



SUNeVision Holdings Ltd.

新意網集團有限公司

(Incorporated in the Cayman Islands with limited liability)

Stock Code : 1686

A circular collage of images showing modern buildings, a hand plugging a cable into a port, and a server room. The central text is overlaid on this collage.

2019/20

ENVIRONMENTAL, SOCIAL
AND GOVERNANCE REPORT



The technology arm of Sun Hung Kai Properties Limited



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Our Business

SUNeVision Holdings Ltd. (“SUNeVision” or the “Company”) and its subsidiaries (collectively referred to as the “Group” in this report), the technology arm of Sun Hung Kai Properties Limited, is the largest data centre provider in Hong Kong. We offer carrier and cloud-neutral data centre services with global top 10 connectivity. Our data centre ecosystem in Asia connects providers of telecommunications, cloud, ISP, CDN, OTT all over the globe with enterprises across different fields.

Our major data centre ecosystem, MEGA Campus, comprises the MEGA-i and high-tier data centres including MEGA Two and MEGA Plus. MEGA Campus offers direct connections to multi-cloud platforms and exchanges with high connectivity that can cater for customers with different needs.

SUNeVision owns three major member companies, including iAdvantage Limited (“iAdvantage”), SUNeVision Super e-Technology Services Limited (“Super e-Technology”) and SUNeVision Super e-Network Limited (“Super e-Network”). iAdvantage focuses on data centre service; Super e-Technology specializes in satellite distribution networks; while Super e-Network pioneers in intelligent-building networks.

For more information, please visit <http://www.sunevision.com>.

Our Reporting Approach

REPORTING OBJECTIVES

SUNeVision strives to undertake the responsibility as a corporate citizen to serve the community and play a part in promoting sustainability. This Environmental, Social and Governance Report (“ESG Report”) serves to outline our commitment, approach and achievements in creating value for the environment, our people, our customers, our supply chain and the community.

REPORTING SCOPE

This report covers our performance and material issues over the period from 1 July 2019 to 30 June 2020. Unless otherwise specified, the report covers our core technology asset, iAdvantage, as well as its data centre facilities, including MEGA-i, MEGA-Two, MEGA Plus, JUMBO and ONE. On top of that, due to the continuous growth and value-add of the Group’s other subsidiaries, Super e-Technology and Super e-Network, the scope of this report has been expanded to cover the aforementioned subsidiaries.

REPORTING STANDARDS

This ESG Report has been prepared in accordance with the “comply or explain” provision of the Environmental, Social and Governance Reporting Guide (the “ESG Reporting Guide”) in Appendix 27 to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited.

REPORTING PRINCIPLES

During the preparation process, the Group adheres to the fundamental reporting principles outlined in the ESG Reporting Guide.

Materiality	Quantitative
We performed a materiality review based on peer review and stakeholder engagement process that determined the material ESG aspects to SUNeVision and guided the focus of this report.	We compared the year to year environmental data and discussed with the management of the business on its implications. Social data has also been disclosed for the first time.
Balance	Consistency
The Board had reviewed the report and confirmed that the ESG Report had not omitted any information related to material ESG topics. This report had been prepared without bias.	SUNeVision adopted consistent environmental data treatment approach to allow a fair comparison of our environmental performance over time.

Our Approach to Sustainability

ESG GOVERNANCE

SUNeVision believes that sustainability is a key to a successful business. To fulfil stakeholders' expectations, we have established a sound governance framework to effectively consolidate ESG strategies into our daily operations. Our ESG governance structure is divided into two main components, the Board of Directors (the "Board") and an ESG working group, which is comprised of the senior management and representatives from different departments, including Internal Audit Department, Human Resource and Administration Department, Business Development and Sales & Marketing Department, and Facility Management Department.

The Board bears the ultimate responsibility in ESG governance and sets forth the overall ESG managerial approach, strategy and priorities. Further, the Board is obligated to evaluate and determine ESG-related risks and ensure effective ESG risk management and internal control systems are in place. Risk mitigation performance is periodically reviewed. Disclosures in this ESG Report are approved by the Board upon review by the Corporate Governance Committee.

With powers delegated by the Board, the ESG working group implements the Board's ESG strategies and policies across departments of the Group. The ESG working group also specialises in the collection of ESG data, carrying out of materiality assessments as well as the preparation of this ESG Report.

