



Pacific Century  
Premium Developments  
盈科大衍地產發展

STOCK CODE: 00432



SUSTAINABILITY  
REPORT  
2022

# CONTENTS

<b>ABOUT PCPD'S SUSTAINABILITY REPORT</b>	<b>2</b>	<b>CUSTOMER</b>	<b>20</b>
Reporting Scope	2	Product Quality and Responsibility	20
Reporting Standards	2	Service Excellence	21
Reporting Principles	2	Supply Chain Management	22
<b>DEPUTY CHAIRMAN AND GROUP MANAGING DIRECTOR'S MESSAGE</b>	<b>3</b>	<b>ENVIRONMENT</b>	<b>24</b>
Committed to Our Leadership and Sustainability Vision	3	Greenhouse Gas Emissions and Energy	24
Enhance the Health and Well-being of Our Stakeholders	3	Waste Management	26
Recognising the Need for Immediate Action on Climate Change	3	Water Conservation	28
Looking Ahead	4	Sustainable Building Development	29
		Environmental Awareness	29
<b>PCPD AT A GLANCE</b>	<b>5</b>	<b>PEOPLE</b>	<b>30</b>
Our Business	5	Health, Safety and Well-being	30
Our Performance	6	Talent Management	31
Our Presence	7	Equal Opportunities	32
Properties Under Development	8	Labour Standards	32
Properties Under Management	8	Community Engagement	32
Hotel Operations	8	<b>SUPPORTING INFORMATION</b>	<b>34</b>
Awards, Recognitions and Memberships	9	Data Tables	34
		HKEX Reporting Guide Content Index	39
<b>OUR APPROACH TO SUSTAINABILITY</b>	<b>10</b>		
Sustainability Governance Structure	10		
Sustainability Vision and Objectives	11		
Our Management Approach and Relevant Policies	12		
Stakeholder Engagement	16		
Materiality Analysis	17		
Material Sustainability Issues	19		

# ABOUT PCPD'S SUSTAINABILITY REPORT

This is the seventh sustainability report published by Pacific Century Premium Developments Limited ("PCPD") (Stock Code: 00432), along with its subsidiaries in Hong Kong and internationally (the "Group").

## REPORTING SCOPE

This report covers the Group's sustainability performance during the period from 1 January to 31 December 2022 (the "reporting period") and provides an overview of the Group's environmental, social and governance ("ESG") accomplishments and challenges. This report is a snapshot of PCPD's core operations in Hong Kong, Indonesia and Japan, along with the projects under development in Thailand, and the hotel operations and laundry services in Japan. This reflects PCPD's role as a property developer, investor, manager and operator.

Throughout this report, we address material sustainability issues using both qualitative and quantitative information. For further disclosure on the Group's corporate governance practices, please refer to the Corporate Governance Report of PCPD Annual Report 2022.

## REPORTING STANDARDS

This report has been prepared in accordance with provisions 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 ("HKEX").

## REPORTING PRINCIPLES

We have followed the reporting principles set out in the ESG Reporting Guide to define the report content and ensure the quality of the ESG information presented in this report.

### Materiality

A stakeholder engagement and materiality review is carried out to ensure that sustainability issues remain relevant and material to our business operations. The material issues identified serve as the basis for deciding the information to be disclosed during the preparation of this report.



### Balance

This report provides an unbiased and accurate depiction of PCPD's sustainability performance, we disclose information regarding both our achievements and areas for improvement.



### Quantitative

The report presents quantitative environmental and social performance data along with an analysis of trends observed year over year when applicable. Detailed information about the calculation standards, conversion factors, as well as any changes in scope and boundaries of figures can be found in the remarks of the Data Tables.



### Consistency

Consistent methodologies are used to allow fair and meaningful comparisons of ESG data over time. Unless specified, the percentage changes presented in this report represent the comparison of data over 2020, 2021 and 2022.



This report has been reviewed and approved by PCPD's board of directors (the "Board") and both Chinese and English versions are available on HKEX's website and PCPD's website.

We value stakeholders' views and suggestions. Please share your feedback on our sustainability management approach and performance by contacting our Corporate Communications Department:

Mail: 8th Floor, Cyberport 2, 100 Cyberport Road, Hong Kong  
Email: [ir@pcpd.com](mailto:ir@pcpd.com)

# DEPUTY CHAIRMAN AND GROUP MANAGING DIRECTOR'S MESSAGE

We remain committed to making a positive impact to a more sustainable and inclusive world. Despite our challenges in recovering from the pandemic, we are mindful of our sustainability commitments. The increasing level of urgency about sustainability issues led us to identify several areas for improvement, especially around climate change. With our accelerated efforts to adapt our business operations and develop relevant business models, we are returning to sustainable practices.

As we continue to grow, we reaffirm the importance of sustainability. Incorporating ESG factors into the Group's business model will allow a more informative and forward-looking decision-making process, which will enable the Group to face future challenges with greater confidence.

## COMMITTED TO OUR LEADERSHIP AND SUSTAINABILITY VISION

We recognise that sustainability issues have a significant impact on our business operations, with possible financial and operational implications. While aligning with the Group's business plan, the Board is responsible for overseeing the Group's sustainability strategy, risk management and performance.

Continuous dialogues between the Board and the Sustainability Committee were maintained throughout the reporting period to oversee the Group's sustainability efforts as well as initiatives, environmental targets, progress monitoring and management. Taking into account the Government of the Hong Kong Special Administrative Region's ("HKSAR Government") goal of achieving carbon neutrality by 2050, we have intensified our efforts to accelerate the low-carbon transition in our operations. We continuously explore ways to improve our energy-saving measures across our operations and promote sustainability practices.

## ENHANCE THE HEALTH AND WELL-BEING OF OUR STAKEHOLDERS

For years, we have established robust management systems to guide our safety management, processes and responsibilities in our daily operations to ensure the health and safety of our internal and external stakeholders.

As part of our safety objectives, we conduct risk assessments semi-annually, follow safe working procedures and provide necessary health and safety training covering all aspects. We continued to work closely with different business divisions to



ensure that local government guidelines were strictly followed. Our well-established communication frameworks helped us to remain agile as our business environments changed.

## RECOGNISING THE NEED FOR IMMEDIATE ACTION ON CLIMATE CHANGE

At the 27th Conference of the Parties to the United Nations Framework Convention on Climate Change in November 2022, nations took concrete steps toward achieving the global climate targets outlined in the Paris Agreement. In line with the HKSAR Government's Climate Action 2050 plans and the mainland Chinese Government's Carbon Neutrality Plan to achieve carbon neutrality by 2060 and 2050 respectively, we have established a group-wide Climate Change Policy this year and conducted an assessment to identify climate-related risks as part of our commitment to climate change.

As part of our climate risk management plan, we identify, assess and manage climate risks in a systematic and proactive manner by making reference to the leading practices of both local and global industry peers. By adopting a life-cycle approach to implement energy management initiatives and green building designs, we minimise the environmental impact of our operations around the world.

Pacific Century Place Jakarta ("PCP Jakarta"), our flagship project in Indonesia, has received a number of green building certifications and awards. Through its integrated design, extensive greenery and selection of sustainable materials and processes, the project significantly improves its energy and water efficiency, resource conservation and climate resilience.



We will continue to apply green building designs to our future property developments, this includes our latest construction project, 3-6 Glenealy in Hong Kong, where we have incorporated the requirements of Building Environmental Assessment Method Plus (“BEAM Plus”) New Buildings V1.2 into this project.

## LOOKING AHEAD

Maintaining close relationships with our stakeholders has become even more vital in such challenging times. We will continue to adapt and improve our resilience to sustainability risks and opportunities in the future, to actively respond to landscape changes and shifts in trends.

The directional targets we set have helped us monitor our sustainability progress towards improving our environmental performance. Along with our decarbonisation efforts, we will adjust our forward-looking and establish quantitative targets to improve our overall environmental performance, management and disclosure. The Board will be regularly informed about the Group’s sustainability initiatives and progress on environmental goals and adjustments through the Sustainability Committee.

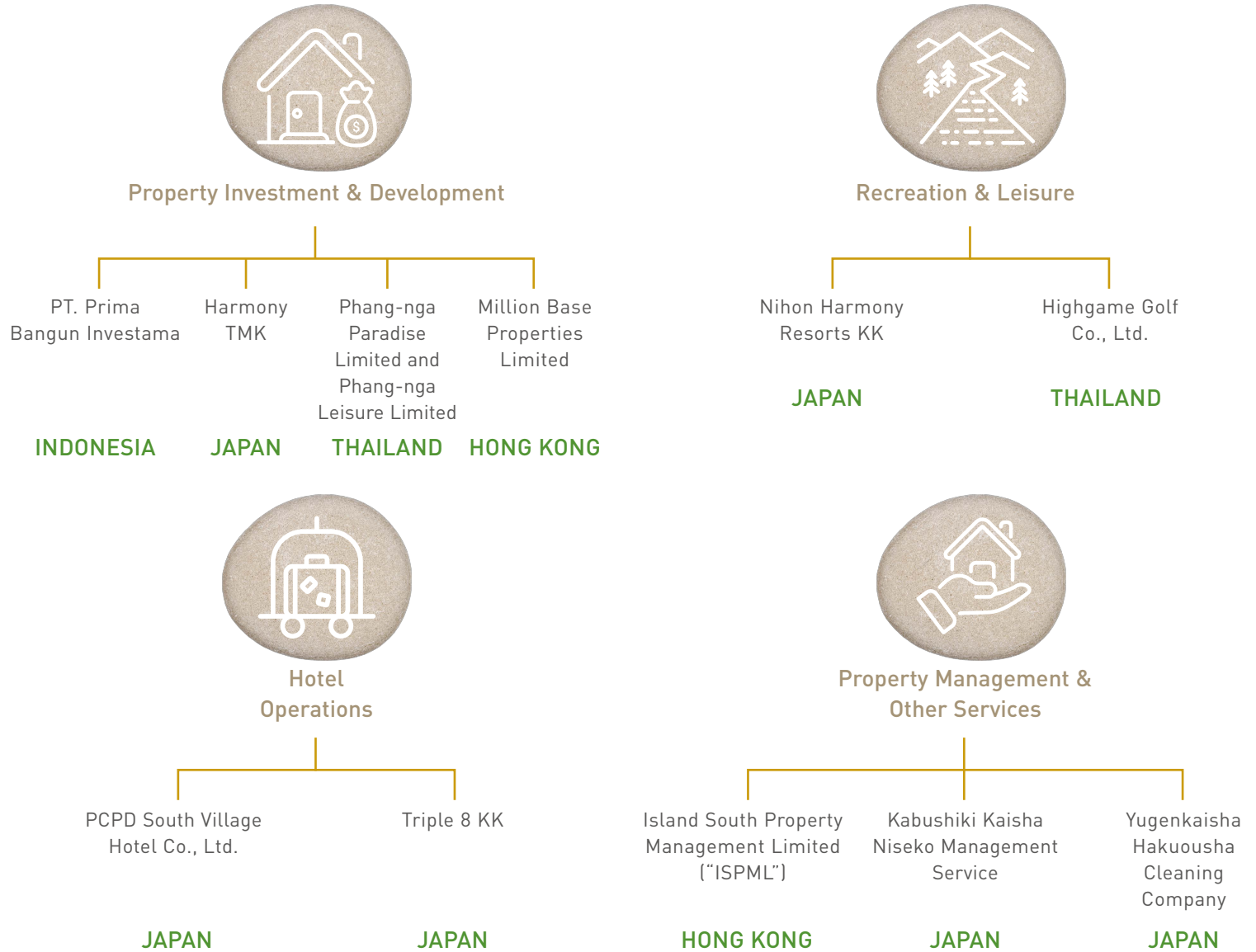
We are grateful for the dedication of our employees and the trust placed in us by our stakeholders. While ensuring long-term success, we will continue to collaborate with stakeholders and conduct business responsibly to protect the environment, benefit the communities in where we operate, and create value for our customers, partners and employees. Sustainability will remain one of our most important priorities in pursuit of becoming a company that thrives in the future, as we strive towards even greater achievements.

**Benjamin Lam**  
Deputy Chairman and Group Managing Director

# PCPD AT A GLANCE

PCPD is principally engaged in the development, investment and management of premium-grade residential and office properties, luxury resorts and hotels throughout Hong Kong and the Asia-Pacific region. Nowadays, sustainability is a major focus for industries and an imperative for a better future. As part of our commitment to sustainability, we continue to explore and incorporate green design and construction elements into our facilities and infrastructure by benchmarking industry leading practices.

