



豐盛生活服務有限公司
FSE LIFESTYLE SERVICES LIMITED

(Incorporated in the Cayman Islands with limited liability)
Stock Code: 331

FSE Lifestyle
Enriching Lifestyle

ESG Report 2023-2024



About this Report

This Environmental, Social, and Governance Report ("the Report") provides an overview of FSE Lifestyle Services Limited's ("FSE Lifestyle" or together with its subsidiaries, "the Group", "the Company", and "we") Environmental, Social, and Governance ("ESG") performance for the financial year from 1 July 2023 to 30 June 30 2024 ("FY2024", or "the reporting period").

This ESG Report provides an impartial and comprehensive overview of the Group's sustainability performance for FY2024, capturing significant milestones and achievements.

The narratives of the report have been reviewed and approved by our Board of Directors ("the Board") and endorsed by the group ESG Committee. This report is available in both English and Chinese. The English version shall prevail in case of any discrepancy or inconsistency between the English version and its Chinese translation.

Reporting Boundary

The Report presents detailed descriptions and significant statistics regarding the Group's sustainability performance and advancements throughout the reporting period, as represented by the following business units.

Property & Facility Management Services

- Urban Group
- Kiu Lok Service Management Group
- International Property Management Limited

E&M Services

- FSE Engineering Group

City Essential Services

- Far East Engineering Services Group
- FSE Environmental Solutions Group
- Turning Technical Services Limited
- General Security Group
- Nova Insurance Group
- Waihong Services Group
- Perfect Event Services Limited

To learn more about our business units, please visit the Group Member section of our company website for more details.

Throughout the reporting period, a comprehensive stakeholder engagement initiative was carried out to pinpoint the critical topics featured in the Report.

Reporting Standards

The Report has been compiled in accordance with the mandatory disclosure requirements and the "comply or explain" provisions outlined in Appendix C2 of the Environmental, Social, and Governance Reporting Guide ("the ESG Guide") of the Main Board Listing Rules by Hong Kong Exchanges and Clearing Limited ("HKEX"), based on the principles of materiality, quantitative analysis, consistency, and balance as outlined in the ESG Guide.

Table of Contents

About FSE Lifestyle	02
Our 5P Sustainability Framework	04
Stakeholder Engagement	05
Sustainability Governance	06
Impact Materiality Assessment	07
Feature Stories	08
Principles of Governance	13
People	17
Products and Services	28
Prosperity	34
Planet	48
Performance Data Summary	55
HKEX Content Index	60
Memberships and Collaboration	64
Awards and Recognitions	66

Availability of The Report

To enable our stakeholders to evaluate the Group's financial and sustainability performance, we offer a variety of publications on an annual basis. Our FY2024 reporting suite is comprised of the Annual Report and the ESG Report; the e-copy of both publications are available on the Hong Kong Exchanges and Clearing Limited's website and our corporate website.

Share With Us About Your Thoughts

Your input on the key issues highlighted and our sustainability strategies outlined in the report is essential for us to enhance our disclosure and ESG efforts. Share with us your thoughts at esg@fse.com.hk.



About FSE Lifestyle

FSE Lifestyle Services Limited is a listed conglomerate on the Hong Kong Stock Exchange, comprised of three core business segments: property and facility management services, city essential services, and E&M services. As of 30 June 2024, the Group had a total of 25,297 employees, including 8,939 casual workers and employees whose relevant costs are directly reimbursed by or charged to our customers or charged by sub-contractors.

In the age where sustainability is a critical topic for our stakeholders, we are committed to creating sustainable value and placing environmental and social issues at the forefront of our concern. United by our vision of creating a “Better Life, Better Home, Better Quality to You Everyday”, it is our mission to offer superior service and create an integrated, convenient, and safe living environment.

Our clientele includes the Government of Hong Kong SAR, multinational corporations, property owners, investors, theme parks, universities, hotels, and hospitals, encompassing both private and public establishments. We provide tailored solutions to ensure cost efficiency and service excellence at every stage of their projects.

To learn more about our services, organizational structure and financial performance, please refer to our Annual Report FY2024 for details.

