



Chinney Investments, Limited

(incorporated in Hong Kong with limited liability)

Stock Code: 216



2023/24

Environmental, Social and Governance Report



Chinney Investments, Limited

2023/24

Environmental, Social and Governance Report

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About the Company

Chinney Investments, Limited (“Chinney” or the “Company”, which together with its subsidiaries referred to as the “Group” or “We”) (Stock Code: 216) is listed on the Main Board of The Stock Exchange of Hong Kong Limited (the “Stock Exchange”). The Group primarily engages in property development, property investment and property-related businesses while commercially operating in Hong Kong, Shenzhen, Guangzhou, Shanghai, Nanhai and Chongqing. The businesses are primarily operated by our 68.09% owned subsidiary Hon Kwok Land Investment Company, Limited (“Hon Kwok”) (Stock Code: 160) and its subsidiaries (collectively referred to as “Hon Kwok Group”).

The Group is committed to building a better future by incorporating sustainability practices into its day-to-day operations. We have been giving our best efforts to manage all risks relating to Environmental, Social and Governance (“ESG”) without compromising the quality of products and services that we have always taken pride in. This report discloses our ESG performance that has been carefully collected and reviewed. At the same time, we work closely with our stakeholders to incorporate their expectations and opinions into our projects and operations.

About this Report

Reporting Standard

This Report was prepared in accordance with the requirements as set out in Environmental, Social and Governance Reporting Guide (the “ESG Reporting Guide”), Appendix C2 to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited. The Group adheres to the four reporting principles listed in the ESG Reporting Guide, namely materiality, quantitative, balance and consistency.

Materiality

- Stakeholder engagement and materiality assessment are conducted to identify material ESG issues for the reporting period. This Report covers topics that are relevant and important to the operation of the Group and our stakeholders.

Quantitative

- The Group presents ESG information with quantitative key performance indicators (“KPIs”), whenever feasible.

Balance

- This Report provides an unbiased picture of the Group’s performance in the ESG issues. There will not be any selections, omissions, or presentation formats that may inappropriately influence a decision or judgment by the report readers.

Consistency

- This Report adopts consistent methodologies to allow for meaningful comparisons of ESG data over time. Any changes to these methodologies are disclosed clearly in the corresponding sections.

Reporting Period

Unless otherwise specified, this Report covers the Group’s ESG management approach, sustainability initiatives and performance from 1 April 2023 to 31 March 2024 (the “Reporting Year”).

Reporting Scope and Boundary

The scope of this Report covers the Group's business activities and operations in property development, property investment, and property-related businesses of which the Group has financial control.

The following business activities are included in this Report:



Business/Activity	Location	
Administration	<ul style="list-style-type: none"> Hong Kong Shenzhen Guangzhou Nanhai Chongqing 	<ul style="list-style-type: none"> Hong Kong Headquarters Shenzhen Office Guangzhou Office Nanhai Office Chongqing Hon Kwok Centre Office Chongqing Jinshan Shangye Zhongxin Office
Properties invested/ managed	Hong Kong	<ul style="list-style-type: none"> Hon Kwok Jordan Centre Hilder Centre (whole floor of 8/F) Digital Realty Kin Chuen (HKG11), data centre at Kin Chuen Street
	Shenzhen	<ul style="list-style-type: none"> City Square Hon Kwok City Commercial Centre ("Shenzhen Hon Kwok Centre")
	Guangzhou	<ul style="list-style-type: none"> Ganghui Dasha No. 5 Residence The Botanica
	Nanhai	<ul style="list-style-type: none"> Metropolitan Oasis
	Chongqing	<ul style="list-style-type: none"> Chongqing Hon Kwok Centre Chongqing Jinshan Shangye Zhongxin
	Shanghai	<ul style="list-style-type: none"> Nexus Jing'an
Properties under development	Guangzhou	<ul style="list-style-type: none"> 45-107 Beijing Nan Road development project: "The Riverside" and "Hon Kwok Building"
Hotel/Serviced Apartments	Hong Kong	<ul style="list-style-type: none"> The Bauhinia Hotel / Serviced Apartment (Central) The Bauhinia Hotel (TST)
	Shenzhen	<ul style="list-style-type: none"> The Bauhinia Hotel (Shenzhen) City Suites

Our construction and trading businesses are operated by our 29.1% owned associate Chinney Alliance Group Limited ("Chinney Alliance") (Stock Code: 385). For the ESG information of our construction and trading businesses, please refer to Chinney Alliance's ESG Report.

Board Approval

This Report has been approved by the Board of Directors of Chinney (the "Board") before publication.

Sustainability Governance

Board Statement

The sustainability governance structure is critical to effectively integrate sustainable practices into our operation.

Board

- Holds ultimate responsibility for the Group's ESG strategies and performance
- Oversees overall ESG management and reporting
- Approved the establishment of the ESG Committee

ESG Committee




- Comprises of directors and managers from different departments
- Supports the Board to identify material ESG related risks and formulate relevant/ corresponding strategies
- Helps strengthen targets setting and reporting process
- Works closely with different departments in the implementation of ESG policies and monitoring sustainability performance
- Regularly evaluates the Group's ESG performance with targets meeting progress and report to the Board annually

Material ESG issues were identified and prioritised through our materiality assessment. The list of material ESG issues was reviewed and validated by the Board and incorporated into the Group's planning for business strategies and ESG initiatives. The Board, the ESG Committee and the management will continue to review the list of material ESG issues on an annual basis.

Green and Sustainable Finance

The Group supports green and sustainable finance to promote sustainability development.

In 2022/23, Hon Kwok Group signed a sustainability-linked loan agreement with several banks in Hong Kong. Interest rate reduction is granted against improvements in the year-on-year sustainability performance of Hon Kwok Group from 2023 to 2026. Three sustainability performance KPIs are set in the loan agreement, namely:

	Increase in cumulative number of green building certificates of properties held for investment
	Increase in training hours per staff per annum (with topics related to data protection and security)
	Increase in employee development training hours per staff per annum

This year, Hon Kwok was awarded the Hong Kong Green and Sustainable Finance Awards 2023 – Outstanding Award for Green and Sustainable Loan Issuer (Real Estate Industry) from Hong Kong Quality Assurance Agency (“HKQAA”).



Hon Kwok was an award recipient at the Hong Kong Green and Sustainable Finance Awards 2023

Alignment with SDGs

We support the United Nations' Sustainable Development Goals ("SDGs") to end poverty, protect the planet, and ensure all people enjoy peace and prosperity by 2030. We have identified specific SDGs that we can actively contribute to and are working towards aligning our strategy with these goals.