STAKEHOLDER ENGAGEMENT

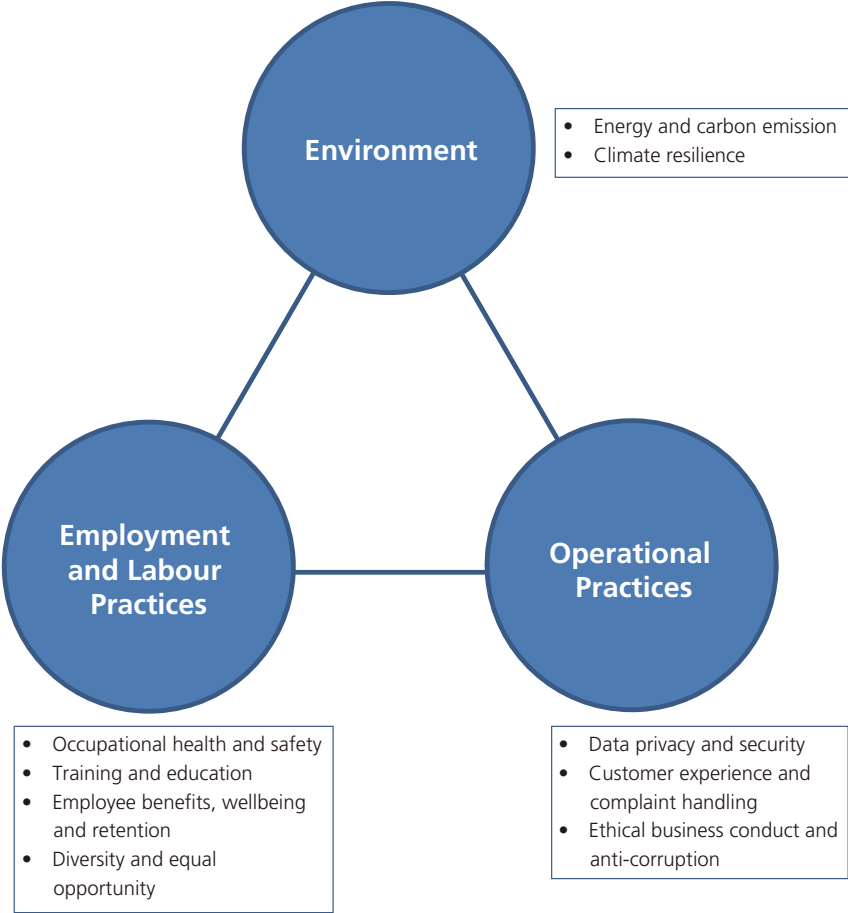
Regular communication with stakeholders is crucial for corporate development. We value the feedbacks and opinions of stakeholders, including customers, employees, suppliers, shareholders, regulators, and the community. Through stakeholder engagement, we can improve our sustainability performance and strive for excellence on one the hand, while building a strong and trusting relationship with stakeholders on the other. We engage our internal and external stakeholders through a huge variety of communication channels, including but not limited to Annual General Meetings, Annual and Interim Reports, ESG reports, company website and social media platforms, shareholders meetings, company activities, customer satisfaction survey, community services and business meetings.

MATERIALITY ANALYSIS

Materiality analysis is performed annually to identify the key ESG issues that are material to our business operations. Through reviewing peer companies' ESG priorities and the rating criteria by ESG analysts, the most relevant issues were identified. The results were then reviewed and approved by the Board.

In this reporting year, a total of nine material topics were identified. In response to the impact that these issues may cause to our business operations, we have formulated suitable measures and policies to address these issues. For details of the policies and the relevance of the topics to our operations, please refer to the corresponding chapters of this report. We welcome any feedback and comments from stakeholders to advance hand in hand towards a sustainable future.

List of Material Topics



Environmental Protection

ENVIRONMENTAL PERFORMANCE HIGHLIGHTS:

Hazardous waste:

Environmental treatment of hazardous waste



Green Design::

Green data center design



STRATEGIES AND MANAGEMENT

The Group recognizes the importance of environmental sustainability as it is indispensable for achieving long-term business viability and the sustainable development of our community. We are committed to protecting the environment and achieving sustainable development through running an environmentally friendly business. Going beyond compliance with all applicable legal and environmental standards, we seek to integrate sustainable data centre designs into our new projects and continually improve the environmental performance of our existing data centres.

Specifically, we align our environmental initiatives along the respective strategies of the Hong Kong Government and focus on addressing material environmental concerns such as improving energy efficiency, reducing carbon emissions and waste generation, and conserving resources. We acknowledge climate change as an emerging challenge and have begun looking deeper into its impacts on our business in order to be more responsive to possible consequences.

There were no significant emissions of air pollutants in our operations. The Group’s services do not require the use of packaging material. Quantitative disclosures requirements on this are therefore not applicable.

There were no significant impacts of activities on the environment and natural resources. Disclosure requirements on this aspect do not apply.

Governance and Environmental Policy

Extending our environmental commitment, we have formulated and implemented an Environment Policy across the Group to ensure environmental sustainability and the minimization of the environmental impact of our services and activities. The implementation and effectiveness of this policy will be regularly reviewed by our Chief Executive Officer. Meanwhile, Advantage’s environmental performance would be kept tracked and reported by relevant departments.

Internal Review on Climate Change Related Impacts

With climate change being a global concern and focus, the Group starts to identify the potential physical and transitional risks we will be facing in the reporting year. Through analysing the environmental performance in the past, the Group is planning to come up with environmental target-setting in the near future.

ACHIEVING BETTER ENERGY PERFORMANCE AND REDUCING CARBON EMISSIONS

Data centres are an inherently energy-intensive business, and continuously improving energy efficiency is necessary to offset the growth in demand. Being a data centre service provider, electricity is the key source of energy for our business and our major indirect source of greenhouse gas (“GHG”) emissions. Although our energy consumption is primarily driven by the power demand of our customers’ IT equipment, we make every effort to reduce energy consumption in other operational areas.

We incorporate green practices into our data centre design. These practices include:

- The installation of high efficiency water-cooling system in MEGA Plus data centre to reduce energy use for cooling;
- The adoption of the Water Leak Detection System to detect water leakage such that our Computer Room Air Conditioning (“CRAC”) can operate at its optimal energy efficiency;
- The use of electrical and mechanical systems such as LED luminaires and uninterruptible power supply system (“UPS”) for energy saving and emission reduction; and
- The designated use of non-chlorofluorocarbon (“CFC”) based refrigerants at our newly constructed data centre to reduce the direct GHG emissions.