## OUR BUSINESS



OUR PERFORMANCE

CUSTOMER SATISFACTION

Customer satisfaction rate on overall management performance

98.1%



Customer satisfaction rate on estate overall security level at Bel-Air

99.1%

Over 250

customer compliments received



ENVIRONMENTAL STEWARDSHIP

593.9 tonnes

of waste diverted from landfill through recycling



103,296 m<sup>3</sup>

of recycled water

TALENT DIVERSITY AND DEVELOPMENT



Different nationalities

32



Male to Female employees

1.48:1

2,243

Total training hours



AWARDS/RECOGNITIONS

World's Best Employers 2022



(Park Hyatt Niseko, Hanazono)



World's Top Female Friendly Companies 2022

(Park Hyatt Niseko, Hanazono)

OUR PRESENCE

LEGEND



Property Investment & Development



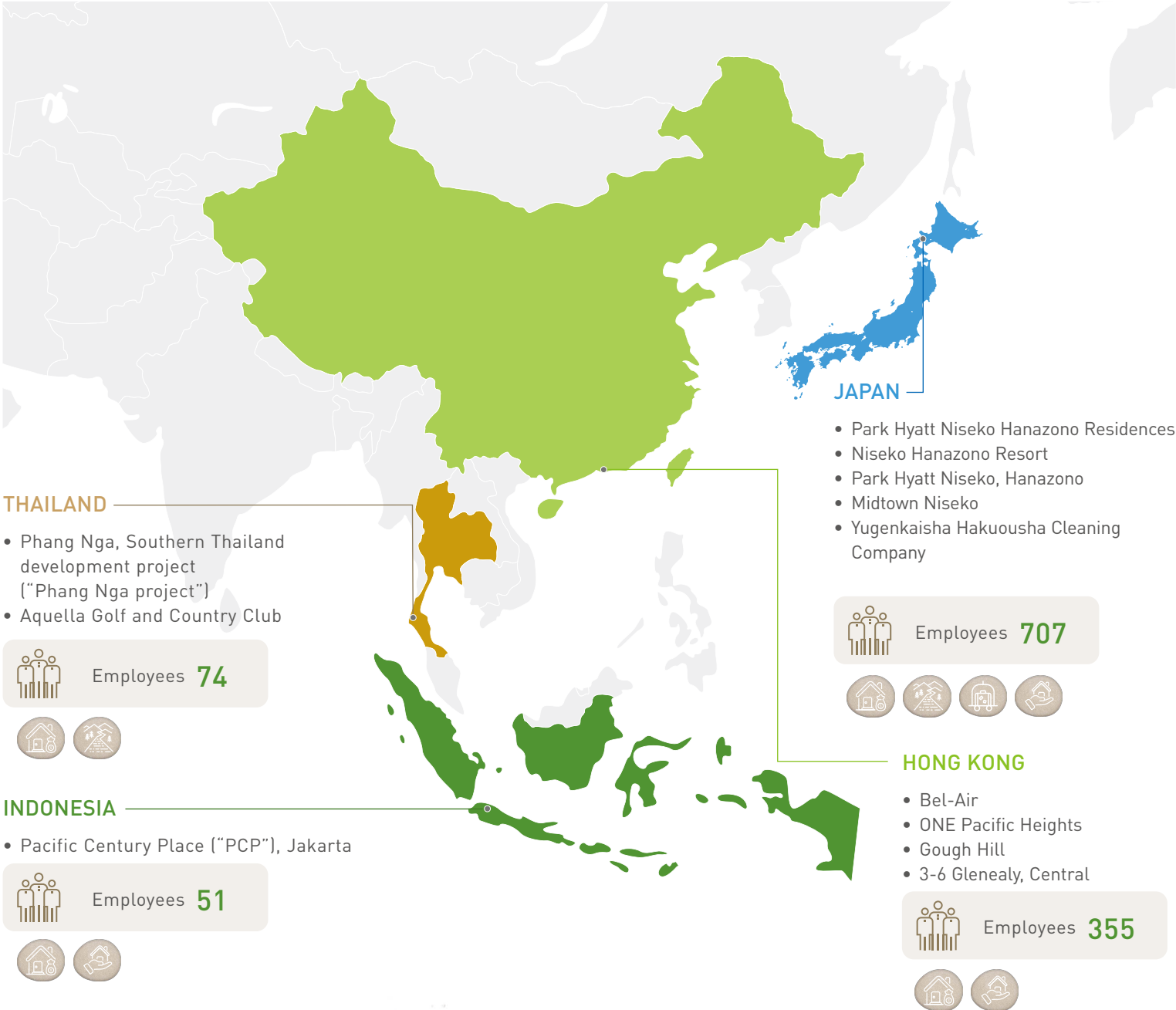
Recreation & Leisure



Hotel Operations



Property Management & Other Services





## PROPERTIES UNDER DEVELOPMENT



Project	Usage	Size	Year of completion
Phang Nga Project, Southern Thailand	Residential and hospitality	Site area approximately 1,700,000 square metres	Construction of the Golf and Country Club and golf course was completed in 2020. The first phase of residential development would be constructed in stages with around 50% to be completed in 2023.
3-6 Glenealy, Central, Hong Kong	Residential/commercial	Total gross floor area of approximately 9,000 square metres	Construction of this residential/commercial property is to be completed by 2025.

## PROPERTIES UNDER MANAGEMENT



Project	Usage	Size	Year of completion
Park Hyatt Niseko Hanazono Residences, Hokkaido, Japan	Residential	Medium-over 100 residential units	2019
PCP Jakarta, Indonesia	Commercial	Total gross floor area of approximately 93,000 square metres	2017
ONE Pacific Heights, Hong Kong	Residential	Medium-over 100 luxury boutique apartments	2009
Bel-Air, Hong Kong	Residential	Large-over 2,000 luxury residences	2008
Gough Hill, Hong Kong	Residential	Small-fewer than 10 residential houses	2004

## HOTEL OPERATIONS



Project	Usage	Size	Year of completion
Park Hyatt Niseko, Hanazono, Hokkaido, Japan	Hospitality	100 rooms	2020
Midtown Niseko, Hokkaido, Japan	Hospitality	Midtown East: 82 rooms Midtown Niseko: 278 rooms	Midtown East: 2017 Midtown Niseko: 2019

## AWARDS, RECOGNITIONS AND MEMBERSHIPS

Our contributions to sustainable development have been recognised by numerous local and international organisations during the reporting period. The table below summarise our major awards and recognitions we received in various areas.

### AWARDS AND RECOGNITIONS

Category	Awards and Recognitions	Organisation	Awardee
<b>Green Building Certifications</b>			
<b>ENVIRONMENTAL STEWARDSHIP</b>	BCA Green Mark Award (Gold BCA Green Mark International for Non-Residential Buildings Version NRB/4.1)	Building and Construction Authority of Singapore	PCP Jakarta
	Final Platinum Certification for LEED BD+C: Core and Shell (Version 2009)	U.S. Green Building Council	
	Greenship New Building V.1.2 Platinum Certification	Green Building Council Indonesia	
<b>Other awards, certifications and recognitions</b>			
<b>ENVIRONMENTAL STEWARDSHIP</b>	BOCHK Corporate Environmental Leadership Awards 2022	Federation of Hong Kong Industries	ISPML/Bel-Air
	Hong Kong Green Organisation Certification - Energywise Certificate Excellence Level 2022	Environmental Campaign Committee	
	Hong Kong Green Organisation Certification - IAQwise Certificate Excellence Level 2022		
	Hong Kong Green Organisation Certification - Wastewise Certificate Basic Level 2022		
	Indoor Air Quality Certificate (Excellent Class) 2022	Environmental Protection Department	
	Quality Water Supply Scheme for Buildings-Fresh Water (Management System)-Gold 2022	Water Supplies Department	
	Quality Water Supply Scheme for Buildings Flushing Water (Gold) 2022		
<b>COMMUNITY CARE</b>	Caring Company	Hong Kong Council of Social Service	PCPD
	15 Years Plus Caring Company		ISPML
<b>PRODUCT AND SERVICE EXCELLENCE</b>	Certified Hotel-Infection Prevention Measures Practice 2022	Hokkaido Government	Park Hyatt Niseko, Hanazono
	GBAC STAR Facility Accredited 2022	Global Biorisk Advisory Council ("GBAC")	
	Star Facility Certification 2022		
	2022 Japan Interior Designers' Association Award for Chapel design	Japan Interior Designers' Association Award	
	2022 Special Recognition for Tourism Landmark Development for Mountain Lights	PropertyGuru Asia Property Awards	
<b>EMPLOYER RECOGNITION</b>	World's Best Employers 2022	Forbes	Park Hyatt Niseko, Hanazono
	World's Top Female Friendly Companies 2022	Forbes	

### MEMBERSHIPS AND CHARTERS

Partner/Authority	Membership/Charter	Entity
The Hong Kong Association of Property Management Companies Limited	Member	ISPML
The Hong Kong Institute of Facility Management Limited	Registered Professional Facility Management Establishment	
The Hong Kong Management Association	Member	
The Hong Kong Security Association	Member	

# OUR APPROACH TO SUSTAINABILITY

PCPD believes sustainable commitment is the key to long-term business success. The Board oversees the management of sustainability performance under our robust governance structure. We align our sustainability values with our corporate strategy to maximise the potential environmental and social opportunities/benefits to our operations.

## SUSTAINABILITY GOVERNANCE STRUCTURE



The Board acknowledges the significance of effective sustainability practices and is actively integrating sustainability considerations in making key business decisions. The Board is ultimately responsible for overseeing the Group’s sustainability risks and opportunities, establishing and adopting the sustainability strategies and targets.

The Sustainability Committee (the “Committee”), whose terms of reference have been approved by the Board<sup>1</sup>, integrates the Group’s sustainability vision and mission into its operations. The Committee is chaired by the General Counsel and the Company Secretary, comprised of representatives from 11 functional departments, allowing a better coordination of sustainability initiatives across a variety of geographical regions in which PCPD operates.

In addition to the Board, the Committee also reports to the Group Managing Director, the Chief Financial Officer and the Project Director and undertakes duties such as:

- Review sustainability strategy, principles, policies and sustainability risk exposure as assessed by the Group;
- Review the integration of the Group’s ESG controls and procedures with its enterprise risk management programme;
- Provide guidance and direction on sustainability issues to the Business Units/Function Units;

- Monitor the progress of the Group’s sustainability activities (including targets);
- Provide sustainability recommendations to senior officers and the Board;
- Produce periodic disclosures as required by the relevant law and regulations.

The Committee holds regular meetings and discussions with the Board and senior officers of PCPD to better manage sustainability matters and incorporate sustainability management within the Group. Members of the Committee review PCPD’s sustainability performance and oversee the implementation of its environmental and social initiatives. Directional qualitative targets were first set for carbon emissions, energy efficiency and water efficiency last year. Our goals is to establish relevant quantitative targets in near future.

We will continue to strengthen the Board’s involvement in planning sustainable strategies and prioritising the Group’s sustainability issues. Also, we will refine our sustainability management mechanisms to make them more effective. For more details on the composition and responsibilities of the Board and its Board Committees, please refer to PCPD Annual Report 2022 and the Corporate Governance section on PCPD’s website.

<sup>1</sup> The Terms of Reference of the Committee has been revised and approved by the Board on 14 February 2023.

## OUR APPROACH TO SUSTAINABILITY

### SUSTAINABILITY VISION AND OBJECTIVES

PCPD's mission is to create a healthy and sustainable environment for our customers, partners and employees. We strive to maintain a sustainable working and living environment by adopting premium quality building design, construction and management standards that ensure the protection of the environment and society's well-being.

Our Sustainability Policy articulates the Group's approach to achieving the five sustainability commitments. Our policy has always served as a guiding principle for our operations in Asia Pacific to ensure that local sustainability issues are integrated into our daily business activities and decision-making process.