Relevant SDGs	Our contribution
 <p>SDG 3: Ensure healthy lives and promote well-being for all at all ages</p>	<ul style="list-style-type: none"> • Operate buildings to promote health and well-being for tenants, by integrating wellness elements into property developments and management • Obtain sustainable building certifications where feasible, including the WELL Building Standard • Engage in community programmes to promote community well-being
 <p>SDG 5: Achieve gender equality and empower all women and girls</p>	<ul style="list-style-type: none"> • Promote gender equality in our workforce
 <p>SDG 6: Ensure availability and sustainable management of water and sanitation for all</p>	<ul style="list-style-type: none"> • Implement water-saving policies and track water consumption • Upgrade facilities where possible to conserve water
 <p>SDG 8: Promote sustained, inclusive and sustainable economic growth, full and productive employment, and decent work for all</p>	<ul style="list-style-type: none"> • Provide a safe and decent workplace • Strictly prohibit child and forced labour • Offer diverse training programmes to enhance the skills and capabilities of our workforce

Relevant SDGs	Our contribution
 <p>SDG 9: Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation</p>	<ul style="list-style-type: none"> Promote innovation through collaborations with industry participants
 <p>SDG 11: Make cities and human settlements inclusive, safe, resilient and sustainable</p>	<ul style="list-style-type: none"> Integrate sustainable elements into our business operations Pursue sustainable building certifications where feasible, such as Leadership in Energy and Environmental Design (“LEED”) certifications Regularly monitor progress towards our environmental targets, including greenhouse gas emissions, electricity consumption, waste and water consumption
 <p>SDG 12: Ensure sustainable consumption and production patterns</p>	<ul style="list-style-type: none"> Implement sustainable building practices throughout our operations Consume resources responsibly Carefully manage waste generation and disposal in our daily operations while encouraging re-use and recycling
 <p>SDG 13: Take urgent action to combat climate change and its impacts</p>	<ul style="list-style-type: none"> Strengthen climate governance and develop climate change management plans Continue to measure and monitor carbon emissions across our operations Perform climate risk assessments with scenario analysis

Stakeholder Engagement

To understand stakeholders' expectations and related ESG issues, the Group actively engages with key stakeholders through diverse communication channels. Our stakeholders include investors and shareholders, employees, tenants and customers, suppliers, contractors and Non-Governmental Organisations ("NGOs"). We maintain close relationships with our stakeholders through effective communication channels such as press releases, announcements, promotional materials, employee meetings, general meetings along with phone interviews and surveys.

During the Reporting Year, we conducted stakeholder engagement exercises to gather feedback from key stakeholders. We distributed an online survey to both external and internal stakeholders of the Group to identify material topics. Additionally, we organised focus groups with representatives from management, employees, investment partners, shareholders, and tenants to gain insights into various ESG topics.

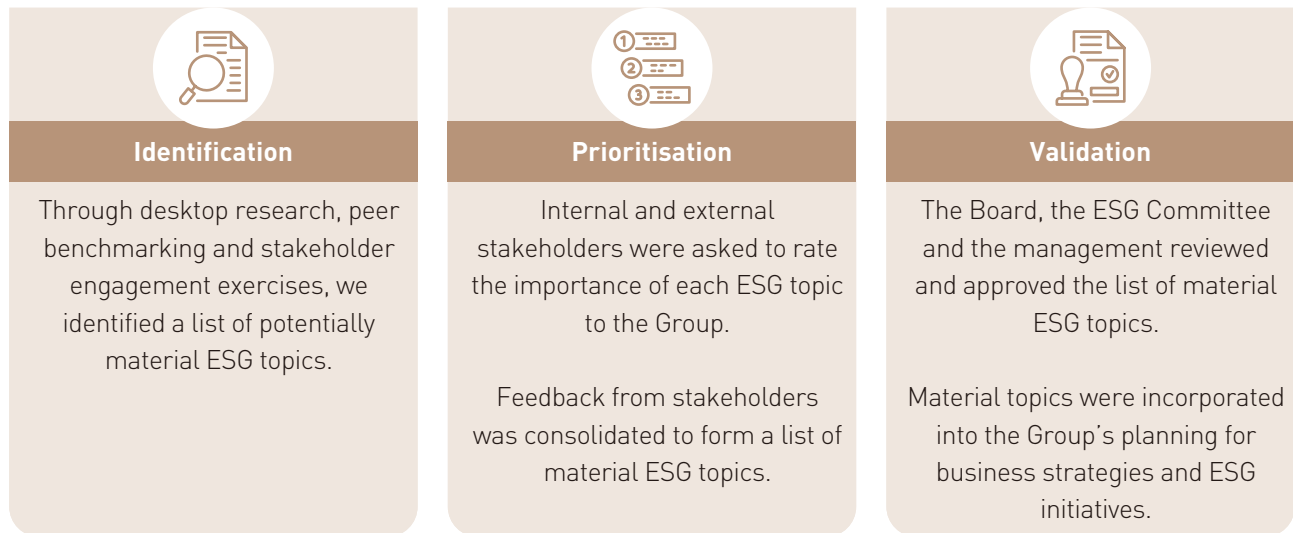
We value the opinions of our stakeholders as they help us improve our ESG strategies and sustainable development. If you have any comments or suggestions regarding this Report or our overall ESG performance and practices, please contact us via below:

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Materiality Assessment

During the Reporting Year, the Group conducted peer review, media research and extensive stakeholder engagement to identify material ESG topics.

Our three-step approach for materiality assessment:



This year, the Group identified 17 material ESG topics.

Key Aspects	Material ESG topics Identified	Page number
Caring for Our Environment	Energy Management and Efficiency	10
	Greenhouse Gas Emission	10
	Green Building	10
	Materials	12
	Waste Management	13
	Climate Change Mitigation and Adaptation	15
Caring for Our Employee	Talent Attraction and Retention	18
	Training and Development	19
	Safe Working Environment	21
	Anti-corruption	22
	Business Integrity & Compliance	22
Caring for Our Customers	Product and Service Quality	23
	Customer Health and Safety	24
	Customer Privacy Protection	24
	Supply Chain Management	25
	Innovative Products and Services	25
Caring for the Community	Community Investment	27

Caring for the Environment

The Group endeavors to build a green community by minimising the adverse environmental impacts. With this vision in mind, we have adopted various environmental protection initiatives and formulating policies in the areas of energy consumption, greenhouse gas (“GHG”) emissions, waste generation, water consumption and climate risks management to manage the Group’s operational footprint.

Reducing energy consumption and greenhouse gas emissions

We implemented numerous measures on energy consumption and GHG emissions in response to relevant laws and ordinances, such as the Environmental Protection Law of the People’s Republic of China. During the Reporting Year, there are no reported incidents of non-compliance with relevant environmental laws and regulations.

The Group values the sustainability of its business and strives to incorporate environmentally friendly elements into its operations. Aiming to promote green and sustainable building design with good air and water quality management, we certify our properties with sustainable building standards.



During the Reporting Year, 36% of our properties (by total gross floor area) earned sustainable building certifications such as BEAM Plus, LEED or WELL. In the future, we hope to increase the percentage of properties with sustainable building certifications.



