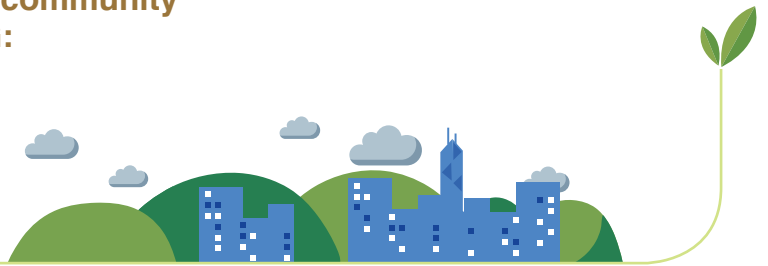


*WeCan* Phase III launching ceremony graced by 68 corporate, consulate and university partners

<sup>13</sup> Shared value is a business strategy to address social needs while exploring new business opportunities.



## Our work on building a sustainable community contributes to the following UNSDG:



## Community Initiative Highlights in 2018:



Total donation  
**HK\$38 million**



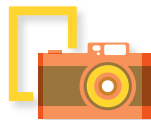
Over **2,600** volunteer hours contributed  
through over **50** events



Beneficiary schools under  
Project *WeCan* increased to **76**  
with the launch of Phase III,  
benefitting **66,000+** students  
from disadvantaged backgrounds



Injected **HK\$37.5 million**  
into Wheelock Art Fund to  
support young emerging artists



National Geographic Wheelock Hong Kong  
Photo Contest 2018 received over  
**4,000 entries**  
from 19 countries and regions



Winning photo of Nature category by Tai Ho Yan



Swim for Millions has raised over  
**HK\$22 million** since 2013



**Donated furniture**  
to Tai O residents  
after Super Typhoon Mangkhut

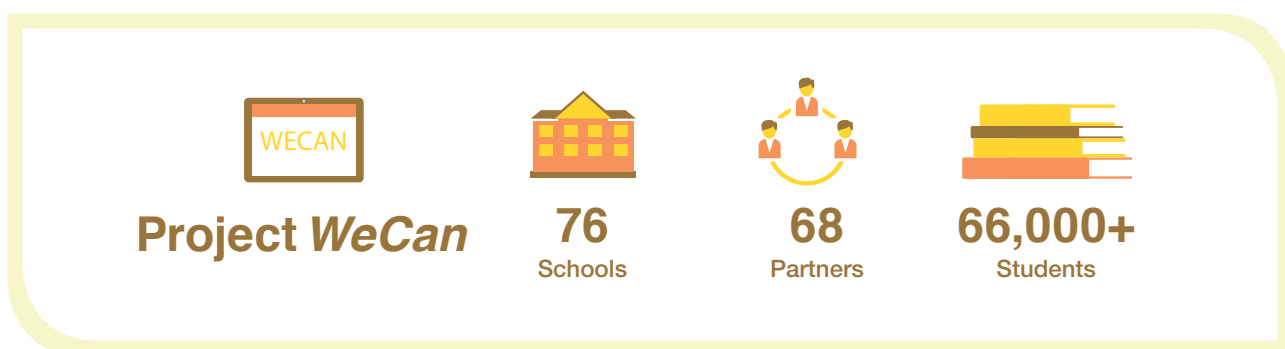
## Project WeCan

Since its launch in 2011, Project *WeCan* ("WeCan") has been fostering youth development and employability by unlocking the potential of students who are disadvantaged in learning, as well as preparing them for their future careers.

Over the last 7 years, we have continuously explored opportunities and ways to provide meaningful exposure to more students. From involving 11 schools and 11 partners at its launch in the 2011/12 academic year, the project

has improved and grown steadily over the years. With the launching of *WeCan* Phase III, the project has scaled up to support a total of 76 schools and engaging even more partners.

With wholehearted support from 48 companies, 10 organisations, 5 universities and 5 consulates, *WeCan* is benefitting more than 66,000 students from different backgrounds. Moving forward, we hope more organisations and the wider community will join this good cause.



## Highlights of Project WeCan Joint-school Programmes in 2018

### WeCan X HKUST STEAM Project

With the increasing interests in STEAM education among schools, *WeCan* and the Academy for Bright Future Young Engineers of The Hong Kong University of Science and Technology (HKUST) co-launched a six-month, joint-school *WeCan* X STEAM Project in 2018. Students were encouraged to develop solutions for social issues with STEAM concepts, under the guidance of HKUST professors and engineering students. A total of 24 *WeCan* schools and 4 non-*WeCan* schools participated in the programme, forming 17 project teams. This product development experience could help to shape students' interest in technological development.



STEAM Expo showcasing students' innovative ideas and prototypes



## Young Innovators Bazaar and Career Exploration Day

Fostering students' future employability by developing their skill sets has been one of *WeCan's* key objectives. Young Innovators Bazaar and Career Exploration Day were two of the platforms introduced for students to taste different careers.

In 2018, 42 schools participated in the Young Innovators Bazaar under the theme of Green and Innovation, selling over 200 types of products. Improvements were seen in students' ability and skills throughout the process:



**95%** of students learned how to run a business



**94%** of students improved their communication skills



**94%** of students increased their confidence



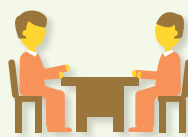
Young Innovators Bazaar 2018

Career Exploration Day 2017/18

The largest Career Exploration Day was also held during the year. The event was well-received by students, teachers and parents.



Offered over **50** job tasters and other career-related activities involving 28 industries



**Organised** mock interviews and career talks



Benefitted over **4,000** Form 4 students from *WeCan* Schools





## Wheelock and its Business Partners and Partner Schools

Since 2011, we have been offering different activities to our partner schools, including company visits, job tasting opportunities and scholarship grants, to broaden students' horizons and develop their talents.



I would like to express my heartfelt thanks to Project WeCan and Wheelock. Wheelock has helped to bring exceptional learning experiences to our students and shed light on their future career planning and personal development. This could never be achieved without Wheelock's volunteer support and connections.



- Principal Wong of Fung Kai No.1 Secondary School

## WAC and Fung Kai No.1 Secondary School



Promote STEAM education - robotic workshop for students

## HPML and HHCKLA Buddhist Ching Kok Secondary School



F.4 students visited our managed property, CAPRI

## WPL and Ng Yuk Secondary School



Lucky bags distribution to seniors living at Nam Shan Estate

## Business Partners and their Partnering Schools

Apart from supporting our own partner schools, Wheelock has acted as the shepherd of the programme to actively encourage and refer our business partners to participate in WeCan as corporate partners. Going forward, we will continue to motivate them to contribute more soft offerings in addition to monetary support, hoping to create even better and more extraordinary experiences for the students.

## LWK & Partners (HK) Limited and Ko Lui Secondary School



Interior design workshop



## Supporting Youth and Art Initiatives

Wheelock views art and innovation as integral parts of quality living. Thus, we join hands with various

organisations to promote the appreciation of art and culture to the younger generations, and provide platforms for bolstering their creativity and innovative mindsets.



### National Geographic Wheelock Hong Kong Photo Contest 2018

Wheelock's passion in art and culture has led us to organising an annual public photo competition since 2013. Following the hugely successful, initial collaboration with National Geographic in 2017, we continued the partnership and organised the National Geographic Wheelock Hong Kong Photo Contest again in 2018. With the theme "Hong Kong Story", the international contest offered a platform for enthusiastic photographers to showcase their talents, and to reveal the best of Hong Kong to the world through their camera lens.



Mr. Stewart Leung, Vice Chairman of Wheelock, shared during the award ceremony that "the event was more than a competition: it was a cultural exchange, whereby talents and dreams were revealed through photography seminars and talks". Riding on the success of this event and in support of social inclusion, we also organised a photographic workshop for students from Hong Chi Association, hoping to further inspire their artistic talents.