In regard to sustainable development, we are environmentally responsible. We believe that going greener can help us improve efficiency. We demonstrate superior environment management particularly regarding performance improvement, legal compliance, and reporting duties. Our efforts in the data centres have earned us the gold certification under the LEED 2009 Core and Shell Development rating system and ISO 14001:2015 certificate for Environmental Management System.



Meanwhile, the Group seeks to reduce the carbon footprint at the office by adopting environmentally responsible measures. For example, the Group encourages employees to switch off idle and non-necessary electrical appliances to eliminate non-essential energy consumption. Our employees are also encouraged to avoid unnecessary business travels by using alternative communication channels such as videoconferencing and conference call.

MANAGING WASTE AND CONSERVING RESOURCES

To reduce the environmental impacts associated with waste handling, the Group has incorporated the Reduce-Reuse-Recycle-Replace principles into its Waste Management and Environmental Protection Procedure to guide the handling, keeping, safe storage, transportation, collection and disposal of different types of wastes, including hazardous and non-hazardous waste generated from our business. While there is no construction waste generated directly through our daily operations, we ensure all construction waste produced by our construction contractors is properly disposed to designated facilities. Meanwhile, hazardous waste generated from our operations such as fluorescent light tubes and VRLA batteries from the UPS is collected and properly treated by licensed vendors.

Water is mainly used for cooling our data centers. There was no issue in sourcing water for such purpose. Various water conservation and recycling systems have been implemented.

Environmental Protection

CASE STUDY: DATA CENTER GREENING

Hoping to create a positive environmental impact through our data centres, the Group has implemented a variety of environmentally friendly measures in our data centres. In recognition of the efforts we have done in preserving the environment, we have been awarded, such as the LEED Gold Certification to the MEGA Plus data centre.

Water conservation and energy efficiency

A host of measures are introduced at MEGA Plus to create an environment that encourages water conservation. For example, we have installed a rainwater collection system at the roof of MEGA Plus. The collected runoff will act as a secondary water source for toilet flushing in MEGA Plus. We also adopted the Water Leak Detection System to fix water leakages from taps, pipes and valves in a timely manner. Other than MEGA Plus, MEGA-i and MEGA Two are installed with air cooled chillers to avoid using fresh water for cooling.

Noise pollution control

Exhaust fans are replaced to control noise pollution.

Building Management System

Building Management System (BMS) is installed to ensure the equipment in the data centre operates in an efficient manner.

Green Wall

Grass is planted to reduce heat from sunlight.



Use of eco-friendly chillers

The use of cooling tower is avoided in both MEGA-i and MEGA Two to minimize chemical discharge.

Employment and Labour Practices

SOCIAL PERFORMANCE HIGHLIGHTS:

Full-time job positions:

Offered **359**
job positions
to the market



Gender equality:

40% Female
management



Protect employees:

Flexible work
arrangement
under COVID-19



STRATEGIES AND MANAGEMENT

At SUNeVision, we believe our talents are the fundamental contributions to the continued success of our business. In this regard, we have mobilised concerted resources to attract, retain, train and support our employees. Our human resources policies cover recruitment, promotion, working hours, equal opportunities and compensation benefits.

We uphold fair and objective principles to conduct the recruitment and performance management processes. The Group recognises our employees' effort by rewarding them according to their contribution evaluated through the formal appraisal system. To ensure the remuneration package is appealing and market-competitive, we benchmark against market surveys periodically.

Besides, the Group ensures strict compliance with relevant laws and regulations, which include:

- Employee Ordinance (Cap.57);
- Employees' Compensation Ordinance (Cap.282);
- Personal Data (Privacy) Ordinance (Cap.486);
- Inland Revenue Ordinance (Cap.112);
- Mandatory Provident Fund Schemes Ordinance (Cap.485); and
- Minimum Wage Ordinance (Cap.608).

The Group has an insignificant risk of engaging child and forced labour. Disclosure on our policy and compliance with relevant laws and regulation on this topic is therefore not applicable.

EMPLOYEE BENEFITS

We endeavour to attract and retain the right pool of talents to sustain our business development through providing our employees with a caring working environment.

Multiple non-monetary benefits are offered to our employees. For example, distribution of fruits and vaccination against influenza.

Working allowance

We also compensate for the employees who need to take shifts to serve clients in different time zones with shift allowance. The Travel Allowance for technical and frontline employees is provided for those working in MEGA-i to ease our employees travel expense burden.



Fruits distributions

WORK LIFE BALANCE AND FAMILY FRIENDLINESS

We recognise the importance of work life balance to our employee's well-being. Therefore, we promote work-life balance.

24-hour Hearty Hotline service

We are always concerned about staff's well-being and have specially commissioned Four Dimension Consulting Limited to offer Hearty Hotline to staff and their immediate family members.

Through our 24-hour Hearty Hotline, staff and their family members can confide their concerns to our professionals, and we can offer them the most needed information and assistance.



Well-being Events

During the reporting year, we have organised a wide range of well-being events and encouraged our employees to join. For instance, we hosted Christmas party and annual dinner.



Annual Dinner 2020

Employment and Labour Practices

Personal and Family Caring Seminars

We also showed our great support to our employees in fulfilling their family roles. We organised personal and family caring series seminars such as Parent-child Joint Workshop to promote and carry out family-friendly initiatives in the reporting year.



VALUING EQUALITY AND DIVERSITY

We are an equal opportunity employer and committed to creating a diverse team. We strictly comply with the four ordinances of anti-discrimination in relation to sex, disability, family status and race.