LEED Gold Certification –
Shenzhen Hon Kwok Centre



LEED v4 Gold Certification –
Hon Kwok Building, Guangzhou



WELL Health-Safety Rating –
Chongqing Hon Kwok Centre



WELL Health-Safety Rating –
Chongqing Jinshan Shangye Zhongxin

The Group endeavors to optimise emissions and energy consumption throughout our operation.

Our initiatives to reduce energy consumption:

- Properties in Chongqing, Nanhai, Guangzhou and Shenzhen use LED lightings to conserve energy. During the Reporting Year, over 1,300 LED automatic sensor lamps have been installed in Botanica's underground car parks in Guangzhou.
- Lighting control sensors as well as Building Automation Systems have been installed in Shenzhen City Square and Shenzhen Hon Kwok Centre.
- Air-conditioning boot-up process has been optimised together with timely maintenance of condensers at our Shenzhen properties.
- Our Guangzhou office switches off the lights for an hour during lunch break.
- Energy-saving notices are posted in our office area to remind our employees of energy-saving measures.


Environmental target:



Reduce GHG emission intensity and energy consumption intensity by **8% by 2030**, against a 2022 baseline (1% reduction annually).

This Reporting Year, we are on track to meet our target, and have achieved the following progress:

GHG emission intensity target progress against the baseline

	Business/Activities	Unit	Progress
	Offices	tonnes CO ₂ e/m ² GFA	Achieved 65% reduction ⁱ
	Property management	tonnes CO ₂ e/m ² GFA	Achieved 2% reduction
	Serviced apartment ⁱⁱ	tonnes CO ₂ e/room night	Achieved 4% reduction

Energy consumption intensity target progress against the baseline

	Business/Activities	Unit	Progress
	Offices	kWh/m ² GFA	Achieved 64% reduction ⁱ
	Property management	kWh/m ² GFA	Achieved 9% reduction
	Serviced apartment ⁱⁱ	kWh/room night	Achieved 24% reduction

ⁱ The decrease was contributed by the air-conditioning system upgrade in Chongqing in 2022/23, as well as the transition from petrol cars to hybrid cars in Nanhai and the closure of certain Chongqing office area in 2023/24.

ⁱⁱ The target covers City Suites, as the only serviced apartment that is solely operated by the Group.

Case Study

Applying Building-Integrated Photovoltaics (“BIPV”) System at Bauhinia Hotel (Central)

During the Reporting Year, the Bauhinia Hotel/ Serviced Apartment (Central) underwent a major renovation and is scheduled to reopen by the end of 2024. Notably, the renovation project incorporated the innovative use of Building-Integrated Photovoltaic (BIPV) technology, integrating photovoltaic modules into the building envelope, including the roof and the façade.

This renovation project stands out as a pioneering initiative, being the first building in Hong Kong to adopt full envelope BIPV systems. These systems serve the dual purpose of functioning as the building envelope while also generating power. They not only generate solar power that can be seamlessly connected to the grid but also

offer enhanced aesthetical flexibility. By blending harmoniously with the surrounding building envelope, they overcome the physical limitations of conventional PV modules.

Although the cost of BIPV façade systems for Bauhinia (Central) is 10-15% higher than that of conventional curtain wall systems, their implementation will result in the generation of approximately 24,000 kWh of electricity and an annual reduction of over 17 tonnes of carbon emissions upon completion.

This upgrade has earned us the Green Council UNSDG Achievement Awards Hong Kong 2023 – Project Award.



Reducing waste

Waste management is a crucial part of our daily operations, our business activities strictly adhere to the applicable rules and regulations of the place where we operate, such as the Waste Disposal Ordinance (Cap. 354) in Hong Kong and the Law on Prevention and Control of Environmental Pollution by Solid Wastes in the People's Republic of China. During the Reporting Year, there are no reported incidents of non-compliance with relevant environmental laws and regulations.

Our waste sources are mainly generated by tenants, guests, and residents of our properties during operations. The Group adopts a set of waste management practices to encourage waste generation reduction and ease the burden to the environment:

- Our Chongqing operations have formulated its waste management policy that outlines the principles and standard garbage sorting and recycling procedures. To supervise the daily waste disposal and management performance, we assign dedicated personnel for monitoring and inspection.
- In Shenzhen operations, tenants are required to pay for their fair share of renovation waste disposal and their food leftovers, thereby promoting an incentive for waste reduction.
- Shenzhen Hon Kwok Centre implements waste segregation by dividing waste into dry and wet, using oil-water separation and oil-slag separation equipment.
- Our Guangzhou office continues to engage a third-party waste management company for providing centralised waste recycling and handling service, collecting wastepaper, ink cartridges, damaged parts of copiers and printers, fire extinguishers and fire masks.
- In Shenzhen, hazardous waste from development projects are handled and treated properly by the Shenzhen Urban Management Bureau.

With our efforts, we were able to reduce our general waste generation as compared to 2022/23.

Environmental target:



Reduce our waste disposal by improving our recycling rate

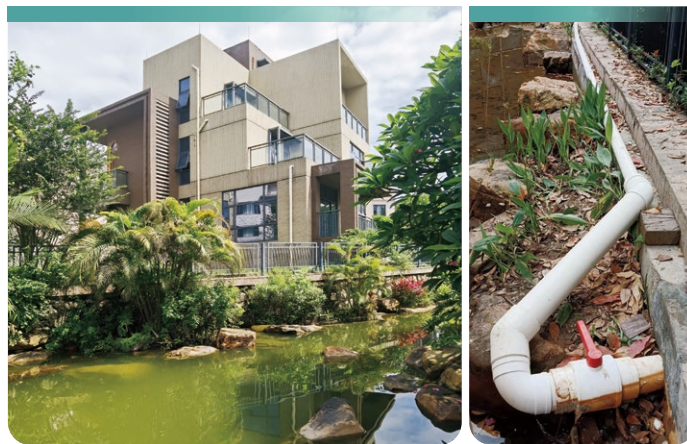
To achieve the target, we will further strengthen our waste management practices by enhancing the waste collection and recycling procedure adopted across our operations and raising awareness of waste reduction and recycling among employees and our tenants.

Saving water resources

The Group strives to make optimal utilization of water resources and introduced water-saving initiatives. As a responsible company, we are devoted to conserving our water supplies. Our water consumption is mainly for cleaning the common areas of our properties and irrigating landscape plants.

The Group has implemented various water management practices and water-saving initiatives to raise the awareness of our employees and tenants:

- Labels and notices are posted to remind staff of our offices and users of our properties to avoid unnecessary water consumption.
- Tenants and residents are encouraged to contact the property management office for any water leakage to arrange repairs on time.
- High-efficiency toilet flushes and toilet tanks were installed in Chongqing offices and properties. Sensors for taps are also in place to save water in both Chongqing and Guangzhou properties.
- Condensed water from the air-conditioning system is collected for the fire-fighting system in our Chongqing Jinshan Shangye Zhongxin and Shenzhen Hon Kwok Centre.
- Botanica in Guangzhou collects rainwater for irrigation.
- A new water system was installed in Metropolitan Oasis, Nanhai during the Reporting Year to replace municipal water source by groundwater. Groundwater collected from underground wells are filtered and re-used, reducing municipal water demand to maintain the artificial river "Long Wan".