National Geographic Wheelock Hong Kong Photo Contest 2018 Award ceremony



Nature – First Runner-up, Chan Wing Sum



City – Winner, Sze Wang





### Supporting Emerging Artists and Talents – Wheelock Art Fund

The Company is committed to supporting emerging artists and talents. In 2015, WPL initiated the Wheelock Art Fund and has granted a funding of HK\$37.5M<sup>14</sup> for acquiring and displaying their artworks. Selected and recommended by Wheelock's art consultant, the artworks are matched with the theme or design concept of our residential projects and displayed in the clubhouse and/or landscape. This has not only enriched the aesthetics of our

developments, but has also infused energetic and creative art into residents' daily lives.

### Wheelock Interior Design Internship Programme ("WIND")

Since 2016, WPL launched WIND to sponsor local young talents in interior design to undertake overseas internships after graduation. We hope to nurture them to become well-rounded professionals with multicultural exposure and the right skill sets. We will continue to expand support to emerging art talents for the betterment of the art industry.



Mr. Ricky Wong (second from the left) presenting awards to the two winning graduates from PolyU



One of the awardees illustrating his design proposal to Mr. Ricky Wong



"Red Apple" by Kim Byung Jin at SAVANNAH



"Water Drops" by Danny Lee Chin Fai at SAVANNAH

<sup>14</sup> Accumulated funding as of April 2019

## Promoting Community Betterment Initiatives

Wheelock supports the long-term development of the community. In 2018, we continued our longstanding community programmes, including Swim for Millions and the collaboration with Hong Chi Association. In addition, the Company actively responds to pressing needs in the

society. For instance, after Typhoon Mangkhut caused devastating damages to Tai O in September 2018, we swiftly showed our support to the residents and their recovery work with furniture donations.



### HKSTP@Wheelock Gallery – Collaboration with Hong Kong Science & Technology Parks Corporation

In April 2018, Wheelock expanded the support for young technopreneurs and startups through the launching of HKSTP@Wheelock Gallery. Leveraging on our Wheelock Gallery in Admiralty and business expertise, we have facilitated over 1,000 business meetings and over 80 events involving over 6,600

participants. Through these events, we provided a platform for investment pitching and matching, industry and technology exchange, etc., adding vibrancy to the innovation and technology (I&T) ecosystem and benefitting the future growth of Hong Kong's new economy<sup>15</sup>. The vigorous exchanges of ideas have also given rise to innovative ideas for adoption in Wheelock's property development projects.



HKSTP@Wheelock Gallery launched for giving support to young technopreneurs and startups

<sup>15</sup> Number of meetings and events organised at HKSTP@Wheelock Gallery is as at the end of March 2019





### The 6<sup>th</sup> Community Chest Wheelock Swim for Millions

Wheelock has jointly organised Swim for Millions with The Community Chest for six consecutive years to raise funds from swimming enthusiasts while supporting the community at the same time. In 2018, although the event was cancelled due to

post-typhoon recovery work and safety concern, 360 enrolled swimmers helped to raise HK\$2.4 million for The Community Chest's youth services. The initiative has successfully raised over HK\$22 million since its inception in 2013. Swimmers and their families can enjoy a festive atmosphere that is packed with fun-filled activities in the 2019 Swim for Millions.



The Community Chest Wheelock Swim for Millions 2018



### “Vivid Christmas” in Hong Chi Association

2018 marked the 10<sup>th</sup> year of WPL's long-term collaboration with Hong Chi Association in the Christmas eCard Design Competition. Winning card designs were adopted by Wheelock as corporate e-cards for sharing Christmas blessings with business partners. To further promote social cohesion and inclusion, we invited our volunteers to join students from Ng Yuk Secondary School to bring cheers and support to Hong Chi at the prize presentation ceremony and Christmas party.



Wheelock volunteers, students from Ng Yuk Secondary School and Hong Chi Association celebrating Christmas together



## Protecting the Nature and Environment Initiatives

Wheelock is committed to maintaining and creating a clean and sustainable environment for our future



generations to live in. In 2018, Wheelock participated in a number of green initiatives to engage our employees and tenants in appreciating nature and protecting the environment.

### Support to Local and Global Campaigns and Pledges

Wheelock works closely with environmental NGOs and the Government, and proactively supports local and global campaigns and pledges as part of our commitment to environmental protection. We also invite our employees to participate in these campaigns to raise their environmental awareness, so that they could help contribute to a greener environment for the Company and the greater good of the society.



Red Packet Envelopes Recycling organised by Greeners Action



Earth Hour organised by WWF Hong Kong



Hike for Hospice 2018



Flower Show Green Recycling Day organised by the Leisure and Cultural Services Department



Biz-Green Dress Day organised by Hong Kong Green Building Council



Hong Kong Green Building Week 2018 organised by Hong Kong Green Building Council



Mooncake Donation organised by Food Angel



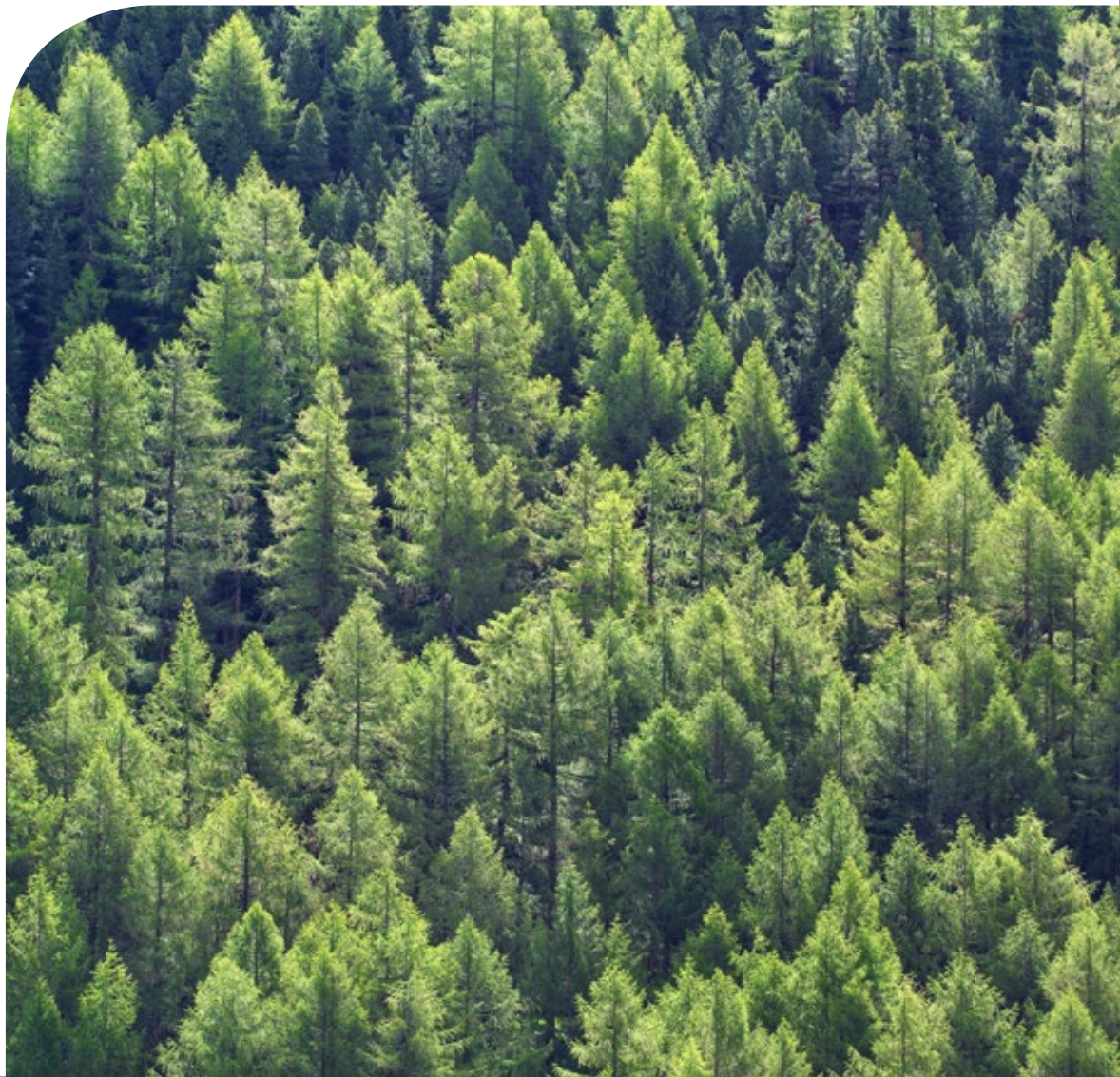
T-shirt to Tote Bag Upcycling Workshop organised by St. James Settlement