Our Code of Conduct and internal human resources policies are in place to ensure zero tolerance for harassment and discrimination of any kind. Job applicants and employees are recruited and assessed based on their capabilities, regardless of race, colour, religion, gender, national origin, marital status, age, physical or mental disability or medical condition.

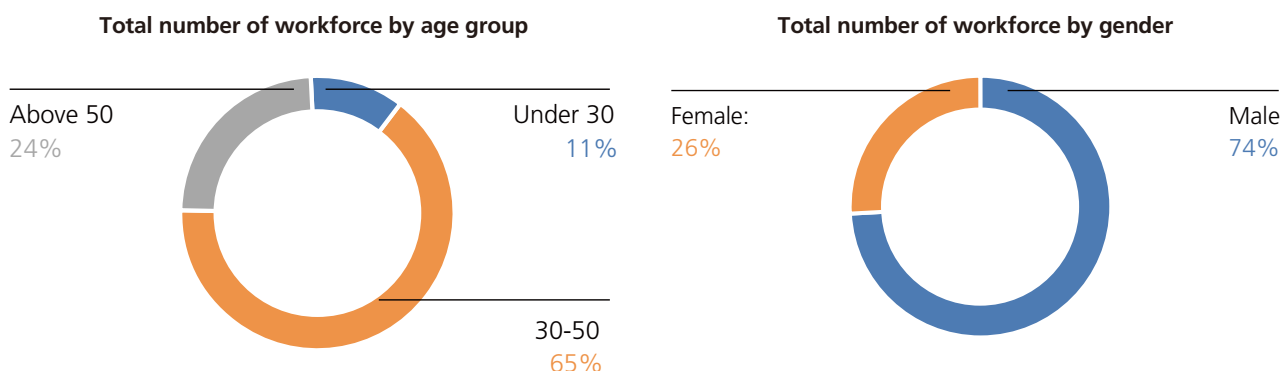
We actively promote gender diversity among management positions.



40%
female representation
in management position

WORKFORCE DISTRIBUTION

Total number of employees: 359 (as at 30 June 2020)



Most of the jobs in SUNeVision are technical engineer jobs while the related market labour supply is mainly male.

PROVIDING DEVELOPMENT AND TRAINING OPPORTUNITIES

Being a leading company in the data center industry, SUNeVision put forth dedicated efforts in upskilling our employees through the provision of appropriate learning and development opportunities. These are essential to support the Group's development and maintain our strategic competitiveness. We established the Training and Development Policy to assist the enhancement or acquisition of necessary job-related skills for our employees for the mutual benefits of the Company and staff. In addition, Super e-Technology follows the Quality Procedure Manual which provides the training procedure to identify training needs and coordinated training.

TRAINING AND DEVELOPMENT

In-house training courses are periodically provided to employees when applicable. We strive to provide our employees with face-to-face and online training opportunities that can sharpen both soft skills and technical knowledge. On boarding and orientation sessions are arranged for the new joiners in order to better understand the market positioning of our Company. Under the support from our parent company, our employees are able to participate in the diverse training programmes offered, covering the topics below:

- Job-specific knowledge
- Market trends
- Personal development
- Business ethics
- Communication and negotiation skills
- Client-facing techniques
- Cybersecurity
- IT and data analytics skills
- Health and safety
- Sustainability

TRAINING SPONSORSHIP

Furthermore, we provide external training sponsorship for all permanent employees. Employees can apply for full course fee reimbursement upon approval. We will also nominate employees with potentials to attend certain professional examination and/or training courses which is related to or required for job duties. For employee who intends to pursue a degree programme which is considered helpful to improve the overall job performance or career development, we will provide sponsorship for them.

MANAGEMENT TRAINEE PROGRAM AND INTERNSHIP OPPORTUNITIES

The Company offers fresh graduate opportunities to build their career in the fast-paced technology sector through a well-structured Management Trainee Program under our Parent Company, Sun Hung Kai Properties. We welcome graduates from different disciplines.

Collaborations with the Hong Kong Institute of Vocational Education through Internship Opportunities

Identify Future Talents through Internship Opportunities

SUNeVision partners with Hong Kong Institute of Vocational Education to offer students work experience through internship placements under the Extended Industrial Attachment Scheme.

We aim to increase the students' industrial exposure opportunities and develop the essential skills for learning, employment and life. The collaboration also creates mutual benefits that allow us to identify students with potentials and ultimately build an effective talent pool.

We have provided internship opportunities to 11 students in the reporting period.



Employment and Labour Practices

ENSURING HEALTH AND SAFETY

The safety and well-being of employees is our core concern. As such, we meet all regulatory requirements, including the Occupational Safety and Health Ordinance (Cap.509). Although our business operation is not typically associated with high health and safety risks when compared to other more labour-intensive industries, we demonstrate our commitment to promote a culture of safety at our premises by establishing relevant policies and plans. We also have policies in place to manage occupational health and safety issues across our entire business operations.

Health and Safety Measures

To maintain high occupational safety and health standard across the Group, safety training is provided to new and existing staff regularly to raise their awareness on safe and healthy workplace behaviour, such as report all injuries and unsafe conditions promptly to their immediate supervisors and the management. The safety trainings include:

- Fire drill exercise
- First-aid courses
- Muscle strain prevention talks
- Mandatory Basic Safety Training
- Construction Industry Safety Training and Safety Supervisor Training

We insure all employees when undertaking business travel on SUNeVision's behalf. Eligible employees are covered by travel insurance against accidental death and/or permanent disablement for both work – and non-work-related accidents.