Metropolitan Oasis "Long Wan" and Underground Water Pump and Filter

Environmental target:



Reduce water consumption intensity by **8% by 2030** against 2022 (1% reduction annually).

This Reporting Year, we achieved the following progress:

Water Consumption intensity target progress against the baseline

	Business/Activities	Unit	Progress
	Offices	m ³ /m ² GFA	Achieved 90% reduction ⁱⁱⁱ
	Property management	m ³ /m ² GFA	Achieved 2% reduction
	Serviced apartment ⁱⁱ	m ³ /room night	Increased by 2%

ⁱⁱ The target covers City Suites, as the only serviced apartment that is solely operated by the Group.

ⁱⁱⁱ The decrease was contributed by the air-conditioning system upgrade in Chongqing in 2022/23 and the closure of certain Chongqing office area in 2023/24.

Climate change mitigation and adaptation

Extreme weather such as typhoons and heavy rain brought by climate change may pose potential risks to our operations. In this regard, managing climate change risks has become one of the prime focuses of our environmental management. The Group is committed to developing and implementing sound management strategies to improve climate adaptation and resilience across all business operations.



Climate Risk Assessment


To better understand our future climate-related risks and opportunities, the Group started to conduct a climate risk assessment with scenario analysis. As a first step, we identify relevant climate-related issues through industry trends, disclosures from peers, and academic articles and shortlist the potential climate-related risks and opportunities affecting our business model. Based on the preliminary risk identification, two climate scenarios were further analysed to understand the risk exposure of various regions and assets in the short term (2030s) and medium term (2050s) respectively.





Our analysis incorporated transition pathways and climate-model scenarios recommended by the Network for Greening the Financial System ("NGFS") and the UN Intergovernmental Panel on Climate Change ("IPCC"). These scenarios, developed by renowned and internationally recognised organisations, form a strong foundation for our assessment. We will continue to enhance our climate disclosures in future reporting.

Scenarios	Publicly available scenario referenced
Below 2°C Scenario	<ul style="list-style-type: none"> • IPCC RCP 2.6 • NGFS Below 2°C
Above 3°C Scenario	<ul style="list-style-type: none"> • IPCC RCP 8.5 • NGFS Current Policies

Key Climate-related Risks:

Risk Type	Key Physical Risks	Potential impacts
Acute (short to medium-term)	Cyclone 	<ul style="list-style-type: none"> • Tropical cyclones with intense winds and rainfall damage properties, disrupting business operations • Business interruption may result in breaches of contract, compensation claims, and legal liabilities • Increased property insurance premiums • Increased operating costs for maintenance, facility upgrade and the procurement of emergency supplies • Decreased asset value for properties with high cyclone risks
	Coastal Flooding and Riverine Flooding 	<ul style="list-style-type: none"> • Flooding damages facilities and equipment for properties in low-lying areas, disrupting business operations • Business interruption may result in breaches of contract, compensation claims, and legal liabilities • Increased property insurance premiums • Increased operating costs for maintenance, facility upgrade with flood-proof design and procurement of emergency supplies • Decreased asset value for properties with high flooding risk

Risk Type	Key Physical Risks	Potential impacts
Chronic (medium-term)	Extreme Heat 	<ul style="list-style-type: none"> • Prolonged high temperatures increase occupational health risks for site workers, such as heat stroke and heat-related diseases, leading to higher labour costs and expenses • Continuous high temperatures can damage equipment and reduce site workers' productivity, disrupting business operations and causing project delays • Increased operating and maintenance costs can occur due to higher air-conditioning demand and equipment replacement

Risk Type	Key Transition Risks and Opportunities	Potential impacts
Market risk	Shifting consumer preference towards sustainable products and services 	<ul style="list-style-type: none"> • Increased expenditure on low-carbon design and retrofits and investment needed to address changing customer demand • Increased need for transparency and training to effectively address consumers' inquiries regarding sustainable products and environmental issues • Increased revenue from green building products and services
Policy and legal risk	Introduction of carbon pricing 	<ul style="list-style-type: none"> • Increased expenditure to comply with carbon price regulations
	Stricter regulation and compliance requirements 	<ul style="list-style-type: none"> • Increased expenditure to comply with emerging climate-related regulations • Increased expenditure on low-carbon product investment and energy-efficiency upgrades • Non-compliance may give rise to litigation risks and increasing the potential for fines
Technology risk	Increase adoption of green building and renewable energy 	<ul style="list-style-type: none"> • Increased in capital investment in renewable energy systems • Reduced operating costs with energy-efficient technologies

Climate Risk Management

The Group has established its robust climate risk management system.

- Our Guangzhou operation has formulated an “Emergency Plan for Typhoon and Flood”, which outlines our overall approach and guidelines on ensuring normal production and safety of life and property under extreme weather events. It covers topics such as raising awareness of colleagues, establishing an emergency command team, preparation of flood and typhoon control supplies. The plan guides corresponding control and rescue measures under various scenarios. Related employee training is provided and attendance checks are required to ensure they meet our standards.
- During extreme weather occurrences, the Group constantly prioritises our employees’ health and safety. To enhance our physical protection from flooding, we:
 - established an emergency flood defense team to conduct pre-flood inspections and prepare flood prevention materials in Shenzhen and Guangzhou. Every year before typhoon season, the team conducts flood drills and emergency rescue training.
 - have precise guidelines for installing flood gates and flood control panels to prevent water from entering our properties and causing harm to our assets.
 - require personnel to dredge sewers and pipelines to ensure the water drains smoothly.
 - continue strengthening the pruning of trees and reinforcing windows on each floor to eliminate the danger posed by falling objects.
 - conduct regular and thorough inspections to prevent water seepage by applying window gap filler in Shenzhen and Hong Kong.
 - implement on-site flood control measures, including the provision of sump pumps, water retaining boards and sandbags.
- To address extreme heat, we:
 - remind our customers and tenants in Chongqing to maintain their air conditioner temperature above 26 degrees Celsius. This precautionary measure is important to prevent power shutdowns during prolonged high temperatures when there is limited power supply.
 - also educate our employees on appropriate measures to prevent heat stroke.

To transition to a low-carbon economy and address various transition risks, the Group continued to adopt decarbonization strategies and monitor our GHG emission and energy reduction targets. Please refer to “Reducing energy consumption and greenhouse gas emissions” for more details.

Caring for Our Employees

We see employees as valuable assets that underpin the success of the Group. Therefore, we are always trying our best to build a high-performing team by recruiting and retaining those who are most capable, supporting their career development and creating a safe and friendly work environment.