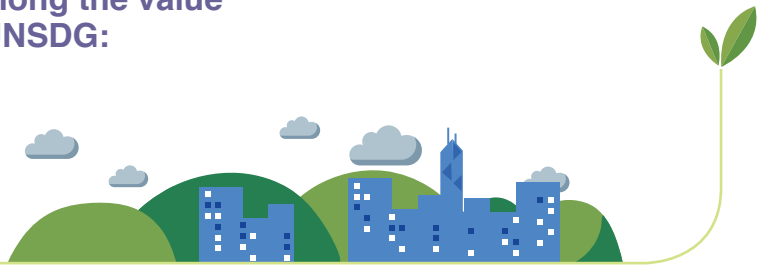
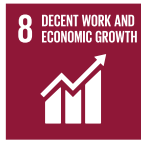
# BUILDING PARTNERSHIPS ALONG OUR VALUE CHAIN

Customers' trust in Wheelock is built upon our ongoing endeavour to uphold our quality standards as well as our seamless partnerships along our value chain. In both our property development and property management businesses, we are actively seeking ways to incorporate and improve ESG issues within and beyond our operations as we also care about the indirect impacts that are associated with our businesses. Engaging our customers and suppliers are vital to our long-term contribution to sustainability.

While safety and quality are the core values we embrace, Wheelock is committed to continuously improving our products and services through ongoing stakeholder engagement. By conveying our sustainability aspirations to stakeholders, we will continue to influence our suppliers in better managing their social and environmental performance, and facilitate our customers to act more sustainably.



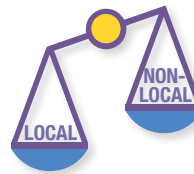
## Our work in building partnerships along the value chain contributes to the following UNSDG:



### Partnering with Our Suppliers

With the expectations on suppliers to share our commitment to building good for the environment and society, we consciously select suppliers who adopt sustainable and ethical practices and constantly work with them to identify room for improvement. In the reporting year, we worked with 837 suppliers in our property development projects.

To foster local economic development, Wheelock devotes great efforts to engage local (i.e. Hong Kong-based) suppliers. We are proud to present that 99.8% of our total procurement budget was spent locally. In particular, we actively seize opportunities to support local innovations by partnering with innovative start-ups and talents.



**99.8%** of our total procurement budget spent on local suppliers

### Driving Supplier Sustainability

Our procurement policies and procedures guide the supplier assessment and management process and allow us to lay our expectations on suppliers. All supply chain partners need to comply with all applicable laws and regulations, as well as Wheelock's requirements on business ethics, labour standards, occupational health and safety, product responsibility and environmental impact management. We require all suppliers to sign and commit to our *Supplier Code of Conduct*, which is communicated clearly in all tender documents and contracts, and defines our requirements on their environmental and social responsibilities, labour standards and business conduct. We have zero tolerance for child and forced labour, discrimination, bribery and corruption in any part of our supply chain.

For prequalification, the supplier assessment on ESG compliance starts one to three months before tendering. During the tender stage, suppliers are required to submit supporting documents or clarify their qualification. Suppliers with outstanding business capability and ESG performance, or those certified with ISO 14001 Environmental Management Systems and OHSAS 18001 Occupational Health and Safety Management Systems, are given priority consideration during the selection process.



**100%** of suppliers were screened with ESG criteria during tendering



Upholding standards of suppliers with our **Supplier Code of Conduct**

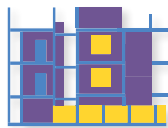
All our suppliers are subject to regular audit and inspections and they would be asked to provide relevant documents to demonstrate compliance with our *Supplier Code of Conduct*. When our supply chain partners are found to be at high risk, they will be informed immediately and corrective actions are expected in a reasonable timeframe. Supplier contract may be terminated if the ESG risks persist. During the reporting year, no operation or direct suppliers were found to be at risk for incidents of forced or child labour.

## Ensuring Product and Service Quality

Product and service quality are the foundation of our business success over the decades. Dedicated internal sub-committees and task forces comprising senior executives of relevant departments have been set up to

oversee and develop initiatives on product design, quality assurance and process efficiencies. Their initiatives and outcomes will be reported to senior management for approval.

### Examples of sub-committees and task forces:



#### **Construction Management Task Force:**

enhance workmanship and provide safe working environment on site



#### **Customer Product Research Task Force:**

enhance project design



#### **Quality Sub-committee:**

ensure customer experience in the handover process

Meanwhile, HPML has obtained ISO 9001:2015 Quality Management System accreditations for four of our managed buildings in 2018. With the objectives to monitor the safety of our services and facilities, as well as to promote safety awareness among employees and customers, initiatives such as regular facility maintenance and repair, emergency drill, safety inspection, and water quality and hygiene check were implemented in our managed properties. To ensure customers' feedback is heard, procedures and guidelines, including roles and responsibilities and response timeframes, are in place to handle customers' suggestions and complaints.

During the reporting year, we duly complied with all laws and regulations concerning the provision and use of products and services.

## Fostering Customer Relationship and Satisfaction

Wheelock is always committed to meeting our customers' expectations and exploring ways to create additional value for them. In particular, our property management

arm, HPML, has continued to strive ahead in creating exceptional experience for our property buyers. In 2018, we held in total 20 handover workshops for 2,921 residential units from five development projects. Apart from introducing the handover procedures and relevant information of the property and the clubhouse, updates on the construction status and useful tips on defect rectifications and fit-outs were given during the workshops.

We also embraced innovative solutions to further improve the handover experience of our customers. A mobile application has been introduced during the year to make the handover process and defects submissions even more effective. Over half of the defect submissions in the selected projects have been submitted through the app, which has significantly enhanced our responsiveness to and communication with customers.





### Utilising technology

to create exceptional experience for our customers



### Handover mobile application

adopted in 8 new properties



### Held 20 handover workshops



### Personal after-sales ambassadors

assigned to provide tailored support



A handover workshop for property buyers



Buyers received tailored support from a designated ambassador

Customers are welcomed to provide their feedback on our products and services. Our well-trained customer service team proactively and professionally respond to customers' complaints in accordance with ISO standards and our pledge. To identify areas for continuous improvement, Wheelock conducts annual and post-event satisfaction surveys and monitor the data regarding all complaints received.



Overall satisfaction rate of **96%** in property management services

### Engaging Our Customers

We value all communication with our customers so as to develop a long-term and mutually beneficial relationship. Not only do we provide extensive information on our website and marketing brochures, we are also committed to complying with relevant regulations. We have also made effective use of social media platforms and the loyalty programme to interact with our valued customers.