EMPLOYEES PROTECTION AMID COVID-19

To enhance health and safety measures against the COVID-19 outbreak, we have established the Pandemic Disease Response Plan for Data Centre at iAdvantage which acts as the guidelines for our employees to follow. Multiple precautionary measures have been implemented at premises to take care of the safety and wellbeing of our employees and tenants. Relevant government alerts are posted and disinfectants are provided for use. Our employees are required to follow in-house Health Monitoring and Quarantine Guidelines. and received the relevant self-explanatory training materials.

Surgical mask distribution

The Health and safety of our employees is always our top priority. Therefore, we provided our employees with surgical masks during COVID-19 outbreak to protect their health.

Flexible work arrangement

We have implemented internal procedures such as restriction of business travel, disinfection and cleaning of our facilities and implementing flexible work arrangement to minimize the risk of infection.



Supply Chain Management

SUPPLY CHAIN MANAGEMENT HIGHLIGHTS:

Support local suppliers:

Over 90% of our suppliers are based in Hong Kong



Green procurement:

Green consideration in procurement process



Suppliers review:

Regular **supplier performance review**



STRATEGIES AND MANAGEMENT

To effectively extend our commitment to facilitate a more sustainable supply chain, we have set up the Procurement Policy and Procedure to govern the procurement process and the consolidation of sustainable practices into our procurement practices. It applies to any purchasing decisions in SUNeVision whenever applicable. The Procurement Team is responsible for implementing the policies, making procurement decisions, reviewing qualified suppliers and contractors, and ensuring all staff involving in purchases comply with the policies.

PROMOTING A RESPONSIBLE AND SUSTAINABLE SUPPLY CHAIN

We integrate environmental considerations into our procurement process to lower our overall carbon footprint and promote a green environment. During our procurement process, we actively adhere to the 4R environmental principles – Reduce, Reuse, Recycle and Replace. We adhere to the followings during the procurement process.

- Engage environmental consultants to review our construction plans and materials, ensuring specific requirements of certification are met;
- Select systems and building ventilation systems with desirable energy efficiency;
- Promote the use of environmental-friendly materials in our operations;
- Select electrical products which contain limited or no hazardous substances; and
- Avoid single-use disposable products, and give preference to reusable, recyclable or highly durable products.

We also encourage our contractors/suppliers to consider the usage of accredited environmental preferable products and equipment of all types to further minimize environmental impact.

UPHOLDING HIGH QUALITY STANDARDS

At SUNeVision, we uphold a high expectation of standard regarding the environmental and social performance of our suppliers and contractors. We require suppliers to not only perform well at delivering high quality goods and services, but also remain sustainable at the same time. To achieve this, the Procurement Team performs a general review on the quality of products and services performance of the qualified suppliers on a regular basis. If the performance of suppliers is not up to our standards or requirements, a scoring deduction in tender evaluation and performance review will be considered in future procurement decisions.

PROMOTING ETHICAL SUPPLY CHAIN MANAGEMENT

We advocate the highest ethical standards not only in our Group, but also along the supply chain. We expect all employees, suppliers and vendors to act ethically with integrity and comply with relevant laws and regulations, including the Prevention of Bribery Ordinance (Cap.201). Any misconduct of anti-corruption is strictly forbidden as stated in the Procurement Policy. All staff involved in the procurement process shall observe and comply with the Group's Code of Conduct. The Procurement Team is tasked with monitoring procurement processes and report any non-compliant cases to the Senior Management. Any staff caught compromising or violating the Code of Conduct will be subjected to serious disciplinary actions. Further, anti-corruption trainings given by Hong Kong Independent Commission Against Corruption are arranged regularly for staff participation to raise their awareness towards bribery.

Self-declaration of conflict of interests

To ensure the mitigation of any corruption conducts, all staff involving in any purchases are required to declare if they have any conflict of interest. If there is a conflict of interest, that may be asked to avoid the relevant purchase as stated in the Code of Conduct. Any suppliers/contractors cooperating with the Group are also required to declare any conflict of interest with members of the Group.

Internal whistle blowing policy

Whistle-blowing Policy is in place to encourage our employees to report any malpractice, impropriety and fraud that come to their attention. Suspected irregularities or concerns can be reported to immediate supervisors, department managers, Internal Audit and Human Resources Department or to senior management level if needed. The employees should not suffer any form of intimidation and retaliation because of reporting and we will handle the concerns in a confidential and sensitive manner.

Product Responsibility

PRODUCT RESPONSIBILITY HIGHLIGHTS:

Safeguard personal data:	Reliable quality service:	High quality customer service:
Implemented Data Privacy and Security Policy	UPS and backup generator installed	Regular customer survey and focus group performed
		

STRATEGY AND MANAGEMENT

The Group is committed to providing reliable and excellent services to our customers, and at the same time, safeguard the physical and digital assets of our customers. iAdvantage has in place an ISO/IEC 20000-1: 2018 certified Information Technology Service Management System, under which we are committed to regular monitoring, measuring and reviewing our service management process with care. Apart from complying with applicable laws and regulations such as the Personal Data (Privacy) Ordinance (Cap.486), a group-level Data Privacy and Security Policy is formulated to govern all subsidiaries of SUNeVision in ensuring a safe data handling practice.

DELIVERING RELIABLE AND EXCELLENT SERVICES

We are committed to ensuring operational resilience by preventing data centre outage and disruptions. Recognizing our customers’ high expectation of power supply reliability, safety and security, our facilities are built to withstand contingencies and preventative maintenance and systems are in place.