Attracting talents

We endeavour to build a healthy and sound workplace for our employees. The Group adheres to its principles of fairness, diversity and does not tolerate discrimination in any form. We strictly abide by all relevant and applicable laws and regulations in Hong Kong, including the Employment Ordinance (Cap. 57), Sex Discrimination Ordinance (Cap. 480), Disability Discrimination Ordinance (Cap. 487), Family Status Discrimination Ordinance (Cap. 527), Race Discrimination Ordinance (Cap. 602), as well as those in the People's Republic of China, namely the Labour Law and Labour Contract Law.

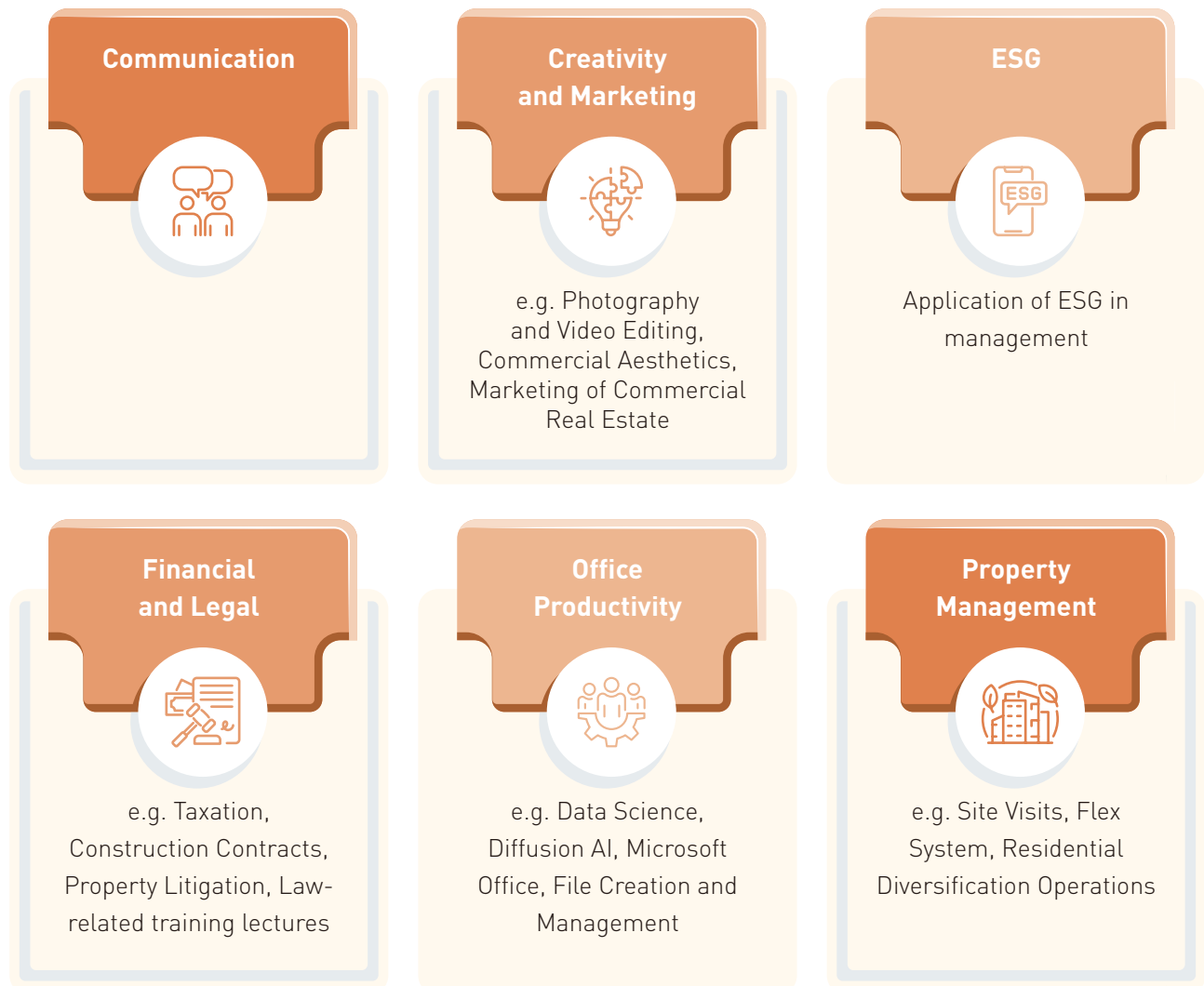
We maintain a zero-tolerance attitude towards the issue of child and forced labour, which is stipulated in our Employee's Handbook as a strictly prohibited matter and under no circumstances will they be acceptable. During the Reporting Year, there was no non-compliance case regarding child and forced labour.

To retain our existing employees as well as attracting more talents, we offer a fair and competitive remuneration package, which includes compensation and employee benefits. The Employee's Handbook sets out all relevant terms and conditions of employment, together with fringe benefits, compensation, leave entitlement and ethical conduct.

Retaining talents

Recognising and rewarding employees' contributions as well as supporting them in their career paths are key to retaining talent in the business. We conduct performance appraisals regularly to assure that promotion, training, salary increment and internal transfer will be carried out based on employees' capabilities and performance. Our remuneration packages and policies are also reviewed regularly so that our employees are rewarded appropriately based on their working abilities and performance.

The Group provides employees with on-job trainings. In Shenzhen, employees' year-end performance reviews are linked to their training participation. We also support employees' continuing education and sponsor their course expenses in obtaining professional qualifications. During the Reporting Year, we provided various training in Hong Kong, Shenzhen, Nanhai and Guangzhou, covering the following areas:



The Group is cognizant of what makes a cohesive team and builds a healthy and people-oriented workplace. During the Reporting Year, we have been putting our best efforts into enhancing the sense of belonging of our staff through various team activities such as Christmas party, Mid-Autumn Festival and Chinese New Year Luncheon, birthday parties and some other recreational and leisure events.



Birthday party held in Shenzhen office



Christmas party held in Hong Kong office



Chinney's 49th Anniversary Celebration Gala

Safeguarding occupational health and safety

Having regarded protecting the health and safety of our employees as one of our very top priorities, we fully comprehend our responsibility on preventing all occupational hazards from happening at all costs. We strictly abide by all relevant laws and regulations concerning occupational safety and health where our business operates, including the Occupational Safety and Health Ordinance (Cap. 509) in Hong Kong, and the Work Safety Law and the Prevention and Control of Occupational Diseases Law of the People's Republic of China.

In addition to following all applicable laws, we have adopted various measures to create a healthy and safe workplace for our employees:

- The Office Health and Safety Guidelines in our Employee's Handbook explicitly states how to avoid occupational accidents and diseases; which also act as an Emergency Response Plan where employees can know how to response for different scenarios, such as fire hazards and electricity overloading so as to minimise occupational safety risks.
- Annual health check-up is provided to our employees in Shenzhen.
- Regular update of health-related issues to our employee.