Club Wheelock is our flagship loyalty programme that connects us with residents, property owners, tenants and the public who enjoy living in style. Members of Club Wheelock are given special privileges to take part in lifestyle events and enjoy exclusive offers from designated hotels, restaurants and brands, as well as exclusive previews and property purchase rewards for Wheelock's properties. In 2018, we organised a wide range of activities for our members.



'Make Your Own Blend' Workshop



'Paint Your Ukulele with Family' event



Italian Pizza-making Masterclass



**88%**  
of the surveyed members  
will recommend friends  
and family to  
join Club Wheelock

## Safeguarding Customer Data Privacy

Wheelock takes measures to safeguard customers' data privacy. All collected customer data are managed and protected in compliance with the Personal Data (Privacy) Ordinance. We have established stringent personal data handling standards and procedures and all employees are required to confirm agreement to the *Policy on Non-Disclosure of Company's Internal Information*, ensuring they understand our commitment to proper data handling.

At WPL, the sales team reviews the right of access to customers' personal data on the sales system on a quarterly basis. Sensitive data is only available to authorised staff based on their position, and data export

functions are limited to staff with sales control and management responsibilities. Training has been provided to our sales team on how to handle *Preliminary Agreement for Sales and Purchase (PASP)* and the customers' personal data involved. All PASP and customers' personal data are stored and handled with due diligence. For Club Wheelock, a *Privacy Statement* for collecting personal data is also published on its website.

With these measures in place, there was no substantial complaint received concerning breaches of customer data privacy or loss of customer data during the reporting year.

# APPENDICES

## List of Material Topics and Corresponding Boundaries

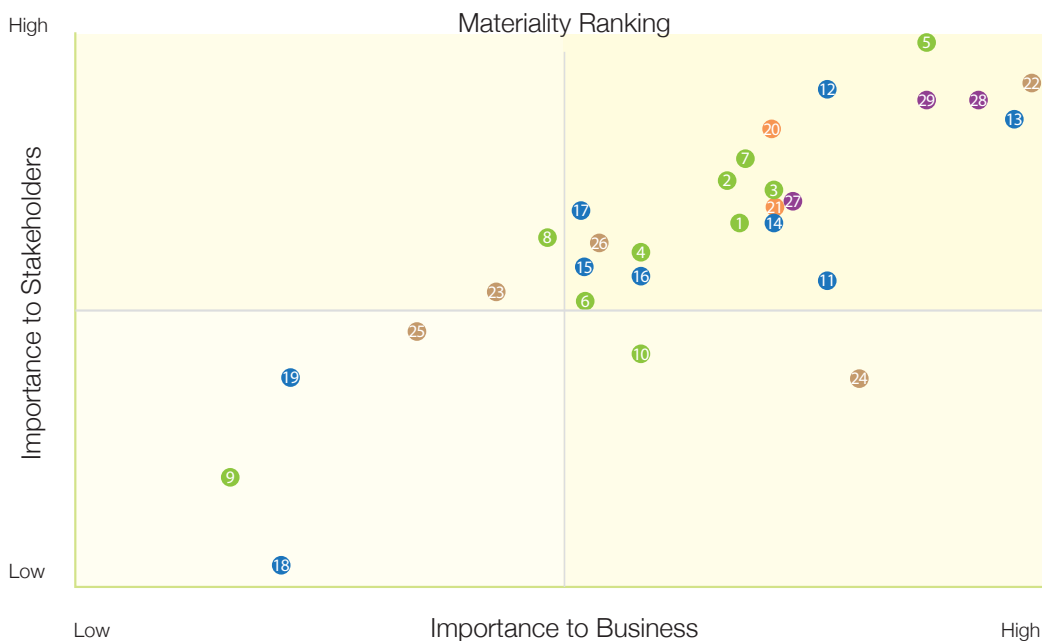
In 2018, over 40 internal and external stakeholders – ranging from senior management, employees, contractors, suppliers, service providers, investors, to community partners and industry associations – were engaged through a survey, four interviews, and two focus group sessions. Stakeholders were invited to assess the importance of each identified sustainability issue to Wheelock, to give opinion on how Wheelock was performing relative to its peers, and how Wheelock could further improve their sustainability performance and sustainability disclosure.

Among the 29 sustainability issues included in the engagement exercises, we have confirmed 21 material topics for prioritisation in reporting through this year’s

materiality assessment, of which 20 were also material in 2017. Innovation is a new material topic to our Group, responding to the technological advancements and emerging trends in the industry. We try to showcase our innovative business solutions and community initiatives in relation to innovation in this Report to the best extent possible.

### Materiality Matrix

Rankings of sustainability issues are presented below. The top five material topics identified by our stakeholders this year were Anti-corruption, Environmental Compliance, Customer Personal Data Privacy, Compliance of Products and Services, and Employee Training and Career Development.



Environment	Labour Practices and Decent Work	Society	Economic and General	Product Responsibility
1. Materials	11. Recruitment and Staff Turnover	20. Community Engagement	22. Anti-Corruption	27. Customer Satisfaction
2. Energy	12. Occupational Health and Safety	21. Investing in Local Communities	23. Economic Performance	28. Customer Personal Data Privacy
3. Greenhouse Gas Emissions	13. Employee Training and Career Development		24. Market Presence	29. Compliance of Products and Services
4. Waste	14. Equal Opportunities		25. Procurement Practices	
5. Environmental Compliance	15. Supplier Labour Practices		26. Innovation	
6. Supplier Environmental Practices	16. Labour Practice Grievance Mechanisms			
7. Sustainable Building Development and Certification	17. Non-discrimination			
8. Water	18. Freedom of Association and Collective Bargaining			
9. Biodiversity	19. Child Labour and Forced Labour			
10. Land Remediation				

## List of Material Topics and Corresponding Boundaries



		Aspect Boundary				
		Within Organisation		Outside of Organisation		
No.	Material Topics*	WPL, HPML	Group	Contractors/ Suppliers	Customers/ Tenants	Community
<b>Environment</b>						
1	Materials	✓		✓		
2	Energy		✓	✓		
3	Greenhouse Gas Emissions		✓	✓		
4	Waste		✓	✓		
5	Environmental Compliance		✓	✓		
6	Supplier Environmental Practices		✓	✓		
7	Sustainable Building Development and Certification	✓		✓		
<b>Labour Practices and Decent Work</b>						
11	Recruitment and Staff Turnover		✓			
12	Occupational Health and Safety		✓	✓		✓
13	Employee Training and Career Development		✓			✓
14	Equal Opportunities		✓			
15	Supplier Labour Practices		✓	✓		
16	Labour Practice Grievance Mechanisms		✓	✓		
17	Non-discrimination		✓	✓	✓	
<b>Society</b>						
20	Community Engagement		✓		✓	✓
21	Investing in Local Communities		✓	✓		✓
<b>Economic and General</b>						
22	Anti-corruption		✓	✓		✓
26	Innovation		✓	✓	✓	✓
<b>Product Responsibility</b>						
27	Customer Satisfaction	✓			✓	
28	Customer Personal Data Privacy	✓			✓	
29	Compliance of Products and Services	✓			✓	