### OUR SUSTAINABILITY OBJECTIVES



#### Local Environment and Culture

Protect the natural environment and respect the local culture



#### Operational Impact

Minimise any adverse environmental and social impact on operation



#### Sustainability Empowerment

Empower employees to take responsibilities for our sustainability commitments



#### Stakeholder Engagement

Engage and work with our stakeholders to improve our sustainability performance



#### Industry Presence

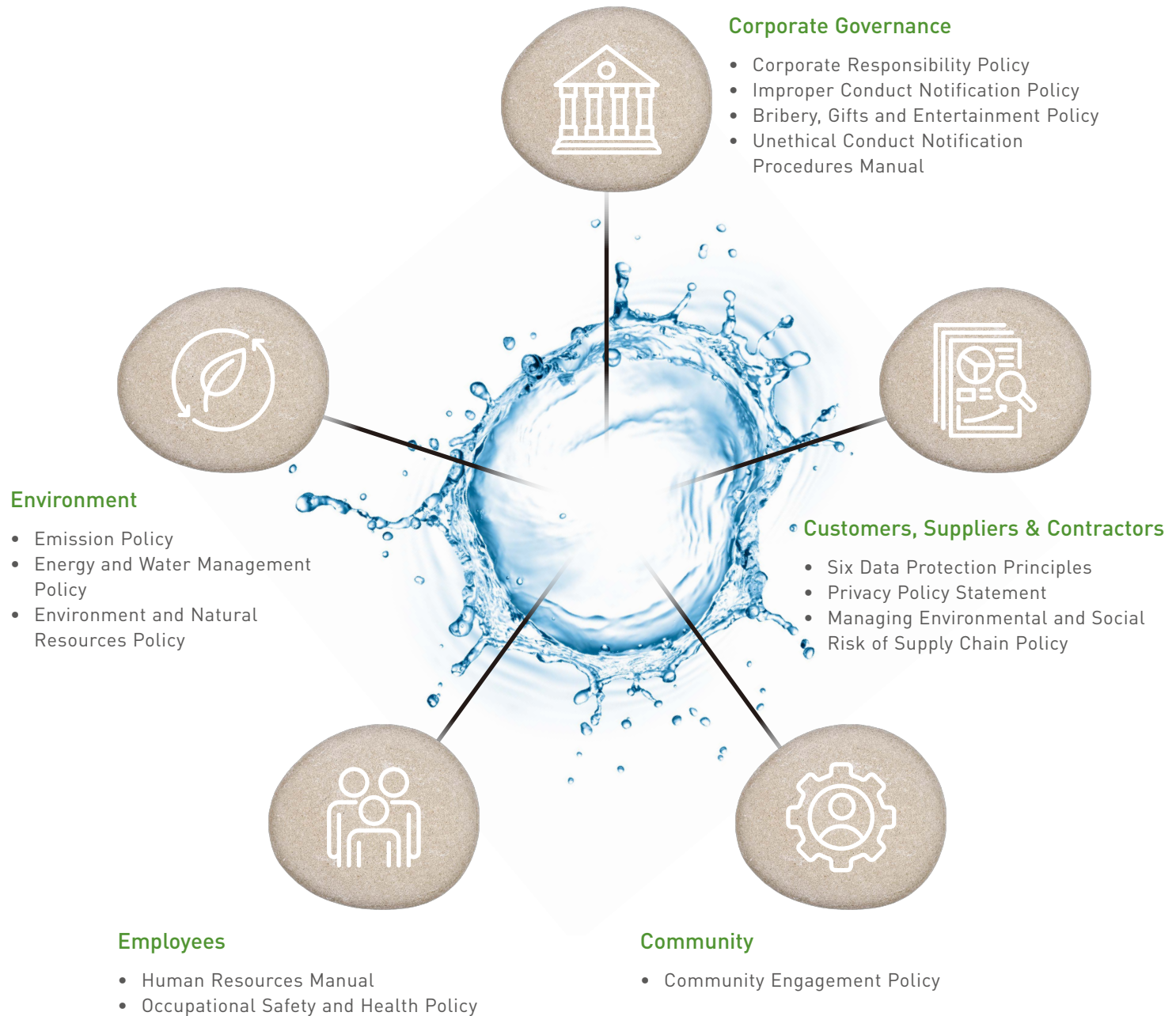
Collaborate with governments and local forums to promote industry best practices

# OUR APPROACH TO SUSTAINABILITY

## OUR MANAGEMENT APPROACH AND RELEVANT POLICIES

As part of our commitment to sustainability, the Group has formulated a series of sustainability policies and guidelines, along with management systems and procedures to ensure effective implementation processes:

### OUR CORPORATE GOVERNANCE AND SUSTAINABILITY-RELATED POLICIES



## OUR APPROACH TO SUSTAINABILITY

### ENTERPRISE RISK MANAGEMENT

The Group adopts an enterprise risk management framework with reference to ISO 31000:2018 Risk Management — Guidelines and guided by the “Three-Lines of Defence” model that integrates both top-down and bottom-up risk management process.

The Board is reported on the results of assessment of our internal control and risk management systems on a regular basis. In order to manage and mitigate significant risks (including sustainability risks<sup>2</sup>) that may affect the Group’s performance, directors are informed of such risks with the establishment of the relevant policies and controls. For more details on PCPD’s risk management and internal control systems as well as its principal risks and uncertainties, please refer to the Corporate Governance Report of PCPD Annual Report 2022.

### CLIMATE RISK ASSESSMENT AND ADAPTATION

As a result of climate change, extreme weather events have become more frequent in recent decades. In this connection, more stringent policies for decarbonisation is expected to drive the adoption of low-carbon technology, exposing our business operations to both physical and transition climate risks. As part of the Group’s long-term viability, PCPD acknowledges the impact of climate change on its business and believes that it has a responsibility to mitigate these climate risks by decarbonising global supply chains and operations.

In our annual practice of identifying, assessing and managing climate risks in an effective and systematic manner, we conducted a climate risk assessment to align our climate risk management plans with the leading industry practices and adjust our operational features.

Currently, the Group is formulating its climate risk adaptation plans and continually looking for climate opportunities for enhancing our climate risk management initiatives.

<sup>2</sup> Climate risks are a subset of the sustainability risks.



## OUR APPROACH TO SUSTAINABILITY

Type	Driver	Implication	Responses
<b>Risks</b>			
Physical Risks	Inundation	The effects of flooding and extreme wind can damage our properties as well as disrupt our business, which can adversely affect profitability and increase maintenance costs.	A variety of precautionary measures are in place depending on the severity of the typhoon. Regular checking/assessment of building fittings, fixtures and infrastructures.
	Extreme Winds		
Transition Risk	Policy actions that attempt to constrain actions that contribute to the adverse effects of climate change.	The Group may suffer losses if it fails to comply with or keep abreast of the latest developments in relevant environmental-related laws and regulations in the jurisdictions where it operates.	Our compliance with applicable laws and regulations is periodically reviewed in every jurisdiction in which we operate.
	Changes in customer demands/ perceptions of our contributions to a lower-carbon economy.	The Group may suffer losses in revenue if we do not respond to green demands from environmentally-conscious tenants as they may prefer renting properties with higher resource efficiency.	Questions about our green activities are included in our customer satisfaction survey. Their feedback allows us to improve our service as well as how well we contribute to the transition to a lower carbon-business.
<b>Opportunities</b>			
Products and Services	Developing and/or exploring low-emission goods and services	The Group could benefit from a rental premium if green buildings are offered to environmentally-conscious tenants that match their preferences.	In our restaurants, biodegradable cutlery is available for takeout.
Green Energy	Increased the utilisation of renewable energy	Increasing the utilisation of renewable energy in our buildings helps to enhance the Group's reputation by reducing the reliance on non-renewable energy and GHG scope 2 emissions, as well as the carbon tax paid by the Group in the jurisdictions where it operates.	Certain traditional LPG gas-powered equipment/machines are gradually being re-placed with solar-powered ones.
Affordability of resources	Use of more efficient production and distribution processes	The installation of energy-efficient equipment in properties helps reduce energy consumption and operating costs over the long term.	Lighting in carparks is being replaced with LED in stages, while refuse rooms on typical floors are being fitted with sensor lighting.

## OUR APPROACH TO SUSTAINABILITY

In addition to the above responses, various mitigation and adaptation measures have been implemented to address the issues resulting from climate change. In Bel-Air, we have installed additional anchor systems for gondolas in our buildings to reduce the risk of damage caused by adverse weather conditions, including typhoons. Support frames were also installed in the buildings to prevent damage to the glass panels, glass doors and shuttle lift lobby. At our ski operation, we continue to transition into a “less winter dependent” business model by introducing various all-season activities such as cycling, golfing, rafting, tree trekking and ziplines to reduce the reliance on revenue generated only in winter.

During the reporting period, PCPD has established a Climate Change Policy that outlined its climate mitigation and adaptation strategies in decarbonising the Group’s operations and value chain, enhancing the adaptability of its properties to climate-related risks as well as building its resilience to climatic stimuli and effects.

### BUSINESS ETHICS AND APPROACH TO ANTI-CORRUPTION

We recognise the value in building trust with our business partners and stakeholders through transparency. The Group places great importance on conducting business ethically with a solid and effective system of corporate governance in place. In all aspects of our operations, PCPD adheres to the highest levels of business ethics and governance. The Bribery, Gifts and Entertainment Policy outlines management approaches and measures for preventing, identifying and dealing with bribery and corruption issues.

In order to ensure that our employees are performing their duties with integrity and honesty, we provide ongoing trainings to raise their awareness on anti-bribery matters. Park Hyatt Niseko, Hanazono, provides annual anti-bribery training to all employees, including general employees and managers. As part of orientation and online staff promotion programmes, new employees will also be trained in ethics and the Code of Business Conduct. A total of 155 hours of anti-bribery training were provided to employees during the reporting period.

Together with the Hong Kong Independent Commission Against Corruption (“ICAC”), we conducted two training sessions for ISPML’s staff this year. The training covers general anti-corruption regulations, pitfalls associated with receiving and giving favours and gift giving fallacies in the context of property management business and related operations. For better communication and interaction, an ICAC officer was invited to conduct the face-to-face training at our offices and a total of 61 staff at all levels attended the training sessions with mandatory attendance.

### WHISTLEBLOWING

A whistleblowing procedure has been established under the Improper Conduct Notification Policy for employees and business partners to report any suspected misconduct directly to the Chairman of the Audit Committee, via the Head of Internal Audit of the Group. The Audit Committee monitors the investigation process continuously and reviews the results. We ensure that reported cases are handled in a confidential manner and relevant parties are protected.

During the reporting period, our operations complied with the Prevention of Bribery Ordinance (Cap. 201) and Competition Ordinance (Cap. 619) in Hong Kong, Japanese Labour Standard Act and Companies Act in Japan, Securities and Exchange Commission’s Rules and Regulations in Thailand, Law no. 20 year 2001 concerning Anti-Corruption Law in Indonesia and other relevant laws and regulations in our operating locations. No legal proceedings regarding dishonest, unethical and illegal behaviour were occurred.





# OUR APPROACH TO SUSTAINABILITY

## STAKEHOLDER ENGAGEMENT

By engaging key stakeholders through a variety of communication channels, we ensure that the interests of stakeholders are considered in our decision-making process.

### INTERNAL



**Employees**

- Employee satisfaction surveys
- Internal communications
- Communication with employee representatives
- Regular meetings with general staff
- Monthly management meetings
- Monthly committee meetings
- Company intranet

### EXTERNAL



**Customer and tenants**

- Customer/tenant satisfaction surveys
- Newsletters and magazines
- Daily/weekly walkthroughs
- Mobile apps
- Social Networking Sites (“SNS”)
- General meetings
- Emails
- Corporate website
- Social media



**Suppliers and business partners**

- Newsletters
- Direct communications
- Supplier trainings, workshops and forums
- Conference calls
- Virtual meetings



**Investors and analysts**

- Annual general meetings
- Annual reports, interim reports and sustainability reports
- Announcements, circulars and press releases
- Emails
- Corporate website



**Government and regulators**

- Issue-specific collaborations
- Visits



**NGOs**

- Collaborative projects
- Emails



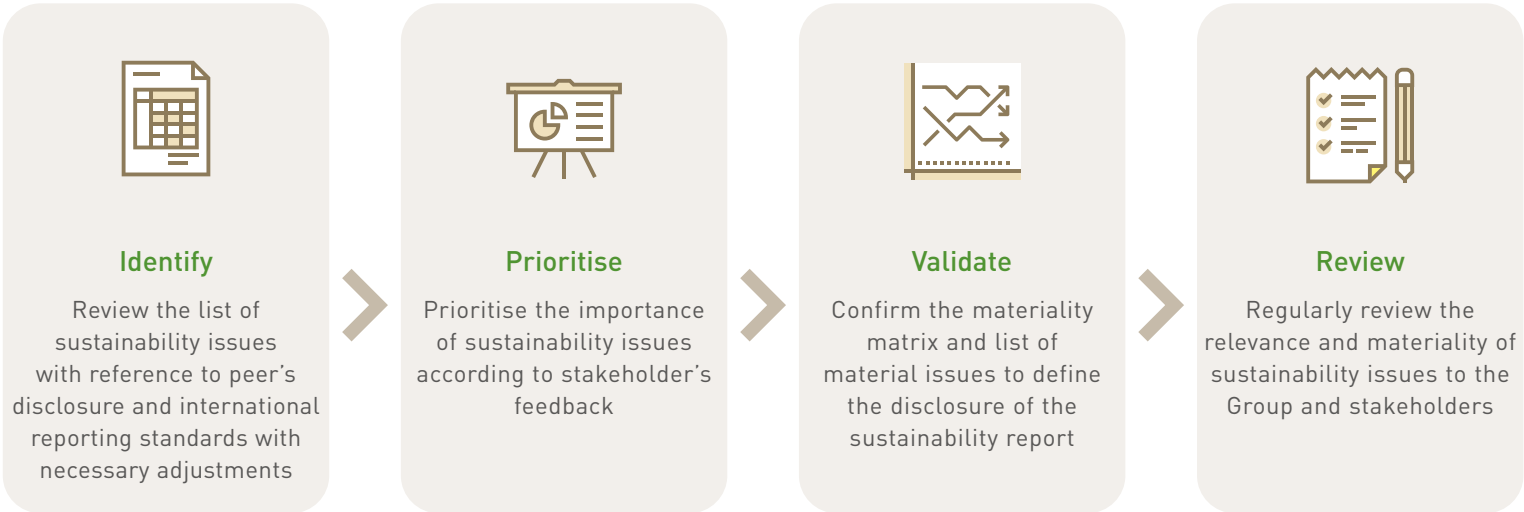
**Community**

- Newsletters to the residents of our managed properties
- Press releases
- Websites
- SNS
- Collaborative projects
- Social media