To monitor uninterrupted power, our data centres are installed with the Power Monitoring Module (“PMM”) which is connected to the Building Management System. Our data centres are built with multiple-redundancy power supply supported by Uninterruptible Power Supply (“UPS”) and backup power generators, achieving high uptime availability of our customers. Meanwhile, we have developed strong capacity for disaster recovery of our data centres by connecting the fuel tanks to the generators. The fuel will be refilled within a pre-determined response lead time.

Besides, preventative maintenance and systems are in place for any unpredictable disruptions. For example, we conduct regular on-load tests for the backup power generators with an aim to keep operations running smoothly under all situations. Data centres are also equipped with fire protection and suppression systems such as gas-based FM-200/Novec 1230 fire suppression system and double interlock pre-action sprinkler system to detect and respond to potential fire hazards.



During the year, SUNeVision earned Best IDC Provider (Overseas) from the 14th China IDC Industry Annual Ceremony in recognition for our efforts in providing reliable and excellent services to our customers.

MICROSOFT AZURE EXPRESSROUTE SITE ON MEGA CAMPUS



Microsoft deployed a new Azure ExpressRoute site in Hong Kong on our MEGA Campus, enabling customers to enjoy resilient and seamless cloud experiences in Hong Kong, Mainland China and Asia. Leveraging the strong connectivity on MEGA Campus, customers can now privately and directly connect to Microsoft Azure in MEGA-i, either through an onsite point of presence (“PoP”) or via telco partners, managed service providers or cloud exchange platforms available on MEGA Campus, which provides great resilience and enhances security and network performance.

PROTECTING DATA PRIVACY

Safeguarding the data privacy and security of our customers’ assets are of utmost importance to us. Our group-level Data Privacy and Security Policy is formulated to govern all subsidiaries of SUNeVision in ensuring a safe data handling practice. The Data Privacy and Security Policy states our commitment, approach of personal data protection, physical security, cyber-security, and related development and training, as well as the implementation and review process. The CEO of the Group is responsible for overseeing of the implementation of the Policy, with the assistance of relevant departments who regularly reviews data privacy policies and procedures, and submit monitoring reports.

EFFECTIVE PHYSICAL SECURITY MEASURES

We do not have access to the data on customers’ servers or networks, but we are committed to putting resources in enhancing physical and cyber security. Accredited with ISO 27001 Information Security Management System, robust security and strict monitoring measures are adopted at data centre premises to ensure around-the-clock security.

- A sophisticated Building Management System with hand geometry readers is implemented to ensure only authorized individuals and technicians can access our data centres;
- Closed Circuit Television Surveillance system is installed at all common areas, plant rooms and equipment rooms with digital recording;
- Trained security guards are 24-hour on site to support and maintain high level of security; and
- Visit logs are properly maintained.

UPDATED CYBER SECURITY MEASURES

In addition to physical security measures, the Group also recognizes the significance of protecting customers' digital assets. SUNeVision has established cybersecurity strategies which governs the protection baseline of our entire IT infrastructure. We have adopted the Layered Defence approach to address the Group's cybersecurity infrastructure and implement the security controls with strategic partnership with third-party cybersecurity vendors to protect the integrity of the Group's digital assets from emerging threats. Strategies of defence are divided into three categories:

Cyber Security Strategies

Web Gateway Security – To defend from the network layer of the company's infrastructure, we adopt the Next-Generation Firewall as our network layer defense which includes intrusion detection/prevention and network filtering functions.

Endpoint Security – Every workstation is well-equipped with updated anti-virus, anti-spyware and Advanced Persistent Threat Prevention software. Our cybersecurity team will constantly monitor and provide instant incident managements in handling daily cyber-threats.

Data Loss Prevention – On our application and data layer, we implement mobile application management and encryption on workstation and mobile devices to secure corporate emails, document and team collaboration tools.

DATA PROTECTION

The Group also endeavours to protect the personal data collected from the visitors and employees of our facilities. If personal data are collected in the process of making enquires or submitting applications for services provided by different operations within the Group, users will be informed via the respective Personal Information Collection Statements of such purposes and uses, including the extent of their transfer and disclosure; and the right of access to, correction of and deletion of the collected personal data. Only the authorized staff, who is granted the access privilege based on the job nature, is able to read, change and delete such personal data; and the data will be retained securely and will not be released to any external parties except those parties set out in our Personal Information Collection Statement without user's consent. Under the Code of Conduct of the Group, all staff is required to protect the personal information of customers, tenants and staff in strict compliance with the Personal Data (Privacy) Ordinance.

To raise employees' and contractors' awareness of data privacy and protection, data protection training is provided to all employees. During the reporting period, a representative from Privacy Commissioner for Personal Data was invited to deliver a training seminar on Personal Data (Privacy) Ordinance.

RESPONDING TO CUSTOMERS' FEEDBACK

The Group values customers' opinions and is dedicated to enhancing customer experience. Complaint Handling Policy and Procedure is established at iAdvantage in accordance with applicable laws and regulations. The Complaint Handling Policy outlines the responsibilities and overarching approach on customer complaints handling for our staff, ensuring the complaints are properly handled and areas of improvement can be identified. The Complaint Handling Procedure describes the well-structured complaint handling procedure for our staff to follow. iAdvantage has a Complaints Handling Management System accredited to ISO10002:2018 and Super e-Technology follows ISO 9001 Quality Procedure Manual in handling customer complaints.