\* Non-material topics are not included in this table



## Performance Data



Environmental	Unit	Year		
Indicator		2018	2017	2016
<b>Headquarters (WAC and WPL Offices in Wheelock House)</b>				
Gross Floor Area (GFA)	m <sup>2</sup>	5,196	4,984	4,978
<b>Materials</b>				
Paper used	Tonnes	11.3	14.0	8.3
<b>Energy</b>				
Total electricity purchased	gigajoules (GJ)	1,023	1,090	1,124
Total electricity purchased	'000 kilowatt hours (kWh)	284	303	312
Energy (electricity) intensity per unit of area	kWh/m <sup>2</sup> /year	55	61	63
Energy (electricity) intensity per employee	kWh/employee/year	869	983	1,051
<b>GHG Emissions*</b>				
Direct GHG emissions (Scope 1)	CO <sub>2</sub> e tonnes	0	0	0
Energy indirect GHG emissions (Scope 2) <sup>1</sup>	CO <sub>2</sub> e tonnes	224	243	244
Other indirect GHG emissions (Scope 3)	CO <sub>2</sub> e tonnes	50	161	153
Total GHG emissions (Scope 1, 2 and 3)	CO <sub>2</sub> e tonnes	275 <sup>2</sup>	404	397
Emissions intensity (Scope 1, 2 and 3) per unit of area	kg CO <sub>2</sub> e/m <sup>2</sup> /year	53	81	80
Emissions intensity (Scope 1, 2 and 3) per employee	tonnes CO <sub>2</sub> e/employee/year	0.8	1.3	1.3
<b>Waste</b>				
Total waste to landfill	Tonnes	10.5	12.6	35.3
Total waste recycled	Tonnes	0.9	1.4	4.1
<b>Recycled by type</b>				
Paper	Tonnes	0.81	1.36	4.12
Plastic	Tonnes	0.02	0.02	0.01
Aluminium	Tonnes	0.014	0.012	0.004
Proportion of total waste recycled	%	7.5	10.0	10.5
Waste intensity per employee	kg/employee/year	32	41	119

\* Emissions data was calculated using the EMSD Standard

<sup>1</sup> Scope 2 emission factors used: 0.79kgCO<sub>2</sub>e/kWh (Hong Kong Electric) and 0.54kgCO<sub>2</sub>e/kWh (CLP)

<sup>2</sup> Figures may not add up to the total due to rounding



Construction Sites <sup>3</sup>	Unit	Year		
Indicator		2018	2017	2016
Number of construction sites covered	no. of sites	8	15	16
Total Construction Floor Area (CFA) of sites covered	m <sup>2</sup>	883,346	1,153,936	976,661
<b>Materials</b>				
Aluminium	Tonnes	299	0	135
Bricks	Tonnes	0	1,684	9,624
Cement	Tonnes	437	1,091	6,611
Cement mortar	Tonnes	599	19,341	154
Concrete	m <sup>3</sup>	207,872	287,037	250,277
Glass	Tonnes	0	0	2,208
Joint steel	Tonnes	0	1,078	3,605
Reinforcing steel bars	Tonnes	155,008	63,483	46,285
Sand	Tonnes	785	3,120	6,535
Stones	Tonnes	0	34	6
Timber	Tonnes	8,828	5,415	784
<b>Energy</b>				
Total electricity purchased	GJ	15,181	15,454	17,215
Total electricity purchased	'000 kWh	4,217	4,293	4,782
Total diesel consumption	litres	4,013,492	5,347,513	4,788,135
Total diesel consumption <sup>4</sup>	GJ	158,934	211,761	189,610
Total energy consumption (electricity + diesel)	GJ	174,115	227,215	206,826
Energy intensity per unit of CFA	kWh/m <sup>2</sup> /year	4.77	3.72	4.9
<b>Water</b>				
Total water purchased	m <sup>3</sup>	214,704	279,049	275,729
Water intensity per unit of CFA	m <sup>3</sup> /m <sup>2</sup>	0.24	0.24	0.3
<b>GHG Emissions</b>				
Direct GHG emissions (Scope 1) <sup>5</sup>	CO <sub>2</sub> e tonnes	0	0	0
Energy indirect GHG emissions (Scope 2) <sup>1</sup>	CO <sub>2</sub> e tonnes	2,180	2,421	2,964
Other indirect GHG emissions (Scope 3)	CO <sub>2</sub> e tonnes	12,133	16,714	21,935
Total GHG emissions (Scope 1, 2 & 3)	CO <sub>2</sub> e tonnes	14,313	19,135	29,966
Emissions intensity (Scope 1, 2 & 3) per unit of CFA	kg CO <sub>2</sub> e/m <sup>2</sup>	16.2	16.58	30.68
<b>Waste</b>				
Total waste to landfill	Tonnes	22,586	45,706	52,844
Total waste recycled	Tonnes	8,397	11,170	15,306
<b>Breakdown of recycled waste by type</b>				
Aluminium	Tonnes	74	4	199
Paper	Tonnes	20	10	5
Plastic	Tonnes	0.32	0	0.75
Steel	Tonnes	5,428	9,862	12,060
Concrete	Tonnes	1,784	825	2,292
Wood	Tonnes	1,091	469	749
Proportion of total waste recycled	%	27	20	22
Waste intensity per unit of CFA	kg/m <sup>2</sup> /year	26	40	54

<sup>1</sup> Scope 2 emission factors used: 0.79kgCO<sub>2</sub>e/kWh (Hong Kong Electric) and 0.54kgCO<sub>2</sub>e/kWh (CLP)

<sup>3</sup> Construction site data were collected from main contractors in 8 sites: 1 Plantation Road Residential Project, MONTEREY, OASIS KAI TAK, MALIBU, LOHAS Park Phase 7, LOHAS Park Phase 9, Kwun Tong Residential Project and 8 Bay East

<sup>4</sup> Conversion factor for diesel: 39.6MJ/litre

<sup>5</sup> Wheelock does not directly own or operate machinery and vehicles used on its construction sites; GHG emissions from diesel consumption are therefore reported as Scope 3 emissions rather than Scope 1 emissions



**Workforce (Data covers WAC, WPL and HPML)**

Total workforce		Unit	2018
Direct employees		no. of people	560
Sub-contracted construction workers		no. of people	50,349
		Unit	2018
		Male	Female
<b>Direct employees by employment contract and gender</b>			
Permanent contract	no. of people	282	244
Fixed term contract	no. of people	28	2
Temporary contract	no. of people	3	1
<b>Permanent employees by employment type and gender</b>			
Full-time	no. of people	312	247
Part-time	no. of people	1	0
<b>New hires by age group and gender</b>			
Below 30	no. of people	27	24
30-50	no. of people	38	43
Above 50	no. of people	9	5
<b>New hires rate by age group and gender</b>			
Below 30	%	9%	10%
30-50	%	12%	17%
Above 50	%	3%	2%
<b>Staff turnover by age group and gender</b>			
Below 30	no. of people	15	20
30-50	no. of people	26	39
Above 50	no. of people	15	7
<b>Staff turnover rate by age group and gender</b>			
Below 30	%	5%	8%
30-50	%	8%	16%
Above 50	%	5%	3%



## Occupational Health and Safety

Work-related injuries and fatalities	Unit	2018	
		Male	Female
<b>Direct employees of WAC, WPL and HPML</b>			
Injuries	no. of people	2	1
	per 1,000 workers	6.4	4.0
Fatalities	no. of people	0	0
	per 1,000 workers	0	0
<b>Construction sites (sub-contracted workers)</b>			
Injuries	no. of people	7 <sup>6</sup>	0
	per 1,000 workers	0.16 <sup>6</sup>	0
Fatalities	no. of people	0	0
	per 1,000 workers	0	0
<b>Lost days and absenteeism</b>			
		2018	
		Male	Female
<b>Direct employees of WAC, WPL and HPML</b>			
Lost day rate	%	0.06	0.09
Absentee rate	%	1.19	2.05
<b>Construction sites (sub-contracted workers)</b>			
Lost days	days	435	
Lost day rate	%	0.003	
Absentee days	days	178	
Absentee rate	%	0.001	