# OUR APPROACH TO SUSTAINABILITY

## MATERIALITY ANALYSIS

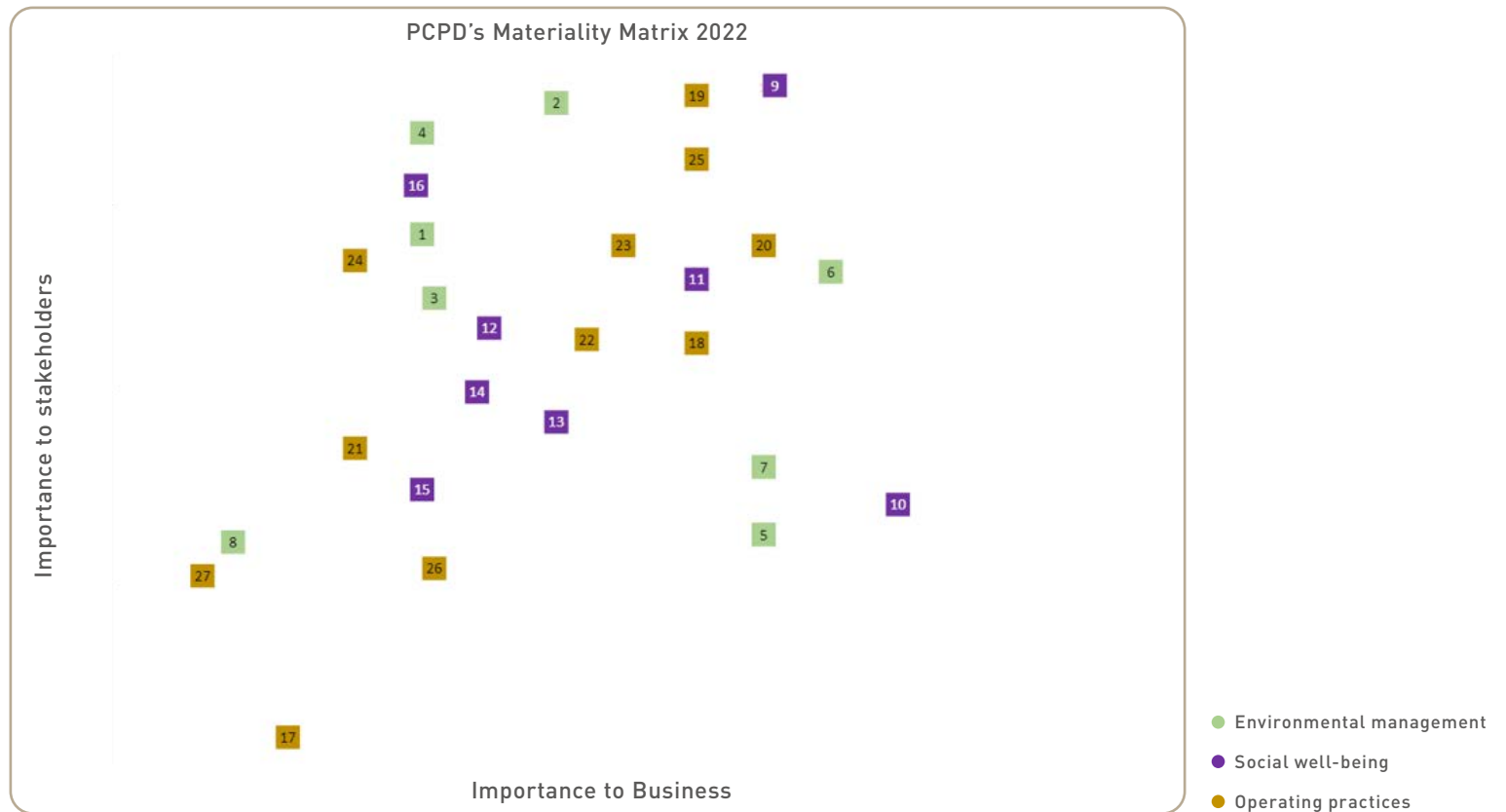
Our approach to materiality assessment involves four steps: identifying, prioritising, validating and regularly reviewing the relevance of sustainability issues to both our business continuity and stakeholders.



With the consideration of the communication and feedback from our stakeholders, the Group also took megatrend and peer analysis into account when we reviewed the sustainability issues. During the reporting period, we identified two additional sustainability issues, namely "Climate Change" and "Employee Well-being". The new topics reflect our continuous commitment to echo market best practices, while working towards advancing climate change management. The sustainability issues were mapped onto the materiality matrix based on the results of the stakeholder engagement exercise, in which 13 sustainability issues were identified as material. In this report, the Sustainability Committee reviewed and validated the material sustainability issues to better reflect the importance and relevance to the stakeholders and the Group.

# OUR APPROACH TO SUSTAINABILITY

## OUR MATERIALITY MATRIX



Category	No.	Sustainability issues
Environmental management	1 ●	Greenhouse Gas Emissions
	2 ●	Energy Consumption
	3 ●	Water Consumption
	4 ●	Waste
	5 ●	Environmental Impact of Construction
	6 ●	Sustainable Buildings Development
	7 ●	Use of Materials
	8 ●	Climate Change*
Social well-being	9 ●	Occupational Health and Safety
	10 ●	Labour Standards in Supply Chain
	11 ●	Talent Attraction and Retention
	12 ●	Inclusion and Equal Opportunities
	13 ●	Human Rights and Non-discrimination
	14 ●	Community Engagement
	15 ●	Community Investment
	16 ●	Employee Well-being*

Category	No.	Sustainability issues
Operating practices	17 ●	Customer Engagement in Environmental Issues
	18 ●	Training and Development
	19 ●	Legal Compliance
	20 ●	Anti-corruption
	21 ●	Procurement and Supply Chain Management
	22 ●	Customer Satisfaction
	23 ●	Customer Privacy
	24 ●	Economic Performance
	25 ●	Customer Health and Safety
	26 ●	Anti-competitive Behaviour
	27 ●	Indirect Economic Impacts

\* Newly added material ESG topic in 2022

## OUR APPROACH TO SUSTAINABILITY

### MATERIAL SUSTAINABILITY ISSUES

As a developer, investor, manager and operator of premium properties, it has always been our top priority to ensure the health and safety of our customers, employees and business partners.

We have identified the key material sustainability issues in the table below with the consideration of the feedbacks from the stakeholders, megatrend and peer analysis. The material issues that are ranked as critical are “Sustainable Buildings Development”, “Occupational Health and Safety”, “Legal Compliance”, “Anti-Corruption” and “Customer Health and Safety” respectively while other material issues remain relevant and significant to our stakeholders and business in 2022. In addition, we have identified a new material issue this year, “Community Engagement”, which was ranked higher by stakeholders in 2022 compared to 2021. This was aligned with the Group’s actions. More engagement activities were held with the community at large in order to help and support them during the recovery from the pandemic.

Considering the needs and concerns of our stakeholders, we have addressed and discussed in different sections of this report our management approaches on respective material issues.



Category	No.	Sustainability issues	Boundary of Impact				Level of materiality
			Planning and Development	Construction	Pre-handover	Operation	
Environmental management	1 ●	Greenhouse Gas Emissions	✓	✓		✓	*
	2 ●	Energy Consumption	✓	✓		✓	**
	4 ●	Waste	✓	✓		✓	*
	6 ●	Sustainable Buildings Development	✓	✓		✓	***
Social well-being	9 ●	Occupational Health and Safety		✓	✓	✓	***
	10 ●	Labour Standards in Supply Chain		✓		✓	*
	11 ●	Talent Attraction and Retention	✓	✓	✓	✓	**
	14 ●	Community Engagement	✓	✓		✓	*
Operating practices	18 ●	Training and Development	✓	✓	✓	✓	**
	19 ●	Legal Compliance	✓	✓	✓	✓	***
	20 ●	Anti-corruption	✓	✓	✓	✓	***
	23 ●	Customer Privacy			✓	✓	**
	25 ●	Customer Health and Safety	✓	✓		✓	***

\* Boundaries and impacts of the top material topic that are relevant to the corresponding stage of value chain are indicated as “✓” in the table above.

Level of Materiality Legend:

\*\*\* Critical

\*\* Highly important

\* Important

# CUSTOMER

PCPD is committed to providing exceptional customer service. It is our priority to engage our residents, tenants and guests, understand their needs through rigorous quality assurance mechanisms and drive sustainable growth for our business. At PCPD, we are dedicated to ensuring that our customers are safe and secure, as well as their privacy.

## PRODUCT QUALITY AND RESPONSIBILITY

### Customer Health, Safety and Well-being

We ensure that our management approach, standards and responsibilities for various levels of staff are clearly defined through our safety and quality management systems. As a result of its effective cleaning, disinfection and infectious disease prevention programmes, Park Hyatt Niseko, Hanazono has achieved multiple certifications, including GBAC Star accreditation.

Our safety management focuses on identifying, eliminating and controlling potential hazards within our organisations and promoting safety awareness among our employees and customers. For our ski operation, we conduct daily inspections and maintenance of key facilities and equipment, including our ski lifts, in order to identify potential health and safety hazards.

ISPML is responsible for conducting risk assessments and renovations for the managed properties. Railings and water barriers were also installed along pedestrian pathways. To

maintain a high standard of indoor air quality, regular overhaul monitoring and cleaning of the indoor air conditioning system are performed in accordance with the maintenance schedule. In recognition of Club Bel-Air Bay Wing's constant efforts to maintain excellent indoor air quality performance, it has consistently been awarded the Indoor Air Quality Certificate (Excellent Class). Regular inspections and filter cleaning are also conducted at Niseko Management Service and Midtown Niseko. At Park Hyatt Niseko, Hanazono, the temperature of common area is recorded and monitored daily while indoor air quality testing is conducted every two months and formaldehyde testing every year.

PCPD takes effective measures to enhance our customers' and employees' safety knowledge and awareness to prevent major accidents. We have established skier responsibility code and the Niseko Official Mountain Rules ("Niseko Rules") and ensure our guests' safety awareness by placing signage on ski lifts, trail maps, brochures, village magazines and public announcement systems. In particular, we pay close attention to potential black spots for accidents, such as the loading and unloading of guests in the ski lifts. Our ski patrols on-site are responsible for providing adequate assistance to the injured and can take them directly to the hospital in case of injury. Once the incident has been resolved, a report of the incident will be prepared for management review. If a staff member violates the Niseko Rules, they will be immediately dismissed under the Red Card system.

**Compliance with laws and the protection of health and safety are integral to our operational management process. During the reporting period, PCPD ensured compliance with relevant laws and regulations relating to customer health and safety and product responsibility across our operations, including:**

- Buildings Management Ordinance (Cap. 344) in Hong Kong
- Building Standards Act, Real Estate Brokerage Act, Hotel Business Act, Food Sanitation Act and Railway Business Act in Japan
- Licensing requirements including the Minister of Manpower and Transmigration Regulations, Minister of Energy and Mineral Resource Regulations, Minister of Public Works Regulations and Minister of Youth and Sport Regulations in Indonesia
- Building specification, permit and Environmental Impact Assessment Report requirements stipulated by local authorities and organisations in Thailand

## Customer

### Protecting the Privacy of our Customers

PCPD makes vigorous efforts in enforcing privacy and data security measures in all business operations. To maintain business integrity and build long-term trust with our customers, we are committed to protecting the privacy of our customers. Guided by our management approach, we handle sensitive customer information carefully and adhere to the “Six Data Protection Principles” of the Hong Kong Personal Data (Privacy) Ordinance (the “Ordinance”).

To safeguard the data of our customers, ISPML has established a Standard Working Instruction on Procedures for Handling Personal Data, Residents’ Information, Confidential Documents and CCTV Surveillance Records in accordance with ISO 9001: 2015 Quality Management System. To ensure the procedures are effectively implemented, internal and external audits are conducted every year. During the reporting period, ISPML organised both physical and virtual trainings on personal data privacy. Staff from ISPML were also asked to attend online training courses provided by the Office of the Privacy Commissioner for Personal Data on personal data privacy protection. The purpose of the training aims to provide management team members and working-level staff with information about data privacy and the legal requirements concerning the handling of personal data.

Throughout the pandemic, we have maintained strict privacy policies and only disclosed necessary information to public health officials on a need-to-know basis. In the event that we are required to inform the public and the relevant parties of a confirmed or suspected infection, we guarantee that no personal information of our residents, guests or tenants will be disclosed to the public.

During the reporting period, we complied with all applicable laws and regulations in our operating locations, including the Ordinance in Hong Kong.

### SERVICE EXCELLENCE

By improving our management standards and staff capacity, we demonstrate our commitment to quality. To provide exceptional service to our customers, we define and implement quality assurance roles and duties across our operations and ensure that our employees have the necessary skills. During this reporting period, Aquella Golf and Country Club has engaged with 59Club Asia, a Customer Service Analysts and Training Provider, to perform mystery shopper audits to understand business trends, monitor performance, develop new skills of the staff and identify customers’ evolving expectations for continuous improvement of our service quality and customer experience.

### Quality Management System

It is our management’s responsibility to participate in quality assurance procedures. To increase the quality of our service and identify areas for improvement in service quality, ISPML has renewed several management certifications in 2022, including ISO 9001: 2015 Quality Management System and ISO 10002: 2018 Quality Management-Customer Satisfaction. Regular internal audits are carried out to cross-check the compliance of ISO procedures from all departments.

Our management representatives conduct regular property inspections and our Duty Manager Inspections are conducted every week to monitor the performance of our staff. After the inspections, reports are compiled and key findings are evaluated in our Monthly Continuous Improvement Meeting in which the results will be discussed with our management team and the Owners’ Committee members as follow-up actions to the inspection. The Representative Director conducts daily inspections at operation sites and promptly resolves any irregularities that arise.