A health seminar was held in Guangzhou for staffs during the Reporting Year

- We provide sufficient protective tools and gear like safety insulating shoes to employees who are on special duties.
- Instructions of equipment use and exit routes are posted in noticeable area of the office to remind employees about workplace safety and practices at all times.
- Water filters and air purifiers are installed to improve the water quality and air quality at the office.
- We purchased new office furniture in Hong Kong office to provide an ergonomic working environment for our staff.
- Staff members in Shenzhen are encouraged to engage in regular morning and afternoon stretching and exercise routines on weekdays to enhance muscle flexibility and promote relaxation.

Business compliance and anti-corruption

We strive to maintain a high level of business integrity as it is vital to our reputation and the protection of our business partners and customers. To achieve so, the Group is in strict compliance with the Prevention of Bribery Ordinance (Cap. 201) in Hong Kong, and the Anti-Money Laundering Law and the Criminal Law of the People's Republic of China.

We do not, in any case, tolerate any business misconduct and malpractices, this includes any form of bribery, extortion, fraud and money laundering. As stated clearly in the Prevention of Bribery Ordinance incorporated in our Employee's Handbook, unethical business practices such as the offering and accepting of gifts are strictly prohibited. Once we discover any misconduct committed, the employees will be subject to termination of employment or disciplinary action.

Holding on to the values of openness, probity and accountability, we have formulated the Whistleblowing Policy which allows employees to voice their concerns or if they suspect any misconduct is being committed within the business. As the policy provides absolute anonymous reporting channels, it protects the whistleblowers from any unfair treatment and undesired consequences such as dismissal, victimization and disciplinary action, even for non-substantiated cases. At the same time, the Audit Committee has been tasked with handling the cases and delineating the investigation procedures. The Whistleblowing Policy not only apply to internal employees but also to our suppliers and contractors.

During the Reporting Year, there were no reported legal cases regarding the corrupt practices of our employees relating to bribery, extortion, fraud and/or money laundering. Though the Group did not provide any internal anti-corruption training to directors and employees during the Reporting Year, they are encouraged to attend anti-corruption training provided by external parties at the Company's expenses.

Caring for Our Customers

It has always been our philosophy that customers' satisfaction is our top priority. We keep improving the products and services we provide as it is the only way we believe to build unshakable trust and sustain with our customers, including residents and tenants within our business scope of property development and investment, property management, serviced apartment management and office leasing.

Providing high-quality services

High-quality services are fundamental to satisfactory customer experience and thereby our long-term business success. We value the customers' needs and aim to enhance their satisfaction by adopting a people-oriented approach in cultivating suitable living environment through the utilization of our expertise in the real estate industry.

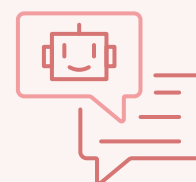
To ensure our products and services meeting the highest standards,

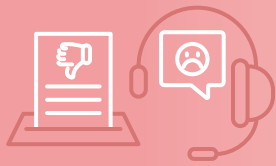
- our internal quality assurance policies require the monitoring and reviewing of service quality on a regular basis.
- experienced contractors will be engaged with priority to deliver promising property management services and we shall make sure that their maintenance procedures are aligned with our internal engineering department work handbook.
- we organised a commercial property management sharing to all employees in Nanhai to drive continuous improvement in service quality.
- customer satisfaction survey is conducted annually. The management will receive the results, analyze findings and timely respond to the customers' feedback in a written form.
- in our Shenzhen office, we classify and handle complaints received depending on its level of severity such as ordinary, important and material. Ordinary complaints are to be handled within 2 working days while important and material complaints are to be handled within 5 working days.
- in our Nanhai office, we offered our staff a customer complaint handling training to improve our service quality.

Case study

Launch of ChatBot in Shenzhen

Shenzhen Hon Kwok Centre has recently launched a ChatBot on our WeChat Official Account, which allows customers to directly message the ChatBot for general inquiries with prompt response. This ChatBot also offers alternative options, such as contacting a live agent or making a direct call for any specific inquiries.



NO

During the Reporting Year, we received no substantial customer complaints.

Safeguarding customer health and safety

Ensuring the health and safety of our customers is our top priority. We have invested ample resources to ensure that customers stay safe and healthy in our properties. We disinfect our buildings daily and hand sanitisers are placed in public restrooms and lobbies.

To make sure our employees can respond well during an emergency and safeguard the safety of our customers, regular safety meetings are arranged in Mainland China and are compulsory. Induction programmes for new hires also include sessions of fire safety and protection training. We regularly conduct fire drills, emergency drills, flood gates installment drills and safety management practices so that employees' understanding of emergency response measures are refreshed regularly. During the Reporting Year, we conducted relevant training sessions on emergency response and crisis management and have established on-site protocols for emergencies in Shenzhen. In Guangzhou and Nanhai, we conducted fire risk prevention courses with case studies for employees from different property departments. Additionally, we provided training on "Waterproofing and Stopping Leakage" specifically for our property management staff. These activities aimed to enhance their relevant business capabilities and ultimately ensure the safety of our customers.

Protecting customer data privacy

Customer data privacy underlies trusting customer relationships especially in the era of prevalent cybersecurity risks. As such, we strictly comply with the Personal Data (Privacy) Ordinance (Cap. 486) in Hong Kong as a guidance framework for safe custody of documents section developed in our Employee's Handbook to require the safe and separate storage of customer data. Personal information of individual visitors at Hon Kwok Jordan Centre is kept for a maximum of one month whereas all tenant information in our operations in Mainland China is collected in paper form which is stored and secured with restricted access.

In Hong Kong, Guangzhou and Nanhai, we provided data protection and privacy training to employees during the Reporting Year to keep them up to date regarding the development of data security and protection, as well as to enhance their awareness of data breaches.

Supply chain management

The delivery of quality service and crafting of thriving living circles build on our joint effort with contractors and suppliers. As such, internal policies are in place to maintain stringent standards on their environmental and social practices and performance. The Management Measures of Project Suppliers articulates the procedures of service quality control, service inspection and supplier assessment to ensure their services delivered meet our standards. In Chongqing, we have assigned a role for contract management and developed a supplier list to monitor price fluctuations and control procurement cost. Our Supply Chain Risk Prevention Measures are also established to categorise relevant risks into classes, including natural environmental risks, social risks and economic risks, and their corresponding prevention measures are in place to build a resilient supply chain that can withstand potential threats.

The major contractor of our construction activities in Hong Kong incorporates ISO 45001:2018 Occupational Health and Safety Management Systems into its construction work with onsite safety trainings offered to its employees on a regular basis to cultivate a safety-first culture. Their environmental policies are also developed in compliance with ISO 14001:2015 Environmental Management Systems and ISO 50001:2011 Energy Management Systems. At our construction sites, measures are in place to minimise environmental impact, including dust and emissions prevention, noise control and wastewater management. To ensure service quality coupled with environmental responsibility, the quality and performance of the landscaping and cleaning services provided by experienced contractors in our property management and serviced apartment are monitored and reviewed continuously.