## Employee Training and Career Development (WAC, WPL and HPML direct employees only)

	Unit	2018
<b>Percentage of total employees trained, by gender</b>		
Male	%	82
Female	%	68
<b>Percentage of total employees trained, by employee category</b>		
Management	%	76
Non-management	%	76
<b>Average hours of training by gender</b>		
Male	hours	7.0
Female	hours	6.2
<b>Average hours of training by employee category</b>		
Management	hours	13.8
Non-management	hours	6.2
<b>Percentage of employees receiving regular performance reviews by gender</b>		
Male	%	100
Female	%	100
<b>Percentage of employees receiving regular performance reviews by employee category</b>		
Management	%	100
Non-management	%	100

<sup>6</sup> Only one of the injuries was high consequence in nature, i.e. an injury from which the worker cannot, does not, or is not expected to recover fully to pre-injury health status within 6 months





### Equal Opportunities

Workforce composition by employee category, age group and gender <sup>7</sup>	Unit	2018				
		Male	Female	<30	30-50	50+
Managerial (e.g. CEO, Directors, Managers)	no. of people	24	10	0	12	22
Supervisory	no. of people	196	142	39	256	43
General	no. of people	49	86	61	60	14
Others	no. of people	44	9	1	11	41
<b>Governance body composition</b>						
Executives	no. of people	5	0	0	1	4
Non-Executive Director	no. of people	0	1	0	0	1
Independent Non-Executive Directors	no. of people	6	1	0	0	7
<b>Board composition by age group and gender</b>						
Board of Directors	%	85	15	0	8	92
<b>Non-discrimination</b>						
Total number of incidents of discrimination and corrective actions taken	no. of incidents	0				

### Supply Chain Management

Number of suppliers by geographical region	Unit	2018
Hong Kong	no. of suppliers	794
Outside Hong Kong	no. of suppliers	43

### Community Investment

Resources contributed	Unit	2018
Total cash donations	HK\$'000	38,000
Total volunteer hours	hours	2,631

<sup>7</sup> Definitions of employee category have been aligned across business units and thus figures may not be directly comparative with past data

## Charters, Memberships and Awards



### Charters

Company	Charter	Organisation	Year
HPML	Good Employer Charter	Labour Department	since 2018
WPL	Green Shop Pledge	HK Green Building Council	since 2017
HPML	Green Shop Alliance	HK Green Building Council	since 2017
HPML	Charter on External Lighting	Environment Bureau	since 2015
HPML	Energy Saving Charter	Environment Bureau/ EMSD	since 2014
HPML	Energy Saving Charter on "No ILB"	Environment Bureau/ EMSD	since 2013
WPL	I'm finished with FINS	Shark Savers Hong Kong	since 2013
WPL	No Air-Con Night	Green Sense	since 2012
HPML	Carbon Reduction Charter	Environment Bureau	since 2008
HPML	Green Cross Group Member	Occupational Safety & Health Council	since 2004

### Memberships

Organisation	Capacity
APEC Business Advisory Council	Alternative Representative of Hong Kong, China
Business Environment Council	<ul style="list-style-type: none"> <li>Board member</li> <li>Steering Committee Member of the 2017-19 Waste Management Advisory Group</li> </ul>
Chinese People's Political Consultative Conference	Member of Beijing Committee
Development Bureau	<ul style="list-style-type: none"> <li>Non-official member of the Land and Development Advisory Committee</li> <li>Member of the Land Sub-committee</li> </ul>
Employers' Federation of Hong Kong	<ul style="list-style-type: none"> <li>Council Member</li> <li>Vice-Chairman of General Committee</li> <li>Member of General Committee</li> <li>Chairman of Executive Committee</li> <li>Chairman of Property &amp; Construction functional group</li> </ul>
Environment and Conservation Fund	Chairman
Estate Agents Authority	Ordinary Member
Hong Kong Examinations and Assessment Authority	Co-opted member of the Hong Kong Diploma of Secondary Education Applied Learning Subject Committee
Hong Kong General Chamber of Commerce	<ul style="list-style-type: none"> <li>Council Member</li> <li>Member of General Committee</li> <li>Chairman of Real Estate and Infrastructure Committee</li> <li>Member of Economic Policy Committee</li> </ul>
Hong Kong Green Building Council	Director
Licensing Appeals Board	Member
The Real Estate Developers Association of Hong Kong	<ul style="list-style-type: none"> <li>Director</li> <li>Executive Committee Chairman</li> <li>Executive Committee Member</li> <li>Member of the Legal Sub-Committee</li> </ul>
Royal Institution of Chartered Surveyors	<ul style="list-style-type: none"> <li>Fellow</li> </ul>



## Awards

Award	Awardee	Awarder
5 Years Plus Caring Company Logo	WPL	Hong Kong Council of Social Service
BCI Asia Top 10 Developer Awards 2018 — Hong Kong	WPL	BCI Asia
CAPITAL Corporate Social Responsibility Awards 2018	WPL	CAPITAL Magazine
LOOP Labelling Scheme 2018 – Gold Label	WPL	WWF-Hong Kong
Metro Awards for Corporate Social Responsibility 2018	WPL	Metro Daily & Prosperity Metro
RICS Hong Kong Awards 2018 — Corporate Social Responsibility Project of The Year — Winner	WPL	Royal Institution of Chartered Surveyors
RICS Hong Kong Awards 2018 — Sustainability Achievement of The Year — Winner	WPL for One Bay East	Royal Institution of Chartered Surveyors
RICS Hong Kong Awards 2018 — Best Deal of The Year — Winner	WPL for 8 Bay East	Royal Institution of Chartered Surveyors
RICS Hong Kong Awards 2018 — Project Construction Team of The Year — Winner	WPL for CAPRI	Royal Institution of Chartered Surveyors
RICS Hong Kong Awards 2018 — Residential Team of The Year — Certificate of Excellence	WPL for PENINSULA EAST	Royal Institution of Chartered Surveyors
24th Considerate Contractors Site Award Scheme (Non-Public Works - New Works) — Merit	WPL for OASIS KAI TAK	Development Bureau and Construction Industry Council
CIC Sustainable Construction Award — Merit Award of Developer	WPL for 8 Bay East	Construction Industry Council
10 Years Plus Caring Company Logo	HPML	Hong Kong Council of Social Service
2017/18 Family-Friendly Employers Award Scheme - "Awards for Breastfeeding Support 2017/18" and "Family-Friendly Employers 2017/18"	HPML	The Family Council
2017 Security Services Best Training Awards — Silver Award (Licensed Security Company – Type 1)	HPML	Security Services Training Board of Vocational Training Council and Hong Kong Police Force
Best Property Safety Management Award 2017-18 — Merit Award — Resident's RMAA Works Safety Enhancement Award	HPML for One Island South	Occupational Safety and Health Council
Best Property Safety Management Award 2017-18 — Nomination Award of Best Property Contractor in OSH	HPML for One Bay East – Citi Tower, Manulife Tower and Telford House	Occupational Safety and Health Council
Hong Kong Awards for Environmental Excellence — Certificate of Merit	HPML for One Bay East – Citi Tower	Environmental Protection Department and Environmental Campaign Committee
Hong Kong Awards for Environmental Excellence — Hong Kong Green Organisation	HPML for Bellagio, Cable TV Tower, Lexington Hill, My Loft, One Bay East – Citi Tower, One Island South and Wheelock House	Environmental Protection Department and Environmental Campaign Committee
HSBC Living Business — Green Achievement Award 2017	HPML for Cable TV Tower and Chelsea Court	HSBC
HSBC Living Business — Long Term Participation Award 2017	HPML for Chelsea Court	HSBC
Indoor Air Quality Certificate Award 2017 — Excellence Class Award	HPML for Crawford House, Wheelock House	Environmental Protection Department
The 17th Hong Kong Occupational Safety & Health Award — Safety Performance Award (SMEs)	HPML for Lexington Hill, Metro Loft, Wheelock House	Occupational Safety and Health Council
The Power Partner Award - Shopping Mall 2018	HPML for 100 Belcher's Street, Lexington Hill, One Island South and Wheelock House	Hong Kong Green Building Council and Construction Industry Council
E-brand awards 2018 — Best Lifestyle Mobile Application	CLUB Wheelock	Hong Kong Economic Times and e-Zone





### Scope and Objective

Hong Kong Quality Assurance Agency (“HKQAA”) has been commissioned by Wheelock and Company Limited (“WAC”) to undertake an independent verification for its Corporate Social Responsibility (CSR) Report 2018 (“the Report”). The scope of this verification covers the sustainability performance data and information of WAC, Wheelock Properties (Hong Kong) Limited and Harriman Property Management Limited (herein jointly referred to as “Wheelock”) for the period of 1st January 2018 to 31st December 2018, as defined in the Report. The Report outlines Wheelock’s commitments, efforts and the overall performance with respect to corporate social responsibility.