### Complaint Handling Procedures

It is imperative that we receive feedbacks from our customers to understand their needs and to improve our services accordingly. Our management representatives evaluate complaints, monitor the handling procedures and make recommendations for improvement to top management to ensure that complaints are properly handled and resolved.

Since 2021, ISPML has implemented a compliant logging system to align with the requirements of the Property Management Services Authority. The Bel-Air Tower Concierge and Service Centre will acknowledge every complaint and inquiry made by calling the Bel-Air hotline or otherwise within one working day and proceed with solution or reply within seven working days. Each year, ISPML staff is required to attend two to four training sessions for complaint handling. At our ski operation, complaints are reported to the business unit manager who responds directly to the corresponding guest. It will be further escalated to the General Manager and Representative Director for handling if necessary.

A standardised set of complaint handling procedures is in place at Park Hyatt Niseko, Hanazono. A workflow management system has been developed to centralise all requests from guests, whereas Duty Managers have the responsibility of maintaining records on the property management system. Any unresolved complaints will be escalated to the Division Head and General Manager. Complaints received will be followed up within 24 hours by the relevant Department Head.

During the reporting period, we received 338 complaints from customers.

## Customer

### Connecting with Occupants, Hotel and Resort Guests

As part of our commitment to improving our service quality, we actively engage with our customers to obtain their valuable feedbacks via various channels, including customer feedback forms and satisfaction surveys. Following the relaxation of the anti-COVID-19 measures, PCP Jakarta, through its fitness centre, organised sport competitions to the tenants to promote healthy life. Each year, our managed properties obtain feedback on their property management, staff performance and resident programs through customer satisfaction surveys and other communication channels.

*During the reporting period, we received 254 compliments from our customers.*

Hyatt Post Guest Stay Survey, online booking platform and guest letters are some of the key feedback sources that are used by the Training and Quality Assurance Manager to review service quality issues. A review of the findings will be conducted at the leadership meeting and the daily operations meeting to formulate immediate action plans if service quality issues are identified or re-training is required. Also, we conduct daily inspections of housekeeping cleanliness and facilities management performance with the HotSOS guest request management system.

Hysat, a guest feedback management platform established at Park Hyatt Niseko, Hanazono, provides guests with a platform to provide post-stay feedback. Customers are invited to rate our facilities and services on a scale of 0 to 10. In the same manner, guests at Midtown Niseko and ski operations are invited to provide feedback via a feedback form. Furthermore, we evaluate the results of the guest satisfaction surveys conducted by Niseko Promotion Board and RoomBoss, our partnering booking platform. For our golf operation, we evaluate caddy performance based on customer ratings and feedback, as well as organising monthly review meetings.

We actively engage with our customers to enhance their experience in our operations. For example, at Bel-Air, we replace face-to-face meetings with virtual meetings and deliver our newsletter and updates via email to all Bel-Air Owners Committee members and subcommittees. For Home Repair Services, residents are encouraged to contact our Service Centre through online communication. The marketing team also closely monitors and evaluates reviews on social media and booking platforms.

### SUPPLY CHAIN MANAGEMENT

In engagement with the key contractors, key performance indicators and service level agreement are added to regulate the performance of the contractors. In day-to-day routine procurement and property maintenance processes, PCP Jakarta places environmental sustainability and the provision of “green” standard materials as key considerations during the selection process.

To achieve long-term sustainability in our business, it is imperative that we work closely with our supply chain partners. Our supply chain management includes environmental and social considerations at every stage, including tendering, performance reviews and training. As part of our social and environmental performance expectations, we share relevant data with our contractors, subcontractors and business partners.

During the pre-qualification assessment, a scorecard system is used to assess and weight contractors’ financial, technical and sustainability performance. In addition to looking at their quality assurance and site safety plans, occupational and health records and environmental certifications, PCPD prioritises suppliers and contractors who perform in accordance with our sustainability standards. The Managing Environmental and Social Risk of Supply Chain Policy sets out minimum standards and practices on quality, material selection and production during the planning and design stage.



## Customer

To ensure that contractors understand our group-wide policies, we continuously monitor their performance and compliance with relevant environmental and regulatory requirements. Our ski operation requires all contractors to provide detailed work plans regarding the recycling of all construction materials prior to the commencement of work. Our partners are periodically assessed for their performance and guided to ensure that they comply with our sustainability requirements.

ISPML and Phang Nga Project regularly assess the performance of contractors and suppliers in terms of environmental and social aspects, including safety operation, workmanship, quality and environmental protection. The Phang Nga Project conducts regular meetings with its construction contractors, subcontractors, consultants and employer representatives on the development progress of the project to ensure quality and maintain communications.

Additionally, Green Purchasing guidelines are in place to prioritise sustainable natural resources certified by recognised standards or products containing low levels of pollutants. Other operations also adopt similar procurement practices.

Starting from last year, we have established and introduced Guidance for Responsible Sourcing at Properties to assist in the selection of suppliers at Park Hyatt Niseko, Hanazono. In addition to operating supplies, food and beverages, service providers and building materials, the Guidance advocates sourcing responsible products. Through these initiatives, we aim to reduce environmental and social risks, including climate change and human rights, both short-term and long-term.

In addition, we provided related training for staff during this reporting period to raise their awareness of environmental conservation. At the ski operation, all local travel agents, land managers and accommodation providers are provided with quality-related training on our products and services.

Procurement of high-quality seafood and fisheries is crucial to providing culinary services that meet Park Hyatt's standards. In order to obtain certification of sustainable seafood procurement for our menu items, Park Hyatt Niseko, Hanazono is preparing for an audit from the Marine Stewardship Council in 2023. By sourcing our fisheries and seafood only from suppliers who ensure the long-term sustainability of fishery stocks, we aim to spread the idea of sustainable diets.



# ENVIRONMENT

As the real estate industry shares significant emissions of greenhouse gases (“GHG”) and impacts of climate change, we are actively exploring ways to optimise our daily operations in terms of energy usage and resource utilisation. The Group has adopted an Emission Policy and an Energy and Water Management Policy to manage the impacts on its diverse global property portfolio as part of its transition to a low-carbon economy.

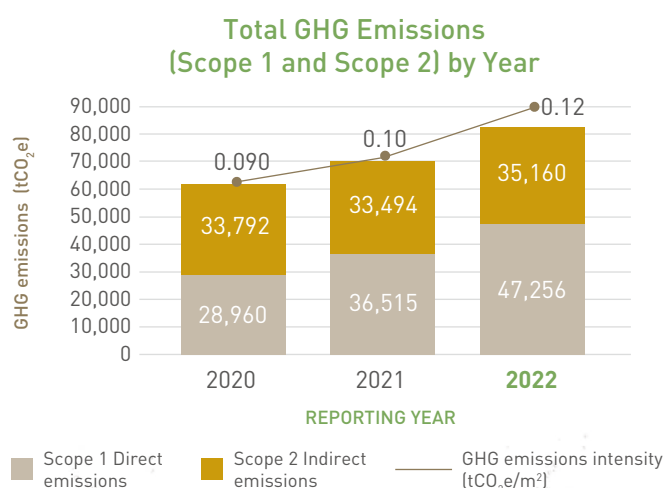
## GREENHOUSE GAS EMISSIONS AND ENERGY

### Greenhouse Gas Emissions

Our supply chain partners have also been addressed in the Emission Policy, as we encourage our suppliers to adopt the current best practice. We have conducted a climate risk assessment on our operations and are on track of working towards other targets in the future. For more details, please refer to the “Climate Risk Assessment and Adaptation” section in this report.

Target	Objective	Progress during the reporting period
Conduct climate risk assessment	<ul style="list-style-type: none"> <li>To identify climate-related physical and transition risks that impact our business</li> </ul>	<ul style="list-style-type: none"> <li>Assessment has been conducted by the Group to identify the impact of climate-related physical and transition risks</li> </ul>
Establish Climate Change Policy	<ul style="list-style-type: none"> <li>To outline the approach to mitigate the climate-related risks in our business operation</li> </ul>	<ul style="list-style-type: none"> <li>A group-wide Climate Policy was established and approved by the Board</li> </ul>
Formulate climate adaptation plan	<ul style="list-style-type: none"> <li>To propose various measures, including energy saving initiatives, which helps reduce energy consumption and facilitate the transition of PCPD to a low carbon business</li> </ul>	<ul style="list-style-type: none"> <li>The Group is in the process of formulating its climate risk adaptation plan and continually looking for climate opportunities to facilitate the transition to a low carbon business in PCPD.</li> </ul>
Report GHG Scope 3 data, including business travel	<ul style="list-style-type: none"> <li>To enhance environmental data disclosure and transparency</li> </ul>	<ul style="list-style-type: none"> <li>The Group continues to assess and explore ways of collecting GHG Scope 3 data for further enhance of relevant data disclosure</li> </ul>

### Total GHG Emissions and Intensity by Year





# Environment

## Energy Performance

We strive to improve the energy efficiency of the properties we manage. Our Energy and Water Management Policy establishes a framework for our energy management approaches, including machinery and equipment operation, procurement, green building certification and environmental stewardship. We encourage business units to consider local contexts, such as regulatory requirements, geographical and climatic factors and stakeholder expectations, in developing their energy management strategies.

Electricity is the main source of GHG emissions at PCPD. To reduce GHG emissions, the overall electricity consumption shall be reduced. During the reporting period, Bel-Air adopted a number of energy-saving measures, including:

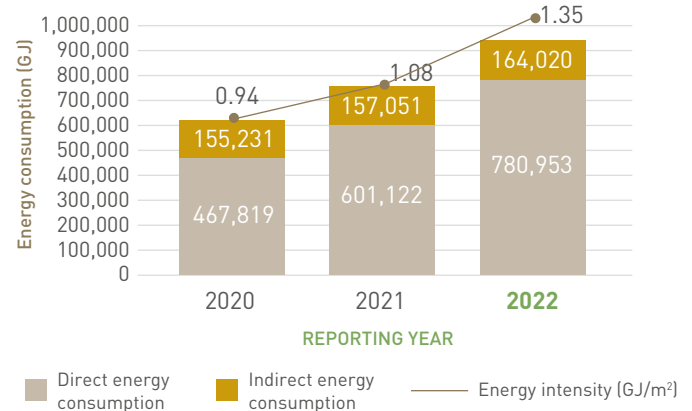
<p><b>Air-conditioning</b></p> 	<ul style="list-style-type: none"> <li>Optimised the operation time of the chiller plant systems and the air-conditioning systems of clubhouses and car parks based on residents' usage</li> <li>Adjusted the temperature setting of the default air-conditioning system during the winter season in the main tower lobbies and the car park</li> <li>Increase the chiller plants efficiency by staging modification under the BCA Green Mark Award's criteria</li> </ul>
<p><b>Lightings</b></p> 	<ul style="list-style-type: none"> <li>Optimized the lighting turn-on hours on the podiums and outside tower lobbies at night and reduced the number of decorative lights</li> <li>Replaced existing fluorescent tubes to LED lights</li> </ul>
<p><b>Others</b></p>	<ul style="list-style-type: none"> <li>Modified the operation time of water features and passenger lifts</li> </ul>

In addition to the above initiatives, ISPML is planning to replace their chiller plant system at Club Bel-Air Bay Wing in the near future. It is expected that an annual saving of 30% in electricity consumption can be achieved based on the latest chiller design.

At PCP Jakarta, we gathered cars in specific floors of the carparks and close any underutilised floors to conserve energy. Our office building and all back-of-house areas are lit with LED tubes. Lights in corridors and lobbies are controlled by timers so that 50% of the lighting circuits can be turned off during off-peak hours. Lighting turn-on times are also shortened. In addition, we have also installed motion sensors and daylight sensors to reduce the amount of light used. There are power-saving escalators in the basement and the podium, as well as an energy-efficient air conditioning system throughout the building. We also provide bicycle parking spaces to encourage and promote green transportation. All passenger lifts in PCP Jakarta are under eco-mode for energy saving.

At Park Hyatt Niseko, Hanazono, an online energy management system is adopted to track environmental data across all residences and hotels. To determine what facilities should be in operation, we have also formulated energy saving strategies based on different occupancy rate forecasts.

**Total Energy Consumption and Intensity by Year**



## Air Quality Management

In our Emissions Policy, we have included a list of different gases, including nitrogen oxides ("NOx"), sulphur oxides ("SOx") and respirable suspended particulates. To reduce mobile combustion, the primary source of our emissions, we only purchase clean diesel snow groomers, such as 4-stroke models for our ski operation. In addition, we promoted the adoption of AdBlue® models for vehicle fleets, which convert exhaust gas with pollutants into nitrogen and water. At Bel-Air, air purifiers have also been installed in all restaurants, function rooms and gyms.

## Environment

By providing 100 bicycle parking spaces in the building, PCP Jakarta promotes zero emission commuting. As part of the neighbour building project, PCP Jakarta will be connected directly to the Mass Railway Transportation station (MRT) once the neighbouring building is completed, improving public transportation accessibility. Moreover, we encourage our tenants to use electric vehicles (“EV”) to reduce roadside air pollution and provide free EV charging facilities. During the reporting period, PCP Jakarta engaged external licensed laboratory to perform testing of the air quality inside the building annually by sampling and perform the day-to-day monitoring through the Building Automation System to ensure the air quality standard is higher than the standard stipulated by local regulation.