Promoting innovation through collaborations with industry participants

Hon Kwok acknowledges that innovation plays a crucial role in meeting the evolving needs of our customers. We actively participate in industry events and contribute to the development of the industry.

Case study

Sponsoring MIPIM Asia Summit 2023

The Group contributes to industry innovation and development by sponsoring industry events. We were the Silver Sponsor of MIPIM Asia 2023, which brought together industry experts and professionals from across sectors in Hong Kong and the region to build partnerships. The event offered valuable insights into market trends, competitive landscapes, and emerging opportunities.

During the Summit, the Group's Chairman, Mr. James Wong, actively participated in a panel discussion where he shared his industry experience, perspectives on trends, and outlook. His active participation exemplified our commitment to staying at the forefront of the real estate industry.



Case study

Actively promoting PropTech within the industry

The Group is also dedicated to the development of PropTech. During the Reporting Year, our Chairman assumed the role of President of The Hong Kong PropTech Association ("HKPTA"). As President, Mr. Wong will spearhead the innovation agenda within the property industry, promoting technology-enabled solutions. Membership in HKPTA grants the Group access to pioneering ideas and experts who are actively pursuing PropTech solutions, thereby ensuring our sustained competitiveness in the industry.



Case study

Thought Leadership and Knowledge Sharing

The Group's Chairman, Mr. James Wong believes in actively participating in his community and knowledge sharing with young professionals. Throughout the Reporting Year, the Group sponsored a number of the Urban Land Institute (ULI)'s events and school outreach program across Hong Kong and different cities in Mainland China.



Caring for the Community

As a responsible and successful business, we understand that it is time for us to give back to society as it is a fundamental responsibility that cannot be detached from the sustainable development. The Group strives to spread love and positivity across the community by contributing to public health and community inclusiveness.

Community investment

During the Reporting Year, we made numerous donations to the local communities where we operate, totalling HK\$152,670. We also coordinated and supported various volunteering activities, including visiting the underprivileged and distributing lucky bags. We recorded participation from a total of 52 volunteers and over 180 volunteering hours.

Volunteering activities in Hong Kong



The volunteer team distributed gift bags containing mooncakes to households residing in cage homes or subdivided flats in Sham Shui Po and Lai Chi Kok



Organised by the Lok Sin Tong Benevolent Society Kowloon, our volunteer team delivered gift bags with rice dumplings to the elderly during Tuen Ng Festival



Our volunteer team actively participated in the coastal cleanup, organised by the Hong Kong Children Charity Foundation

Charity Event and Donation in Hong Kong



Our employees participated in Shanghai Commercial Pok Oi Cycle for Millions 2023 and 2024 to raise funds for Pok Oi Hospital



The Group supported The Community Chest BEA Charity Golf Day 2024

Charity Event in Shenzhen



The Group donated stationeries, schoolbags and painting supplies to a charity project, which aimed to provide rehabilitation trainings and professional guidance to children in need, helping them better integrate into society and enjoy childhood

Volunteering activities in Guangzhou



We donated festive gift packs to the needy and nurseries in the Taiping Tongjin community during Chinese New Year and Mid-Autumn Festival

Volunteering activities in Chongqing



Our volunteers participated in the mobile blood donation programme



We provided refreshing drinks and foods to the community offices during hot summer to thank them for their devoted community support

Key Performance Table

The following table shows data of applicable environmental and social KPIs listed on the ESG Reporting Guide.

Environmental Performance			
	Unit	2023/24 ^{iv}	2022/23 ^v
Emission			
Greenhouse gas (GHG) emissions			
Direct GHG emissions (scope 1)	tonnes of CO ₂ equivalent (tonnes CO ₂ e)	49	62
Indirect GHG emissions (scope 2)	tonnes CO ₂ e	19,946	14,735
GHG emission intensity			
Offices	tonnes CO ₂ e/m ² GFA	0.0341	0.0348 ^{vi}
Property management	tonnes CO ₂ e/m ² GFA	0.0181	0.0137 ^{vi}
Serviced apartment ^{vii}	tonnes CO ₂ e/room night	0.0096	0.0009
Waste generation			
Hazardous waste	tonnes	0.24	4.42
Non-hazardous waste	tonnes	3,153	3,776
Energy consumption			
Petrol consumption			
Offices	L	18,466	23,169
	kWh	172,032	215,847
Electricity consumption			
Total	kWh	35,381,950	25,408,417
Offices	kWh	363,754	333,636
Property management	kWh	33,810,046	25,047,871
Serviced apartment ^{vii}	kWh	1,208,150	26,910
Energy consumption intensity			
Offices	kWh/m ² GFA	69.69	73.13 ^{vi}
Property management	kWh/m ² GFA	31.79	23.55 ^{vi}
Serviced apartment ^{vii}	kWh/room night	24.30	1.53

^{iv} The reporting scope does not include properties under development. Digital Realty Kin Chuen (HKG11), Hilder Centre and The Bauhinia Hotel (Central) are excluded in the scope of 2023/24 due to the lack of operational control and data availability. The Bauhinia Hotel (Shenzhen) is also excluded as the hotel was not in operation in 2023/24. In 2023/24, we began collecting data from The Bauhinia Hotel (TST). Therefore, the data in 2023/24 and 2022/23 are not directly comparable.

^v The reporting scope did not include properties under development. Digital Realty Kin Chuen (HKG11), Hilder Centre, The Bauhinia Hotel (Central) and The Bauhinia Hotel (TST) were excluded in the scope of 2022/23 due to the lack of operational control and data availability. The Bauhinia Hotel (Shenzhen) was also excluded as the hotel was not in operation in 2022/23.

^{vi} The figure has been restated with the updated GFA.

^{vii} In 2023/24, the reporting scope is expanded to cover The Bauhinia Hotel (TST). Therefore, the data in 2023/24 and 2022/23 are not directly comparable.

Environmental Performance			
	Unit	2023/24 ^{iv}	2022/23 ^v
Water consumption			
Total water consumption	m ³	313,773	231,413
Offices ^{viii}	m ³	1,368	1,687
Property management	m ³	301,910	225,894
Serviced apartment ^{vii}	m ³	10,495	3,832
Water consumption intensity			
Offices ^{viii}	m ³ /m ² GFA	0.18	0.22 ^{vi}
Property management	m ³ /m ² GFA	0.28	0.21 ^{vi}
Serviced apartment ^{vii}	m ³ /room night	0.21	0.22

^{viii} The reporting scope covers Chongqing and Shenzhen offices only.