Adhering to the customer-focused principle we strive to offer 24/7 support to our customers, handle their general and technical enquiries and complaints, as well as achieve performance improvement. Service-related enquiries and complaints received are recorded, investigated, responded to and resolved by well-trained responsible personnel in a timely manner.

Through conducting customer satisfaction surveys annually, the Group is able to receive customer feedback and identify areas for improvement. In 2019, we engaged our key customers for customer satisfaction surveys and the results received are positive in general. We will continue to respond to our customers' feedback and improve our service quality.

Community Investment

COMMUNITY INVESTMENT HIGHLIGHTS:

Healthy lifestyle:

Participated
Sports events



Creativity and innovation:

Co-organised
SmarTone Hackathon



Promote digital awareness:

Supported
Alibaba JUMPSTARTER

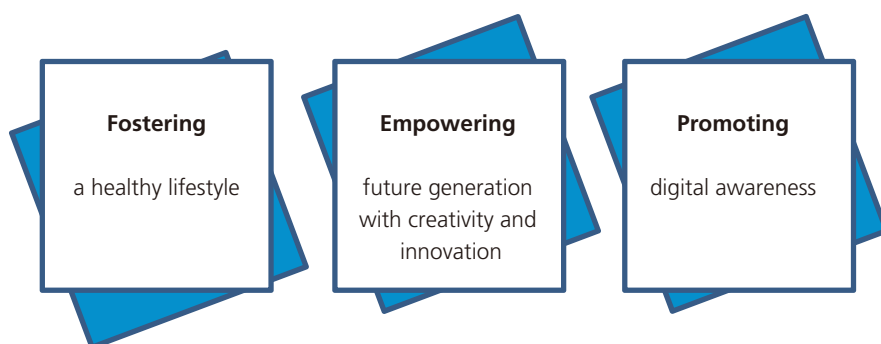


STRATEGIES AND MANAGEMENT

SUNeVision is committed to creating a positive social impact and contributing to the communities in which we operate. Guided by the Group's Community Investment Policy, we actively respond to the needs of the society by adding value to the community through volunteering, donations, involvements in different industrial programs and forming partnerships with renowned organisations. We have derived three main areas to focus our efforts on.

The outbreak of COVID-19 in early 2020 has suspended most of our planned community activities. We will continue to invest in the community in the future.

Our Focus



Our Designed Approach

- ✓ Supporting projects, programs or initiatives that address the needs of the community
- ✓ Building a close partnership with the community
- ✓ Supporting projects that offer the opportunity for our employees to be involved in

FOSTERING A HEALTHY LIFESTYLE

SUNeVision is committed to improving the quality of life of the community by promoting a positive and healthy lifestyle, and thereby improving the wellbeing of the community. To advocate a healthy lifestyle, we actively support and encourage our staff to participate in sports events and donate to charitable sports foundations.

Participating in Sports Events

In January 2020, our staff participated in the Community Chest Corporate Challenge half marathon and 10 km run organized by the Community Chest of Hong Kong, a non-governmental organisation that raise funds to address social issues.

EMPOWERING FUTURE GENERATION WITH CREATIVITY AND INNOVATION

Youth is the future pillar of the society. We strive to invest in youth education and development to inspire them with creativity, knowledge and skills beneficial for their future career development. During the reporting period, SUNeVision provided education sponsors through Infrastructure Masons, a professional association of technologists which supports the advancement of industry talents.

SmarTone Hackathon

SUNeVision is keen on showing our unwavering support to our future generations. During the reporting period, SUNeVision co-organised SmarTone Hackathon, a cross-industry software programming competition organised by SmarTone, in October 2019. Attracting over 150 young software developers over the world, the competition offers a chance for the talented youths to show off their skills. Winning teams were awarded cash prizes, the latest gadgets, and a chance of getting seed funds and opportunities to be further developed.

PROMOTING DIGITAL AWARENESS




SUNeVision is devoted to promoting digital awareness and inclusion in the community. Through encouraging the flow of talent into the industry, we hope to enrich the digital infrastructure industry and foster its sustainable development.

Alibaba JUMPSTARTER

As one of the supporting organisations, SUNeVision supported Alibaba JUMPSTARTER, a start-up competition organized by Alibaba Entrepreneurs Fund that provides an opportunity for entrepreneurs and young people to pitch their business ideas and seek advice from industry leaders, through reviewing the proposals submitted by participants. The competition attracted 10,000 attendees and more than 530 start-ups over the globe.





Appendix I – Awards and Accreditation

We have received the following awards and certifications in the reporting year that marks our achievement in driving sustainability.

Awards		
Organizer	Award	Awarded Unit
Communications Associations of Hong Kong	CAHK STAR Awards 2019 Silver Award in the category of “Innovative Data Centre” 	<ul style="list-style-type: none"> SUNeVision
The 14 th China IDC Industry Annual Ceremony	2019 Best IDC Provider (Overseas) 	<ul style="list-style-type: none"> SUNeVision
Environment Bureau of the Hong Kong SAR Government	Charter on External Lighting Platinum Award 	<ul style="list-style-type: none"> JUMBO Data Centre MEGA-i Data Centre

Accreditation		
Accrediting organization	Accreditation	Accredited Unit
U.S. Green Building Council	LEED 2009 Core and Shell Development rating system Gold Certification 	<ul style="list-style-type: none"> MEGA Plus data centre

Appendix I – Awards and Accreditation

Accreditation		
Accrediting organization	Accreditation	Accredited Unit
Hong Kong Quality Assurance Agency	ISO/IEC 27001:2013  ISO/IEC 27001 : 2013 Certification No.: CC 5653	<ul style="list-style-type: none"> Information Security Management System
	ISO/IEC 20000-1:2018  ISO/IEC 20000-1 : 2018 Certification No.: CC 5801	<ul style="list-style-type: none"> Information Technology Service Management System
	ISO 14001:2015  ISO 14001 : 2015 Certification No.: CC 5637	<ul style="list-style-type: none"> Environmental Management System
	ISO 10002:2018  ISO 10002 : 2018 Certification No.: CC 6423	<ul style="list-style-type: none"> Complaints Handling Management System

EXTERNAL RECOGNITION

SUNeVision is a constituent member of the Hang Seng Corporate Sustainability Benchmark Index.