During the reporting period, we complied with the Air Pollution Control Ordinance (Cap. 311) in Hong Kong, the Air Pollution Control Law in Japan, the Indonesian Air Pollution Management Law Act 41/1999, and the Announcement of the Nation Environment Committee No. 10, 33 and 36 in Thailand and other applicable laws and regulations in our operating locations.

## WASTE MANAGEMENT

As part of our commitment to minimising waste generation and promoting waste diversion from landfills, PCPD has developed guidelines for the collection, recycling and disposal of various types of waste. As well as following regulatory developments closely, we update our waste management strategies on a regular basis. The following qualitative targets have been established regarding waste reduction:

Target	Description	Progress during the reporting period
Implement the “reduce, reuse and recycle” waste hierarchy for building components and materials	<ul style="list-style-type: none"> <li>To increase waste diversion to landfill</li> </ul>	<ul style="list-style-type: none"> <li>The total weight of non-hazardous waste disposed to landfills has decreased by 54% compared to last year. Moving forward, The Group will continue to increase our waste diversion capability as part of our waste management efforts.</li> </ul>
Promote paperless operation	<ul style="list-style-type: none"> <li>To reduce paper consumption and promote digital transformation</li> </ul>	<ul style="list-style-type: none"> <li>The Group has encouraged our employees to adopt more efficient document management habits, such as going paperless and using other digital alternatives.</li> </ul>
Engage employees, tenants and visitors in building their waste reduction and recycling awareness such as expanding the scope of our food waste campaign	<ul style="list-style-type: none"> <li>To encourage different stakeholders to participate in various waste reduction campaigns</li> </ul>	<ul style="list-style-type: none"> <li>The Group has organised a series of waste reduction campaigns and activities, such as the annual neighbourhood clean-up in Japan and Thai Mueang Beach Clean-up in Thailand, etc</li> </ul>
Collect different types of waste data such as commercial waste	<ul style="list-style-type: none"> <li>To enhance environmental data disclosure and transparency</li> </ul>	<ul style="list-style-type: none"> <li>The Group has been exploring ways to collect different categories of waste (including commercial waste) to enhance relevant environmental disclosure</li> </ul>

# Environment

## Non-Hazardous Waste

At ISPML, we encourage and promote the recycling of various general wastes, such as plastic, paper, carton boxes, metals, batteries, clothes and food waste. There are recycling bins located throughout the managed properties. Through our "Recycle & Get Rewarded!" Waste Reduction Campaign, we encourage recycling at our designated collection points by giving out stamps to redeem gifts as rewards for recycling. Each year, we also initiate recycling programmes for seasonal items such as peach blossom trees and mooncake boxes. To ensure proper handling and disposal, all recyclable materials are sent to local recyclers and/or charitable organisations.

We have been participating in the Food Waste Collection Pilot Scheme organised by Environmental Protection Department ("EPD") since September 2021. Food waste would be collected daily by EPD's contractor and a weight report would be generated by EPD every month. During the reporting period, we have collected 284.6 tonnes of food waste.

In order to reduce food waste, Park Hyatt Niseko, Hanazono has partnered with Lumitics, a Singapore-based start-up focusing on food waste management. An Artificial Intelligence enhanced food waste solution allowed the hotel to measure, track and identify their food waste, as well as identify their respective sources. This technology enabled Park Hyatt Niseko, Hanazono to optimise its menu choices, food portion sizes and inventory, thereby reducing food waste.



## Hazardous Waste

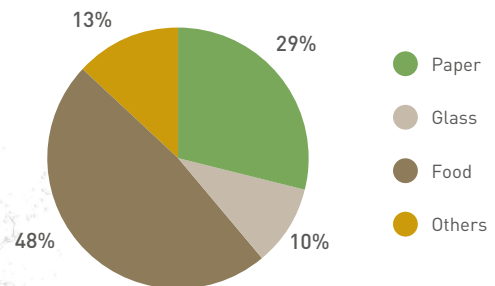
For hazardous waste, we have engaged registered collectors to collect waste electrical and electronic equipment ("WEEE") for recycling or disposal in compliance with the Hong Kong Government's Producer Responsibility Scheme, while EPD or registered hazardous waste collectors gather fluorescent lights and batteries for further processing.

At PCP Jakarta, the handling of hazardous wastes are under strict regulation and quarterly reports are prepared for regulatory compliance.

During the reporting period, PCPD's operations were in compliance with the Waste Disposal Ordinance (Cap. 354) in Hong Kong, the Waste Disposal Law, Construction Recycling Law in Japan, the Indonesian Environment Waste Management and Disposal Law-Act 32/2009 and the Ministerial Regulation No. 51 in Thailand as well as other applicable laws and regulations in our operating locations.

## Recycled Wastes by Type in 2022

Recycled Wastes by Type in 2022



Food recycling at Bel-Air

Waste reduction programmes are implemented in various locations based on the nature of the business and the local context. Disposable utensils will not be provided at our hotels and waste is classified into 21 categories prior to disposal.

# Environment

## WATER CONSERVATION

Irrigation, flushing and construction are the primary uses of water in PCPD. Although we do not operate in water-stressed areas, our Energy and Water Management Policy specifies our overall strategic approach, and we strive to utilise water resources responsibly. As part of our efforts to monitor water consumption levels and assess water risk in locations where we conduct business operations, we have established the following target.

Target	Description	Progress during the reporting period
Conduct water risk assessments	<ul style="list-style-type: none"> <li>To assess water-related business risks for each operating location</li> <li>To formulate strategies to reduce the reliance on freshwater and the freshwater consumption</li> </ul>	<ul style="list-style-type: none"> <li>The Group has been exploring ways to assess impact of water-related business risks and reduce freshwater consumptions through other alternatives</li> </ul>

When a water leak or a plumbing fault is identified, we immediately notify respective departments and personnel. We regularly monitor the condition of the water supply and encourage water conservation in our managed properties.

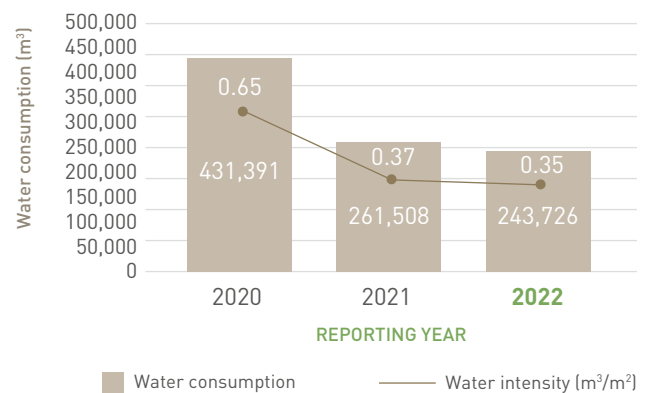
For our Hong Kong operation, water efficient irrigation system are installed in Bel-Air so that we can reduce uneven or overirrigating of its vegetation. Also, water-efficient designs have been implemented at the Glenealy project for water conservation. Using the latest design of the water supply system for the Glenealy project, a 34% annual reduction of water consumption can be achieved by implementing more efficient sanitary fittings, including water basin faucets, kitchen sink mixers and shower heads, as well as designed water pressure, as compared to the baseline design. Building Environmental Assessment Method Plus ("BEAM Plus") requires a minimum annual savings of 10%, however such savings are much higher.

For our operation in Indonesia, we conserved over 103,296 m<sup>3</sup> of fresh water during the year at PCP Jakarta by utilising rainwater, treated black water from toilets and treated grey water from showers, faucets and washbasins for chiller plants, landscape and toilet flushing. In addition, 32,563 m<sup>3</sup> of black and grey water were treated before they were discharged into the city waste water system.

For Japan operations, Park Hyatt Niseko has actively engaged with our customers to reduce the volume of linen laundry, as part of our ongoing water management initiatives. By providing credits that could be used within our restaurants when using the eco-cleaning service, we incentivised our customers to reduce the overall load for our laundry services, allowing us to reduce our overall water and energy usage.

During the reporting period, our operations were conducted in accordance with the Water Pollution Control Ordinance (Cap. 358) in Hong Kong, the Water Pollution Control Law in Japan, the Indonesian Water Pollution and Quality Management Law-Act 82/2001, and the Announcement of the Nation Environment Committee No. 8 in Thailand and other applicable laws and regulations in our operating locations.

Total Fresh Water Consumption by Year



## Environment

### SUSTAINABLE BUILDING DEVELOPMENT

Market demand for green buildings has increased as occupants and tenants have become aware of the environmental, social and economic benefits of green buildings.

In Indonesia, the commercial properties developed by PCP Jakarta were awarded the LEED Platinum Award and Platinum Green Ship Building Award. Our tenants and we must cooperate in adopting a holistic environmental management approach in order for us to achieve these awards. Tenant Fit-out Guidelines have been prepared to specify sustainability requirements and have been incorporated into our lease agreements as standard conditions.

As for our Glenealy project in Hong Kong, foundation works are in progress. As part of our project design, we aim to incorporate the requirements of BEAM Plus New Buildings V1.2 and participate in the green building certification upon completion of the construction in 2025.

### ENVIRONMENTAL AWARENESS

By using different communication channels, such as publications, programmes and activities, we continue to raise awareness about various environmental issues among employees, tenants, occupants, guests and local communities.

As part of our support for Earth Hour, we turned off the lights in selected public areas of our various managed properties around the world to promote green living, including Bel-Air and ONE Pacific Heights in Hong Kong, Park Hyatt Niseko Hanazono, Japan, as well as PCP Jakarta in Indonesia. In addition, we encouraged and supported our staff members to participate in the programme at home.

As well as the above, we participated in the following environmental awareness activities during the reporting period to promote green living.

#### Niseko Autumn Food Festival 2022

In 2022, Park Hyatt Niseko, Hanazono took part in the Autumn food festival to support local tourism. We participated in the annual eco food festival under the slogan “less plastic is fantastic,” serving all food on recycled paper with wooden cutlery to minimise the use of plastic and carbon footprint.



#### Annual Neighbourhood Clean-up 2022

Further, an annual clean-up was organised along with members of Park Hyatt Niseko’s local ESG committee, in which local companies participated in garbage collection in a nearby neighbourhood.



#### Thai Mueang beach clean-up 2022

In November 2022, our associates at Aquella Golf and Country Club, Thailand, participated in a beach clean-up initiative launched by the local government. This beach clean-up and waste sorting event not only helped participants gain a better understanding of human impacts on coastal areas, but also emphasized the need for proper waste disposal.



# PEOPLE

We believe that our employees are the backbone of our sustainable development as a business. As an employer of 1,188 employees, PCPD is dedicated to providing a welcoming, healthy and courteous workplace which allows its employees to reach their full potential.

## HEALTH, SAFETY AND WELL-BEING

### Occupational Safety and Health Management System

The safety and health of our employees are of the utmost importance to PCPD. In addition to job hazard analysis, safe working procedures, safety training and accident prevention, our Occupational Safety and Health ("OSH") Policy outlines our general safety and health standards at work and guides the establishment of various OSH management systems within our various business operations. We encourage all management and staff to identify occupational health and safety hazards and follow guidelines to prevent injuries.

An ISO 45001: 2018 certified Integrated Management System has been established, along with a Health Safety and Environment Committee, to monitor health and safety-related risks at the properties managed by ISPML.

### Hazard Identification and Controls

The line managers and supervisors of our organisation are required to conduct job hazard analyses in order to identify potential hazards in the workplace. As a result of the analysis, safe working procedures will be developed to minimise the safety risks. For example, working on extremely hot days is prohibited to prevent employees from experiencing heatstroke. Whenever operating suspended elevated platforms, operators are required to undergo training and to wear appropriate personal protective equipment. As part of the comprehensive medical package, all employees are covered by the work injury care programme which includes doctor consultation and rehabilitation treatments.

To heighten the safety mindset of all employees, tailor-made safety training was provided to all frontline staff, including training on "Prevention of Slip and Trip during Patrol", staff screening equipment assessment, as well as training and drills on fire fighting and first aid. To ensure OSH throughout our value chain, we communicate our expectations to suppliers by including OSH requirements in the tender documents for our development projects and property management.

At Bel-Air, its effectiveness of the OSH system is evaluated annually by a third-party safety consultant against ISO 45001: 2018 standards. In addition, the Health Safety and Environment Committee conducts monthly audits to identify any potential hazards and implement appropriate corrective measures. Audit results indicate satisfactory results with improvement findings and our frontline personnel are informed of such findings, so that we can continuously strive to improve. ISPML evaluates the OSH performance of major security, cleaning and construction contractors on an annual basis.

In Thailand, the Phang Nga Project requires workers to receive the approval of relevant stakeholders before they can begin working at height. During the supplier due diligence process, contractors are required to submit a safety management plan, verifying that adequate OSH measures have been implemented on site. Licensed safety officers who received statutory training are responsible for conducting weekly site safety inspections with our project management team and site manager. They identify OSH hazards and discuss them in regular site meetings to formulate mitigation actions.

In order to increase the contractor's incentives and awareness to promote construction site safety, a Pay for Safety Scheme was implemented in construction contracts for the Glenealy project in Hong Kong, with an aim to help contracting parties to better manage construction site safety matters.