Social Performance			
	Unit	2023/24	2022/23
Workforce profile			
Total workforce	no. of people	369	333
Total workforce by gender			
Male	no. of people	210	188
Female	no. of people	159	145
Total workforce by employment category			
Full time	no. of people	369	333
Part time	no. of people	0	0
Total workforce by age group			
Under 30	no. of people	51	46
30–50	no. of people	231	219
51 or above	no. of people	87	68
Total workforce by geographical region			
Mainland China	no. of people	298	289
Hong Kong	no. of people	71	44
Employee turnover			
Employee turnover rate	%	7.32	10.21
Employee turnover rate by gender			
Male	%	8.10	10.11
Female	%	6.29	10.34
Employee turnover rate by age group			
Under 30	%	17.65	17.39
30–50	%	6.06	10.05
51 or above	%	4.60	5.88
Employee turnover rate by geographical region			
Mainland China	%	8.39	10.38
Hong Kong	%	2.82	9.09
Occupational health and safety			
Lost days due to work injury	days	10 ^{ix}	0
Work-related fatalities ^x	number	0	0
Rate of Work-related fatalities ^x	%	0	0

^{ix} The lost days recorded in 2023/24 came from The Bauhinia Hotel (TST), for which we only started collecting data in 2023/24. An employee hurt his finger while he was on duty. The hotel has already reported the accident to the relevant government authority and provided safety training to the staff to prevent the recurrence of similar accidents.

^x The number and the rate of work-related fatalities occurred in each of the past three years including the Reporting Year was 0.

Social Performance			
	Unit	2023/24	2022/23
Development and training			
Percentage of employees trained	%	91	71
Percentage of employees trained by gender			
Male	%	90	68
Female	%	92	76
Percentage of employees trained by employee category			
Executives	%	79	58
Managers	%	93	47
Frontline and general staff	%	93	91
Average training hours completed per employee by gender			
Male	hours	8	4
Female	hours	13	5
Average training hours completed per employee by employee category			
Executives	hours	9	5
Managers	hours	14	4
Frontline and general staff	hours	9	5
Supply chain management			
Number of suppliers by geographical region			
Mainland China	number	147	146
Hong Kong	number	5	3
Anti-corruption			
Concluded legal cases	number	0	0

Appendix – HKEx ESG Reporting Guide

Content Index

General Disclosures and KPIs		Reference/Remarks
A. Environmental		
Aspect A1 Emissions		
General Disclosure		Caring for the Environment
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.		
KPI A1.1	The types of emissions and respective emissions data.	Not disclosed. The Group generated no significant emissions during the Reporting Year.
KPI A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Key Performance Table – Environmental Performance
KPI A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Key Performance Table – Environmental Performance
KPI A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Key Performance Table – Environmental Performance
KPI A1.5	Description of emission target(s) set and steps taken to achieve them.	Caring for the Environment – Reducing energy consumption and greenhouse gas emissions
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.	Caring for the Environment – Reducing waste

General Disclosures and KPIs		Reference/Remarks
Aspect A2 Use of Resources		
General Disclosure		Caring for the Environment
Policies on the efficient use of resources, including energy, water and other raw materials.		
KPI A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).	Key Performance Table – Environmental Performance
KPI A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	Key Performance Table – Environmental Performance
KPI A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	Caring for the Environment – Reducing energy consumption and greenhouse gas emissions
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.	Caring for the Environment – Saving water resources There were no water sourcing issues within the Group.
KPI A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	Not disclosed. The Group generated no significant packaging material during the Reporting Year due to the business nature.
Aspect A3 The Environment and Natural Resources		
General Disclosure		Caring for the Environment
Policies on minimising the issuer's significant impacts on the environment and natural resources.		
KPI A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Caring for the Environment
Aspect A4 Climate Change		
General Disclosure		Sustainability Governance Caring for the Environment – Climate change mitigation and adaptation
Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.		
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.	Sustainability Governance Caring for the Environment – Climate change mitigation and adaptation

General Disclosures and KPIs		Reference/Remarks
B. Social		
Employment and Labour Practices		
Aspect B1 Employment		
General Disclosure		Caring for Our Employees – Attracting talents Caring for Our Employees – Retaining talents
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.		
KPI B1.1	Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region.	Key Performance Table – Social Performance
KPI B1.2	Employee turnover rate by gender, age group and geographical region.	Key Performance Table – Social Performance
Aspect B2 Health and Safety		
General Disclosure		Caring for Our Employees – Safeguarding occupational health and safety
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.		
KPI B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	Key Performance Table – Social Performance
KPI B2.2	Lost days due to work injury.	Key Performance Table – Social Performance
KPI B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored.	Caring for Our Employees – Safeguarding occupational health and safety

General Disclosures and KPIs		Reference/Remarks
Aspect B3 Development and Training		
General Disclosure		Caring for Our Employees – Retaining talents
Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.		
KPI B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	Key Performance Table – Social Performance
KPI B3.2	The average training hours completed per employee by gender and employee category.	Key Performance Table – Social Performance
Aspect B4 Labour Standards		
General Disclosure		Caring for Our Employees – Attracting talents
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.		
KPI B4.1	Description of measures to review employment practices to avoid child and forced labour.	Caring for Our Employees – Attracting talents
KPI B4.2	Description of steps taken to eliminate such practices when discovered.	Caring for Our Employees – Attracting talents

General Disclosures and KPIs		Reference/Remarks
Operating Practices		
Aspect B5 Supply Chain Management		
General Disclosure		Caring for Our Customers – Supply chain management
Policies on managing environmental and social risks of the supply chain.		
KPI B5.1	Number of suppliers by geographical region.	Key Performance Table – Social Performance
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.	Caring for Our Customers – 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.	Caring for Our Customers – Supply chain management
KPI B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	Caring for Our Customers – Supply chain management

General Disclosures and KPIs		Reference/Remarks
Aspect B6 Product Responsibility		
General Disclosure		Caring for Our Customers
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.		
KPI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Not disclosed. We do not produce products that can be recalled.
KPI B6.2	Number of products and service related complaints received and how they are dealt with.	Caring for Our Customers – Providing high-quality services
KPI B6.3	Description of practices relating to observing and protecting intellectual property rights.	Not disclosed. This is not identified as a material topic by the Board.
KPI B6.4	Description of quality assurance process and recall procedures.	Caring for Our Customers – Providing high-quality services We do not have any product recall procedures due to business nature.
KPI B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored.	Caring for Our Customers – Protecting customer data privacy

General Disclosures and KPIs		Reference/Remarks
Aspect B7 Anti-corruption		
General Disclosure		Caring for Our Employees – Business compliance and anti-corruption
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.		
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.	Caring for Our Employees – Business compliance and anti-corruption Key Performance Table – Social Performance
KPI B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	Caring for Our Employees – Business compliance and anti-corruption
KPI B7.3	Description of anti-corruption training provided to directors and staff.	Caring for Our Employees – Business compliance and anti-corruption
Community		
Aspect B8 Community Investment		
General Disclosure		Caring for the Community
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.		
KPI B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	Caring for the Community
KPI B8.2	Resources contributed (e.g. money or time) to the focus area.	Caring for the Community