The aim of this verification is to provide a reasonable assurance on the reliability of the Report contents. The Report has been prepared in accordance with the Core Option of the Global Reporting Initiative Sustainability Reporting Standards (“GRI Standards”), GRI G4 Construction and Real Estate Sector Disclosures and the Environmental, Social and Governance Reporting Guide (“ESG Guide”) of The Stock Exchange of Hong Kong Limited.

### Level of Assurance and Methodology

The process applied in this verification was referenced to the International Standard on Assurance Engagement 3000 (ISAE 3000) – “Assurance Engagement Other Than Audits or Reviews of Historical Financial Information” issued by the International Auditing and Assurance Standards Board. HKQAA’s verification procedure is designed for devising opinions and conclusions to obtain a reasonable level of assurance. The extent of this verification process undertaken covered the criteria set in the GRI Standards: Core Option, GRI G4 Construction and Real Estate Sector Disclosures and the ESG Guide.

The verification process included verifying the systems and processes implemented for collecting, collating and reporting the sustainability performance data, reviewing relevant documentation, interviewing responsible personnel with accountability for preparing the reporting contents and verifying selected representative sample of

data and information. Raw data and supporting evidence of the selected samples were also thoroughly examined during the verification process.

### Independence

Wheelock was responsible for the collection and preparation of the information. HKQAA did not involve in calculating and compiling the reporting data, or in the content development of the Report. HKQAA’s verification activities were entirely independent from Wheelock.

### Conclusion

Based on the verification results and in accordance with the verification procedures undertaken, HKQAA has obtained reasonable assurance and is in the opinion that:

- The Report has been prepared in accordance with the GRI Standards: Core option, GRI G4 Construction and Real Estate Sector Disclosures and the ESG Guide;
- The Report illustrates the sustainability performance of Wheelock’s material aspects in a balanced, comparable, clear and timely manner; and
- The data and information disclosed in the Report are reliable and complete.

In conclusion, the Report reflects truthfully the sustainability commitments, policies and performance of Wheelock and discloses transparently the sustainability performance of the company that is commensurate with its sustainability context and materiality.

**Signed on behalf of Hong Kong Quality Assurance Agency**

**Jorine Tam**  
*Director, Corporate Business*  
June 2019

## GRI Standards and HKEx ESG Reporting Guide Content Index



GRI Disclosure Indicator	HKEx Indicator	Disclosure Title*	Section Reference/ Remarks	Page(s)
<b>GRI 102: General Disclosures 2016</b>				
102-1		Name of the organisation	About This Report	2-3
102-2		Activities, brands, products, and services	Our Business	7-13
102-3		Location of headquarters	About This Report	2-3
102-4		Location of operations	Our Business	7-13
102-5		Ownership and legal form	About This Report	2-3
102-6		Markets served	Our Business	7-13
102-7		Scale of the organisation	Our Business Building High Performing Teams	7-13 23-30
102-8	KPI B1.1	Information on employees and other workers	Building High Performing Teams Appendices — Performance data	23-30 48-52
102-9	KPI B5.1	Supply chain	Building Partnerships along Our Value Chain	41-45
102-10		Significant changes to the organisation and its supply chain	<i>There were no significant changes to our size, structure, ownership or supply chain during the reporting period.</i>	–
102-11		Precautionary principle or approach	Our Business	7-13
102-12		External initiatives	Appendices — Charters, Memberships and Awards	53-54
102-13		Membership of associations	Appendices — Charters, Memberships and Awards	53-54
102-14		Statement from senior decision maker	Chairman's Message	4-5
102-16		Values, principles, standards, and norms of behaviour	Our Business	7-13
102-17	KPI B7.2	Mechanisms for advice and concerns about ethics	Our Business	7-13
102-18		Governance structure	Our Business	7-13
102-40		List of stakeholder groups	Our Business	7-13
102-41		Collective bargaining agreements	<i>All of Wheelock's employees are located in Hong Kong where there is no statutory recognition of collective bargaining agreements.</i>	–
102-42		Identifying and selecting stakeholders	Our Business	7-13
102-43		Approach to stakeholder engagement	Our Business Appendices — List of Material Topics and Corresponding Boundaries	7-13 46-47
102-44		Key topics and concerns raised	Our Business Appendices — List of Material Topics and Corresponding Boundaries	7-13 46-47
102-45		Entities included in the consolidated financial statements	Our Business	7-13

\* GRI definitions have been used for disclosure title descriptions, where there are no GRI indicators for the specific issues, we have used definitions from HKEx.



GRI Disclosure Indicator	HKEx Indicator	Disclosure Title*	Section Reference/ Remarks	Page(s)
102-46		Defining report content and topic boundaries	Our Business Appendices — List of Material Topics and Corresponding Boundaries	7-13 46-47
102-47		List of material topics	Our Business Appendices — List of Material Topics and Corresponding Boundaries	7-13 46-47
102-48		Restatements of information	<i>Overall team gender ratio disclosed in Wheelock's Annual Report 2018 page 58 has been restated after further clarification on the data.</i>	–
102-49		Changes in reporting	<i>Innovation is added to the list of material topics and topic boundaries.</i>	–
102-50		Reporting period	About This Report	2-3
102-51		Date of most recent report	<i>Our previous Report was published in June 2018.</i>	–
102-52		Reporting cycle	About This Report <i>The Report is produced annually.</i>	2-3
102-53		Contact point for questions regarding the report	About This Report	2-3
102-54		Claims of reporting in accordance with the GRI Standards	About This Report	2-3
102-55		GRI content index	Appendices — GRI Standards and HKEx ESG Reporting Guide Content Index	56-61
102-56		External assurance	Appendices — Verification Statement	55
<b>Topic-specific Disclosures</b>				
<b>Economic Topics</b>				
<b>GRI 201: Economic Topics 2016</b>				
103		Management approach	Our Business	7-13
201-1		Direct economic value generated and distributed	Our Business	7-13
<b>GRI 204: Procurement Practices 2016</b>				
103		Management approach	Building Partnerships along Our Value Chain	41-45
204-1		Proportion of spending on local suppliers	Building Partnerships along Our Value Chain	41-45
<b>GRI 205: Anti-Corruption 2016</b>				
103	Aspect B7 General Disclosure KPI B7.2	Management approach	Our Business	7-13
205-3	Aspect B7 General Disclosure KPI B7.1	Confirmed incidents of corruption and actions taken	Our Business	7-13