### Safety Awareness Training and Wellness

In addition to OSH management, PCPD devoted resources to training to raise employees OSH awareness and reduce OSH hazards. We provide them with knowledge and skills on standard work procedures and safety precautions.

We conduct regular drills and training sessions on our safety management system to refresh our staff's knowledge of handling emergency situations across our operations. At Midtown Niseko, Fire Drill Procedures are established to outline clearly define the responsibilities of our staff and evacuation procedures. Our ski operations and PCP Jakarta also provide relevant training and drills to our frontline staff on equipment operations and emergency response.

## People

A great deal of importance is also placed on employee wellness at PCPD. Our ski operation in Japan offers discounted and complimentary activities to employees to foster better work-life balance. Employees are able to take advantage of free ski lift passes during the winter season, as well as free leisure activities for their families and friends. In order to increase employees' awareness of wellness issues, we schedule periodic discussions with industrial physicians regarding various health-related topics. The management team meets with the Health and Safety Committee on a regular basis to review and assess related policies.

During the reporting period, our operations complied with the Occupational Safety and Health Ordinance (Cap. 509) in Hong Kong, the Labour Standard Law and Industrial Safety and Health Law in Japan, the Occupational Safety and Health Ministerial Decree No. 5/2018 in Indonesia, the Environment Health and Safety Act (Year 2011) in Thailand and other applicable laws and regulations in our operating locations.

### TALENT MANAGEMENT

We believe that talent contributes to our long-term viability and high-quality services. Our staff is empowered to thrive in their career development. Besides competitive compensation packages and a variety of benefits and advancement opportunities, we strive to promote an equal, inclusive and diverse workplace that fosters the growth of our employees. Moreover, our Anti-Harassment Regulations at our ski operation reaffirm that employees should contact Human Resources privately if they experience any form of harassment in addition to group-wide policies.

During the reporting period, PCPD complied with laws and regulations in our operating locations related to employment, non-discrimination, equal opportunity and labour standards. Key laws and regulations include the Employment Ordinance (Cap. 57), Sex Discrimination Ordinance (Cap. 480), Disability Discrimination Ordinance (Cap. 487), Family Status Discrimination Ordinance (Cap. 527) and Race Discrimination Ordinance (Cap. 602) in Hong Kong, Labour Standard Act (the "Act") and the local office's Anti-Harassment Regulations made under the Act and lodged with the Labour Office in Japan, Labour Protection Act (Issue 7) B.E. 2562 in Thailand, as well as Law no. 13 Year 2003 concerning Manpower in Indonesia.

### Development Programmes

To maintain a high standard of customer service, we put efforts in strengthening the capacity of our staff. Our job rotation programmes provided our staff with exposure to a wide range of property development roles. We encourage employees to pursue additional learning opportunities based on their individual development needs and career goals. All employees are also provided with refresher training on topics such as ethics, cyber security, privacy, human trafficking and conflict of interest every year.

For enhancing our management skills at middle-level, our supervisors and managers participate in our Supervisory Development Programme in order to gain skills in fostering team diversity, staff motivation and constructive feedback. In order to enhance the productivity of staff, managers are also required to participate in our Managerial Development Programme for the purpose of acquiring coaching and leadership skills.

Employees at Park Hyatt Niseko, Hanazono have a well-defined learning path that includes mandatory and optional courses. Using our e-learning platform, mandatory courses are assigned automatically to Hyatt's Global Development Essentials, allowing them to gain a deeper understanding of Hyatt's business strategy and roles. In addition to orientation, new employees must undergo departmental training regarding service standards.

In order to equip our employees with necessary skills and knowledge to cope with the changing environment, we subsidise full-time employees at all levels and departments to attend training programmes and professional development schemes for their career advancement. As part of the Educational and Training Sponsorship Scheme, we are subsidising the enrolment of part-time education courses by our employees. PCPD offers scholarships to employees who are pursuing a bachelor's or master's degree in property management.

Supporting vocational training is crucial not only for the efficiency and productivity of our company, but also for our individual employees. Accordingly, we aim to help our employees find new ways toward personal development and success. Group and individual training sessions, cross training and on-the-job training were provided for professional competency, while coaching, mentoring and buddy systems were for the well-being of our employees.



## People

### Specialised Training

We conduct a number of specialised training sessions based on the unique needs of our local operations. All employees receive regular safety training on “Niseko Rules” in winter to make sure they know the local ski area rules. All snow sports instructors at Niseko International Snowsports School receive ongoing and individualised on-the-job training in skiing and snowboarding teaching techniques during the snow season in addition to the safety training. Moreover, we also provide other specialised training including customer service, operational training, rescue training, technical product training and ticketing, etc. Every employee is required to acknowledge and sign the Niseko Sports employee manual before commencement of their employment.

Employees are encouraged to take advantage of external training and certification courses in order to enhance their competitive edge. Such trainings help the instructors to prepare for international certification courses and examinations outside the Group that are internationally recognised (International Snowsports Instructor Association).

### Talent Attraction and Retention

We believe that talents should be compensated in accordance with their experience and knowledge. At PCPD, we offer competitive remuneration packages to attract and retain talent. In order to ensure the health and well-being of our employees, we provide them with medical coverage, an annual comprehensive health check and free influenza vaccinations. Employees are also entitled to various types of annual or special paid leave, such as exam leave, volunteer leave, compassionate leave, marriage leave and parental leave. The Group has also established an employee referral program to encourage our employees to recruit talents and qualified individuals.

## EQUAL OPPORTUNITIES

As outlined in our Human Resources Manual, we are committed to promoting equal opportunity and non-discrimination. It is our policy to treat all of our employees with respect and dignity, and to ensure that they have equal opportunities for employment, training and career advancement. The law prohibits discrimination and harassment. Our employment opportunities are open to everyone, regardless of their gender, disabilities, pregnancy, family status, race, colour, descent, national or ethnic origin, religion, age, sexual orientation or trade union membership.

We regularly review our terms and conditions of employment to ensure diversity and inclusiveness in the workplace. Our remuneration and promotion packages are based on the results of our Annual Performance and Development Review to ensure that our staff are fairly rewarded. In addition, we aim to be a family-friendly employer that supports working mothers. Our

head office has a lactation room allowing nursing mothers to express breastmilk for their babies. To achieve its diversity and inclusion goals by 2025, Park Hyatt Niseko, Hanazono has implemented various initiatives to promote an inclusive workplace. We provide Japanese and English language training, multicultural awareness training and cultural alignment training for our employees. Meanwhile, efforts were also made to create an inclusive culture for people with disabilities.

The PCPD strives to respect the rights of its employees. It is encouraged that employees discuss employment-related concerns with their supervisors. Discrimination cases are handled in accordance with the Human Resources Manual. If a settlement cannot be reached, employees are encouraged to discuss the issue with the management team and seek a representative third-party witness from the human resources department.

## LABOUR STANDARDS

We require all PCPD employees to adhere to our Corporate Responsibility Policy. This policy outlines the standards of business ethics and integrity and ensures that all issues are addressed in accordance with applicable laws, regulations and PCPD Group policies. Any actual or suspected illegal labour conduct can be reported to the Group by any staff or third-party in accordance with the reporting procedures. On behalf of the Audit Committee, an independent senior member of Group staff will be assigned to conduct an investigation into labour misconduct and the Audit Committee and other PCPD directors will be notified of the results and follow-up actions of the investigation, including the final decision and recommendations for improvement.

PCPD adheres to all applicable laws and regulations regarding labour standards. It also means complying with local minimum wage ordinances and prohibiting child labour and forced labour in our global operations. We constantly monitor the latest developments in labour and human rights laws and regulations in order to evaluate and update our labour policies. Our suppliers must also adhere to human rights laws and regulations and their practices are strictly monitored.

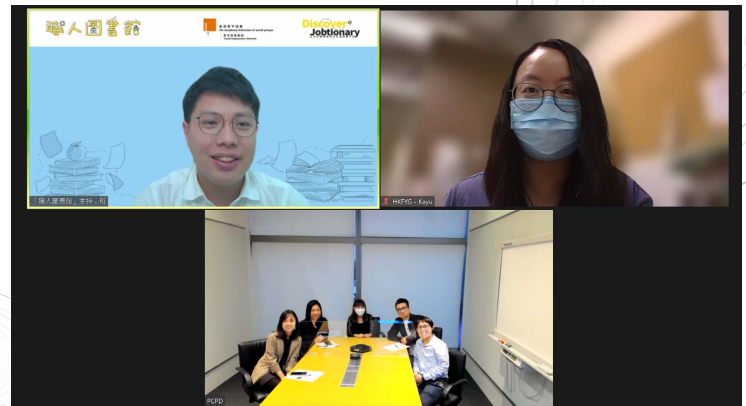
## COMMUNITY ENGAGEMENT

As a responsible corporate citizen, PCPD aims to contribute to society by participating in community activities and addressing their needs. We strive to make a positive contribution to local communities through donations, sponsorships and corporate volunteerism. A Community Engagement Policy has been established to provide clear guidance for our employees to follow regarding their contributions made to local communities. With a focus on community engagement and benefits, we respond to requests from various community groups in need.

# People

## Community Event Highlights

In May 2022, we collaborated with the Hong Kong Federation of Youth Groups and organised a virtual sharing session to encourage youngsters in pursuit of their dreams. During the one-hour session, four representatives from PCPD shared insights and life experiences with the teenagers about their careers in architecture, translation, marketing and IT, allowing the youngsters to better equip themselves for their future.



We took part in the Dragon Boat Festival elderly visit organised by the Hong Kong Sheng Kung Hui Wong Tai Sin Elderly Community Centre (the "Centre") on 28 May 2022 to show our love and care for the elderly living alone in Wong Tai Sin, Hong Kong. For 33 consecutive years, the Centre has mobilised over 1,000 volunteers and visited 6,000 elderlies each year.



In addition to the volunteers from PCPD, the Company contributed to the cause through monetary contributions. This is the second year in a row that PCPD has provided support to Produce Green Foundation in order to promote green living. We sponsored two organic farming events in October and December 2022, inviting around 20 co-workers and friends to participate. All agricultural products were distributed through another NGO, Ho Chak Neighbourhood Centre for Senior Citizens, to the underprivileged families.



# SUPPORTING INFORMATION

## DATA TABLES

### Environmental Performance<sup>1</sup>

	UNIT	2020	2021	2022
<b>AIR EMISSIONS FROM GASEOUS FUEL CONSUMPTION</b>				
<b>KPI A1.1 The types of emissions and respective emissions data</b>				
NOx emission	Kg	1,436.4	2,015.8	1,043.5
SOx emission	Kg	7.2	10.1	5.2
<b>ENERGY AND CARBON EMISSION</b>				
<b>KPI A1.2 Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions and intensity</b>				
<b>KPI A2.1 Direct and/or indirect energy consumption by type in total and intensity</b>				
Diesel	Litres	366,212.6	148,444.6	254,489.6
Petrol	Litres	60,268.3	50,233.9	77,633.7
Kerosene	Litres	144,010.3	115,258.0	134,089.8
Fuel Oil	Litres	2,233,356.5	2,188,365.2	2,096,704.7
Liquified Petroleum Gas	m <sup>3</sup>	13,481.5	18,924.4	25,683.3
Town Gas	m <sup>3</sup>	103,581.5	98,115.2	123,763.2
Direct energy use	GJ	467,818.9	601,122.0	780,952.6
Direct CO <sub>2</sub> e emissions (Scope 1) <sup>2</sup>	tCO <sub>2</sub> e	28,790.5	36,515.2	47,256.4
Electricity purchased	kWh	43,119,800.2	43,625,304.9	45,561,096.7
Indirect energy use <sup>3</sup>	GJ	155,231.3	157,051.1	164,019.9
Indirect CO <sub>2</sub> e emissions (Scope 2) <sup>4</sup>	tCO <sub>2</sub> e	33,791.9	33,494.9	35,159.6
Total energy consumption	GJ	623,050.2	758,173.1	944,972.5
Total greenhouse gas emissions	tCO <sub>2</sub> e	62,580.0	70,010.1	82,416.0
Total gross floor area (GFA) of all properties/premises	m <sup>2</sup>	691,696.4	700,206.9	700,229.2
Energy intensity	GJ/m <sup>2</sup>	0.90	1.08	1.35
Greenhouse gas emission intensity from buildings	tCO <sub>2</sub> e/m <sup>2</sup>	0.090	0.10	0.12

<sup>1</sup> Except for certain intensity figures, all environmental figures and percentages will be rounded to one decimal place.

<sup>2</sup> Direct CO<sub>2</sub>e emissions (scope 1) is calculated based on conversion factors provided by governments and research institutions: University of California at Berkeley (Diesel: 0.0386 GJ/litre, Petrol: 0.0342 GJ/litre), Japan Ministry of the Environment (Kerosene: 0.0367 GJ/litre, Fuel oil: 0.0391 GJ/litre, Diesel: 0.0377 GJ/litre, Petrol: 0.0346 GJ/litre), the Hong Kong and China Gas Company Limited (Town Gas: 0.01727 GJ/m<sup>3</sup>), Toshi Gas (Town Gas: 0.045 GJ/m<sup>3</sup>, Liquified Petroleum Gas: 0.0508 GJ/kg) and the Carbon Disclosure Project (Liquified Petroleum Gas: 0.0473 GJ/kg).