Appendix II – Sustainability Performance Table

Environmental Performance			
	Unit	FY2019/20 ¹	FY2018/19 ²
Greenhouse Gas (GHG) Emissions³			
Direct GHG emissions (scope 1)	tonnes CO ₂ e	2,711	2,403
Indirect GHG emissions (scope 2)	tonnes CO ₂ e	177,589 ⁴	122,844
Total GHG emissions	tonnes CO ₂ e	180,301 ⁴	125,247
Total GHG emissions intensity per carrying value of property, plant and equipment ⁵	tonnes CO ₂ e/ HK\$ thousand	0.022	0.022
Energy Consumption³			
Total electricity consumption	kWh	255,736,185 ⁴	186,538,339
Total electricity consumption intensity per carrying value of property, plant and equipment ⁵	kWh/ HK\$ thousand	31.13	32.88
Total diesel consumption ⁶	kWh	799,991	331,678
Total energy consumption	kWh	256,536,176	186,870,018
Total energy consumption intensity per carrying value of property, plant and equipment ⁵	kWh/ HK\$ thousand	31.22	32.94
Waste Generated			
Total non-hazardous waste ⁷	kg	904,000	329,000
Total hazardous waste ⁸	kg	6,985	5,565
Water Consumption³			
Total water consumption ⁹	m ³	99,644 ¹⁰	35,831
Total water consumption intensity per carrying value of property, plant and equipment ⁵	m ³ / HK\$ thousand	0.012	0.006

¹ Reporting scope in FY2019/20 covered iAdvantage, Super e-Technology and Super e-Network.

² Reporting scope in FY2018/19 covered iAdvantage only.

³ Asset under construction had been excluded.

⁴ Mainly due to increase in MEGA Plus and MEGA Two which had more corporate clients entered this year, while the related intensity remained stable.

⁵ The Property, Plant and Equipment value excluded the value of assets which is under construction, as the environmental metrics of asset under construction were not included in the reporting scope. FY2018/19 figures had been restated as the normalization factor was changed.

⁶ Diesel was consumed during the annual inspection. The increase in diesel was mainly due to increase in corporate clients in MEGA Plus and MEGA Two.

⁷ Report scope covered MEGA-i, MEGA Two, MEGA Plus only. Renovation works at MEGA Two (Revitalization), MEGA-i (Revitalization) and MEGA Plus in the Reporting Period explained the surge of non-hazardous waste generated. The revitalization works in MEGA Two and MEGA-i were one-off events.

⁸ All hazardous waste was properly treated in FY2018/19 and FY2019/20.

⁹ Data covered MEGA-i, MEGA Two, MEGA Plus and JUMBO. The increase was mainly from MEGA Plus which had more corporate clients entered this year. The water used, as cooling agent, was vaporized and did not cause any pollution to the environment.

¹⁰ A small proportion of the water consumption data in FY2019/20 was based on estimation as the Group had not received some water bills as of the date of this Report.

Appendix II – Sustainability Performance Table

Social Performance		
	Unit	FY2019/20
Employee Profile		
Total workforce	no. of people	359
<i>Total workforce by gender</i>		
Female	no. of people	92
Male	no. of people	267
<i>Total workforce by age group</i>		
Under 30	no. of people	39
30–50	no. of people	234
Above 50	no. of people	86
<i>Total workforce by employment type</i>		
Full-time	no. of people	358
Part-time	no. of people	1
Employee Turnover		
Employee turnover rate	%	25.98 ¹
<i>Employee turnover rate by gender</i>		
Female	%	11.84
Male	%	30.39
<i>Employee turnover rate by age group</i>		
Under 30	%	45.16
30–50	%	25.51
Above 50	%	18.84
Occupational Health and Safety		
Work-related fatalities	no.	0
Lost days due to work injury	days	47.5
Development and Training		
Total workforce trained	no. of people	173
<i>Employees trained by employee category</i>		
Senior management	no. of people	11
Middle management	no. of people	32
General staff	no. of people	130
<i>Employees trained by gender</i>		
Female	no. of people	46
Male	no. of people	127

Appendix II – Sustainability Performance Table

Social Performance		
	Unit	FY2019/20
<i>Average training hours per employees by employee category</i>		
Senior management	hours/employees	2.7
Middle management	hours/employees	2.1
General staff	hours/employees	2.1
<i>Average training hours per employees by gender</i>		
Female	hours/employees	2.2
Male	hours/employees	2.1
Supply Chain Management		
<i>Number of suppliers by geographic location</i>		
Hong Kong	no.	393
Non-Hong Kong	no.	36

¹ Overall turnover of approximately 26%, largely as a result of the restructuring that took place in one of our operation departments. Excluding the effect of restructuring, the turnover rate is approximately 16.6%.

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