GRI Disclosure Indicator	HKEx Indicator	Disclosure Title*	Section Reference/ Remarks	Page(s)
<b>Environmental Topics</b>				
<b>GRI 301: Materials 2016</b>				
103	Aspect A2 General Disclosure Aspect A3 General Disclosure KPI A3.1	Management approach	Building for the Environment	14-22
301-1	KPI A2.5	Materials used by weight or volume	Appendices — Performance Data <i>Data on materials by renewable and non-renewable material types was not collected for this reporting cycle.</i>	48-52
<b>GRI 302: Energy 2016</b>				
103	Aspect A2 General Disclosure KPI A2.3 Aspect A3 General Disclosure KPI A3.1	Management approach	Building for the Environment	14-22
302-1	KPI A2.1	Energy consumption within the organisation	Appendices — Performance Data	48-52
302-3	KPI A2.1	Energy intensity	Appendices — Performance Data	48-52
302-4	KPI A2.3	Reduction of energy consumption	Building for the Environment	14-22
<b>GRI 303: Water 2016</b>				
303-1	KPI A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility)	Appendices — Performance Data	48-52
	KPI A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved	<i>Not Applicable — Sourcing water that is fit for purpose is not considered to be a material issue for our organisation.</i>	–
<b>GRI 305: Emissions 2016</b>				
103	Aspect A1 General Disclosure KPI A1.5 Aspect A3 General Disclosure KPI A3.1	Management approach	Building for the Environment	14-22
305-1	KPI A1.1 KPI A1.2	Direct (Scope 1) GHG emissions	Appendices — Performance Data	48-52
305-2	KPI A1.1 KPI A1.2	Energy indirect (Scope 2) GHG emissions	Appendices — Performance Data	48-52
305-3	KPI A1.1 KPI A1.2	Other indirect (Scope 3) GHG emissions	Appendices — Performance Data	48-52
305-4	KPI A1.2	GHG emissions intensity	Appendices — Performance Data	48-52
305-5	KPI A1.5	Reduction of GHG emissions	Building for the Environment	14-22



GRI Disclosure Indicator	HKEx Indicator	Disclosure Title*	Section Reference/ Remarks	Page(s)
<b>GRI 306: Effluents and Waste 2016</b>				
103	KPI A1.6 Aspect A3 General Disclosure KPI A3.1	Management approach	Building for the Environment	14-22
306-2	KPI A1.3 KPI A1.4 KPI A1.6	Waste by type and disposal method	Appendices — Performance Data <i>Our operation does not produce significant amounts of hazardous waste.</i>	48-52
<b>GRI 307: Environmental Compliance 2016</b>				
103	Aspect A1 General Disclosure	Management approach	Building for the Environment	14-22
307-1	Aspect A1 General Disclosure	Non-compliance with environmental laws and regulations	<i>During 2018, Wheelock was not affected by any incident of non-compliance with any laws, regulations or voluntary codes concerning the environment.</i>	–
<b>GRI 308: Supplier Environmental Assessment 2016</b>				
103	Aspect B5 General Disclosure KPI B5.2	Management approach	Building Partnerships along Our Value Chain	41-45
308-1		New suppliers that were screened using environmental criteria	Building Partnerships along Our Value Chain	41-45
<b>GRI G4 CRE8: Sustainable Building Development and Certification</b>				
CRE8		Type and number of sustainability certification, rating and labelling schemes for new construction, management, occupation and redevelopment	Building for the Environment	14-22
<b>Labour Practices and Decent Work Topics</b>				
<b>GRI 401: Employment 2016</b>				
103	Aspect B1 General Disclosure	Management approach	Building High Performing Teams	23-30
401-1	KPI B1.2	New employee hires and employee turnover	Appendices — Performance Data	48-52
<b>GRI 403: Occupational Health and Safety 2016</b>				
103	Aspect B2 General Disclosure KPI B2.3	Management approach	Building High Performing Teams	23-30
403-2	KPI B2.1 KPI B2.2	Types of injury and rates of injury, occupational diseases, lost days, absenteeism, and number of work-related fatalities	Building High Performing Teams Appendices — Performance Data	23-30 48-52



GRI Disclosure Indicator	HKEx Indicator	Disclosure Title*	Section Reference/ Remarks	Page(s)
<b>GRI 404: Training and Education 2016</b>				
103	Aspect B3 General Disclosure	Management approach	Building High Performing Teams	23-30
404-1	KPI B3.2	Average hours of training per year per employee	Appendices — Performance Data	48-52
404-3		Percentage of employees receiving regular performance and career development reviews	Appendices — Performance Data	48-52
	KPI B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management)	Appendices — Performance Data	48-52
<b>GRI 405: Diversity and Equal Opportunity 2016</b>				
103	Aspect B1 General Disclosure	Management approach	Building High Performing Teams	23-30
405-1	KPI B1.1	Diversity of governance bodies and employees	Building High Performing Teams Appendices — Performance Data	23-30 48-52
<b>GRI 406: Non-discrimination 2016</b>				
103	Aspect B1 General Disclosure	Management approach	Building High Performing Teams	23-30
406-1		Incidents of discrimination and corrective actions taken	Building High Performing Teams	23-30
<b>GRI 414: Supplier Social Assessment 2016</b>				
103	Aspect B5 General Disclosure KPI B5.2	Management approach	Building Partnerships along Our Value Chain	41-45
414-1	KPI B5.2	New suppliers that were screened using social criteria	Building Partnerships along Our Value Chain	41-45
	Aspect B4 General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour	Building Partnerships along Our Value Chain	41-45
	KPI B4.1	Description of measures to review employment practices to avoid child and forced labour	<i>In compliance with local laws, Wheelock and its supply chain do not employ any person below the age of eighteen years at the workplace. Wheelock prohibits the use of child, forced or compulsory labour in all its departments, subsidiaries and suppliers. No employee is made to work against his/her will or work as bonded/forced labour, or subject to corporal punishment or coercion of any type related to work.</i>	–
	KPI B4.2	Description of steps taken to eliminate such practices when discovered	Building Partnerships along Our Value Chain	41-45



GRI Disclosure Indicator	HKEx Indicator	Disclosure Title*	Section Reference/ Remarks	Page(s)
<b>Social Topics</b>				
<b>GRI 413: Local Communities 2016</b>				
103	Aspect B8 General Disclosure	Management approach	Building A Sustainable Community	31-40
413-1		Operations with local community engagement, impact assessments, and development programmes	Building A Sustainable Community	31-40
	B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport)	Building A Sustainable Community	31-40
	B8.2	Resources contributed (e.g. money or time) to the focus area	Appendices — Performance Data	48-52
<b>Product Responsibility Topics</b>				
<b>GRI 418: Customer Privacy 2016</b>				
103	Aspect B6 General Disclosure KPI B6.5	Management approach	Building Partnerships along Our Value Chain	41-45
418-1	Aspect B6 General Disclosure KPI B6.2 KPI B6.5	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Building Partnerships along Our Value Chain	41-45
<b>GRI 419: Socioeconomic Compliance 2016</b>				
103		Management approach	Our Business	7-13
419-1	Aspect B1 General Disclosure Aspect B2 General Disclosure Aspect B4 General Disclosure Aspect B6 General Disclosure Aspect B7 General Disclosure	Non-compliance with laws and regulations in the social and economic area	<i>The Company was not subject to any significant fines or non-monetary sanctions for non-compliance with laws and regulations in 2018.</i>	–
	B6.1	Percentage of products subject to recalls for safety and health reasons	<i>Percentage of product subject to recall for health and safety reasons are not considered to be a material issue.</i>	–
	B6.3	Description of practices relating to observing and protecting intellectual property rights	<i>Description of practices relating to observing and protecting intellectual property rights is not considered to be a material issue.</i>	–
	B6.4	Description of quality assurance process and recall procedures	Building Partnerships along Our Value Chain	41-45





**WHEELOCK**

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