<sup>3</sup> Energy consumption from electricity is calculated based on the conversion factor (1 kWh = 0.0036 GJ) sourced from Electrical and Mechanical Services Department of HKSAR Government

<sup>4</sup> Indirect CO<sub>2</sub>e emissions (Scope 2) is calculated based on default factors provided by suppliers and governments: Indonesia - Faktor Emisi GRK Sistem Interkoneksi Tenaga Listrik (0.994 CO<sub>2</sub>e kg/kWh), HK Electric (0.71 CO<sub>2</sub>e kg/kWh), Thailand Greenhouse Gas Management Organization (0.421 CO<sub>2</sub>e kg/kWh), Hokkaido Electric Power Co., Inc. (0.601 CO<sub>2</sub>e kg/kWh) and TEPCO (0.457 CO<sub>2</sub>e kg/kWh). Indirect CO<sub>2</sub>e emissions (Scope 2) also include indirect emissions from town gas consumption calculated based on the conversion factor provided by the Hong Kong and China Gas Company Limited (0.592 CO<sub>2</sub>e kg/Unit) and Toshi Gas (2.21 CO<sub>2</sub>e kg/m<sup>3</sup>).

## Supporting Information

	UNIT	2020	2021	2022
<b>WASTE</b>				
KPI A1.3 Total hazardous waste produced and intensity				
KPI A1.4 Total non-hazardous waste produced and intensity				
Non-hazardous waste disposal to landfill				
Construction and demolition waste	Tonnes	1,185.2	5,613.8	934.0
Residential and domestic waste	Tonnes	3,184.1	3,033.0	3,046.6
Grease trap waste	Litres	17,733.4	41,100.9	47,359.0
<b>Total weight of non-hazardous waste disposed to landfill<sup>5</sup></b>	<b>Tonnes</b>	<b>4,369.3</b>	<b>8,646.8</b>	<b>3,980.6</b>
Non-hazardous waste collected for recycling				
Paper	Tonnes	466.4	212.1	171.2
Plastic	Tonnes	526.4	61.4	53.7
Food	Tonnes	1,210.6	195.1	284.6
Metal (aluminium)	Tonnes	10.0	4.3	8.7
Metal (steel)	Tonnes	3.4	4.0	12.5
Glass	Tonnes	37.8	47.0	58.2
Concrete waste	Tonnes	0.6	1,490.0	0
Toner cartridge	Tonnes	0.2	39.2	0.2
Others (e.g., Styrofoam, wood)	Tonnes	4.8	7.3	4.8
<b>Weight of non-hazardous waste recycled</b>	<b>Tonnes</b>	<b>2,260.2</b>	<b>2,060.4</b>	<b>593.9</b>
Non-hazardous waste produced				
<b>Total non-hazardous waste produced</b>	<b>Tonnes</b>	<b>6,629.4</b>	<b>10,707.3</b>	<b>4,574.5</b>
<b>Non-hazardous waste intensity</b>	<b>Tonnes/m<sup>2</sup></b>	<b>0.0096</b>	<b>0.0153</b>	<b>0.0065</b>
Hazardous waste produced				
Fluorescent light bulbs and tubes	Tonnes	0.11	0.63	0.82
Battery	Tonnes	0.13	0.22	0.12
Waste electrical and electronic equipment (WEEE)	Tonnes	0.08	0.03	0.22
Other (e.g., filter)	Tonnes	102.0	149.13	1.14
<b>Total hazardous waste produced</b>	<b>Tonnes</b>	<b>102.32</b>	<b>150.01</b>	<b>2.30</b>
<b>Hazardous waste intensity</b>	<b>Tonnes/m<sup>2</sup></b>	<b>0.000148</b>	<b>0.000214</b>	<b>0.000003</b>
<b>WATER</b>				
KPI A2.2 Water consumption in total and intensity				
<b>Total freshwater consumption</b>	<b>m<sup>3</sup></b>	<b>431,390.8</b>	<b>261,508.1</b>	<b>243,726.0</b>
<b>Water Intensity</b>	<b>m<sup>3</sup>/sqm</b>	<b>0.62</b>	<b>0.37</b>	<b>0.35</b>
<b>Recycled water</b>	<b>m<sup>3</sup></b>	<b>107,585.0</b>	<b>113,704.0</b>	<b>103,296.0</b>

<sup>5</sup> Excluding grease trap waste (in litres).



## Supporting Information

### Social Performance

	2020	2021	2022
<b>WORKFORCE PROFILE</b>			
<b>KPI B1.1 Total workforce by gender, employment type, age group and geographical region</b>			
<b>By Gender</b>			
Male	595	616	709
Female	391	450	479
<b>By employment type</b>			
Permanent full-time staff	798	801	797
Temporary staff	8	30	46
Seasonal part-time staff	180	235	345
<b>By age group</b>			
Under 30 years old	203	235	291
30 to 50 years old	476	524	572
Over 50 years old	307	307	325
<b>By geographical region</b>			
Hong Kong	416	386	355
Japan	507	549	707
Indonesia	45	45	51
Thailand	17	85	74
Other locations	1	1	1
<b>Total workforce</b>	<b>986</b>	<b>1,066</b>	<b>1,188</b>

	2020		2021		2022	
	Total	%	Total	%	Total	%

### STAFF TURNOVER

#### KPI B1.2 Employee turnover rate\* by gender, age group and geographical region

<b>By gender</b>						
Male	87	17.7%	98	20.1%	98	19.7%
Female	52	16.9%	79	25.2%	110	36.7%
<b>By age group</b>						
Under 30 years old	46	29.7%	56	37.8%	80	62.5%
30 to 50 years old	63	16.7%	74	18.8%	103	25.0%
Over 50 years old	30	11.3%	47	18.1%	25	9.7%
<b>By geographical region</b>						
Hong Kong	78	19.0%	97	25.1%	85	23.9%
Japan	53	16.3%	69	22.1%	80	11.3%
Indonesia	7	15.6%	1	2.2%	4	7.8%
Thailand	0	—	10	17.5%	39	52.7%
Other locations	1	100%	0	—	0	—
<b>Total number of leavers and turnover rate</b>	<b>139</b>	<b>17.4%</b>	<b>177</b>	<b>22.1%</b>	<b>208</b>	<b>17.5%</b>

\* Turnover rate = Number of leaves/Total number of permanent full-time staff

## Supporting Information

	2020	2021	2022
<b>OCCUPATIONAL HEALTH AND SAFETY</b>			
KPI B2.1 Number and rate of work-related fatalities occurred in each of the past three years including the reporting period			
KPI B2.2 Lost days due to work injury			
Total work-related fatalities	0	0	0
Number of lost days	432.5	467	301

	2020			2021			2022		
	Employ trained		Average training hour	Employ trained		Average training hour	Employ trained		Average training hour
	Total	%		Total	%		Total	%	

### EMPLOYEE TRAINING

KPI B3.1 The percentage of employees trained by gender and employee category

KPI B3.2 The average training hours completed per employee by gender and employee category

#### By gender

Male	223	37.5%	2.6	374	60.7%	10.6	368	51.9%	3.4
Female	105	26.9%	2.1	225	50.0%	12.9	255	53.2%	3.9

#### By employee category

Operational Staff	263	36.1%	2.3	489	60.3%	13.7	474	50.6%	3.5
Administrative staff	63	25.6%	2.7	107	43.9%	5.1	145	60.2%	4.1
Executive staff	2	18.2%	2.0	3	27.3%	3.6	4	40.0%	4.1
Total number and percentage of employee trained and average training hour	328	33.3%	2.4	599	56.2%	11.6	623	52.4%	3.6

By geographical region	2020		2021		2022	
	Total	%	Total	%	Total	%

### SUPPLY CHAIN

KPI B5.1 Number of suppliers by geographical region

Group	Local	412	92.8%	410	93.6%	388	96.0%
	Non-local	32	7.2%	28	6.4%	16	4.0%
Hong Kong	Local	191	88.8%	180	89.6%	186	94.4%
	Non-local	24	11.2%	21	10.4%	11	5.6%
Japan	Local	42	89.4%	40	100%	36	97.3%
	Non-local	5	10.6%	0	—	1	2.7%
Indonesia	Local	57	98.3%	55	98.2%	58	98.3%
	Non-local	1	1.7%	1	1.8%	1	1.7%
Thailand	Local	122	98.4%	135	95.7%	108	97.3%
	Non-local	2	1.6%	6	4.3%	3	2.7%
Other location	Local	0	—	0	—	0	—
	Non-local	0	—	0	—	0	—
Total number of suppliers		444	100%	438	100%	404	100%

## Supporting Information

	Total	Hong Kong	Japan	Indonesia	Thailand	Other locations
<b>COMMUNITY INVESTMENT</b>						
<b>KPI B8.2 Resources Contributed</b>						
Financial contribution (HK\$)	\$546,237.67	\$64,800.00	\$470,560.20	\$9,946.42	\$931.05	—
Volunteering hours contributed (hour)	70.6	7	63.6	—	—	—

## Supporting Information

### HKEX REPORTING GUIDE CONTENT INDEX

General Disclosure and KPIs		Reference/Remarks
<b>Aspect A1 - Emissions</b>		
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 air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.		Environment – Greenhouse Gas Emissions and Energy; Waste Management
KPI A1.1	The types of emissions and respective emissions data.	Supporting Information - Data Tables
KPI A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity	
KPI A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity.	
KPI A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity.	
KPI A1.5	Description of emission target(s) set and steps taken to achieve them.	Environment - Greenhouse Gas Emissions and Energy
KPI A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.	Environment - Waste Management
<b>Aspect A2 - Use of Resources</b>		
General Disclosure Policies on the efficient use of resources, including energy, water and other raw materials.		Environment - Greenhouse Gas Emissions and Energy; Water Conservation
KPI A2.1	Direct and/or indirect energy consumption by type in total (kWh in '000s) and intensity.	Environment - Greenhouse Gas Emissions and Energy; Supporting Information - Data Tables
KPI A2.2	Water consumption in total and intensity.	
KPI A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	
KPI A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them.	Environment - Water Conservation
KPI A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	This is not considered material to the Group as our finished products do not involve the usage of packaging.
<b>Aspect A3 - The Environmental and Natural Resources</b>		
General Disclosure Policies on minimising the issuer's significant impacts on the environment and natural resources.		Environment
KPI A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	



## Supporting Information

General Disclosure and KPIs		Reference/Remarks
<b>Aspect A4 - Climate Change</b>		
General Disclosure Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.		Our Approach to Sustainability - Climate Risk Assessment and Adaptation
KPI A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them.	
<b>Aspect B1 - Employment</b>		
General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.		People - Talent Management; Equal Opportunities; Labour Standards
KPI B1.1	Total workforce by gender, employment type, age group and geographical region.	Supporting Information - Data Tables
KPI B1.2	Employee turnover rate by gender, age group and geographical region.	
<b>Aspect B2 - Health and Safety</b>		
General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.		People - Health, Safety and Well-being
KPI B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting period.	Supporting Information - Data Tables
KPI B2.2	Lost days due to work injury.	
KPI B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored.	People - Health, Safety and Well-being
<b>Aspect B3 - Development and Training</b>		
General Disclosure Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.		People - Talent Management
KPI B3.1	The percentage of employees trained by gender and employee category.	Supporting Information - Data Tables
KPI B3.2	The average training hours completed per employee by gender and employee category.	



## Supporting Information

General Disclosure and KPIs		Reference/Remarks
<b>Aspect B4 - Labour Standards</b>		
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.		People - Labour Standards
KPI B4.1	Description of measures to review employment practices to avoid child and forced labour.	
KPI B4.2	Description of steps taken to eliminate such practices when discovered.	
<b>Aspect B5 - Supply Chain Management</b>		
General Disclosure Policies on managing environmental and social risks of the supply chain.		Customer - Supply Chain Management
KPI B5.1	Number of suppliers by geographical region.	Supporting Information - Data Tables
KPI B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored.	Customer - Supply Chain Management
KPI B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	
KPI B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	
<b>Aspect B6 - Product Responsibility</b>		
General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.		Customer - Product Quality and Responsibility; Service Excellence
KPI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	This is not applicable to the Group's nature of operation.
KPI B6.2	Number of products and service-related complaints received and how they are dealt with.	Customer - Service Excellence - Quality Management System
KPI B6.3	Description of practices relating to observing and protecting intellectual property rights.	This is not considered material to the Group.
KPI B6.4	Description of quality assurance process and recall procedures.	Customer - Service Excellence - Quality Management System
KPI B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored.	Customer - Product Quality and Responsibility - Protecting the Privacy of our Customers

## Supporting Information

General Disclosure and KPIs		Reference/Remarks
<b>Aspect B7 - Anti-corruption</b>		
General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.		Our Approach to Sustainability - Business Ethics and Approach to Anti-Corruption; Whistleblowing
KPI B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.	
KPI B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored	
KPI B7.3	Description of anti-corruption training provided to directors and staff.	
<b>Aspect B8 - Community Investment</b>		
General Disclosure Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.		People - Community Engagement Environment - Environmental Awareness
KPI B8.1	Focus areas of contribution.	
KPI B8.2	Resources contributed to the focus area.	Supporting Information - Data Tables