Vision, Mission, and Core Values



About FSE Lifestyle

Business Overview

The Group operates with a diversified business model, encompassing three core components: property and facility management services, city essential services, and E&M services in Hong Kong SAR, Macao SAR, and Mainland China. Our comprehensive line of service gives us unparalleled synergies that enable us to create a strong network of clients and offer a multitude of one-stop-shop professional services. To learn more about services offered by our business units, please visit the Group Member section of our company website.

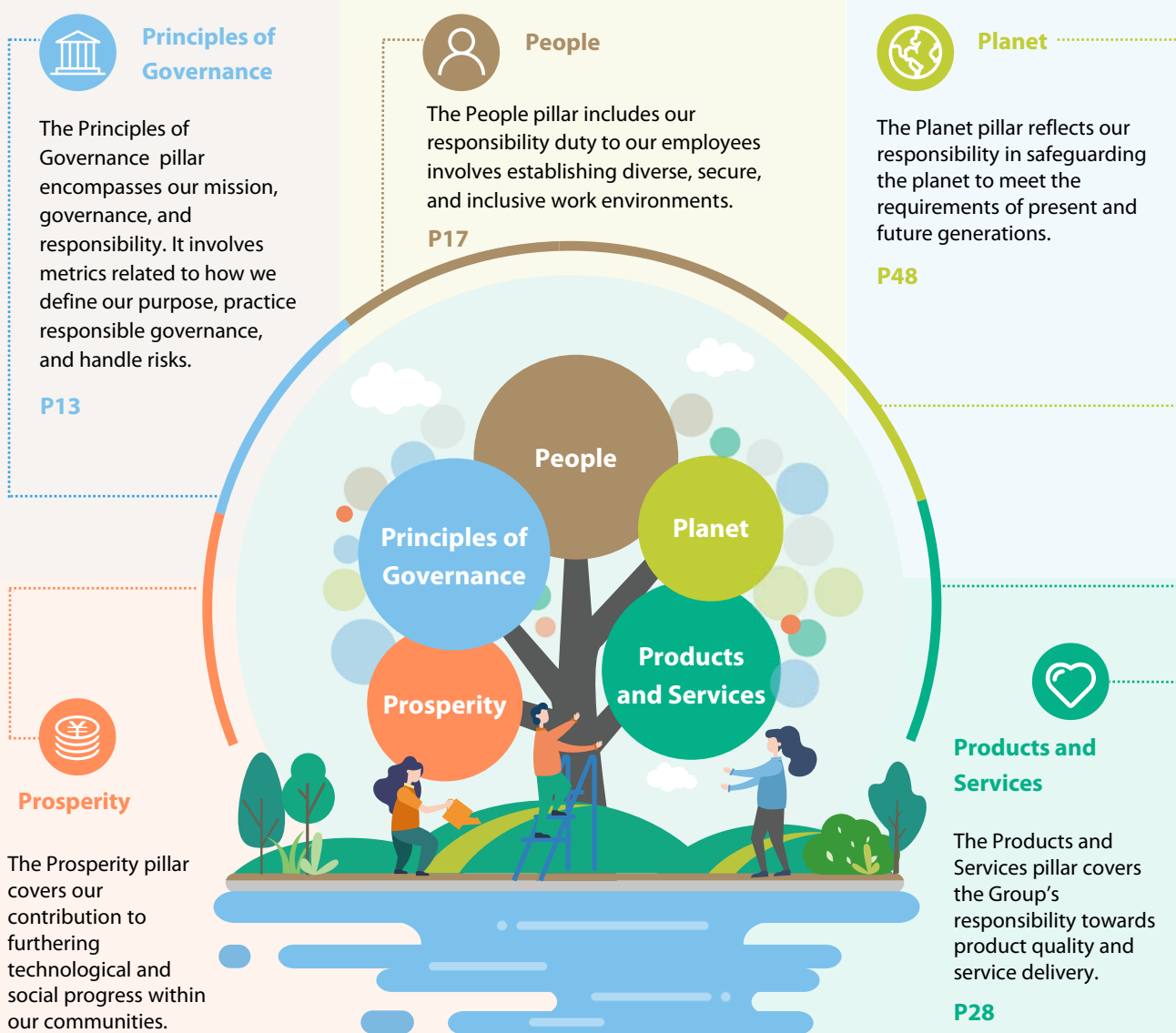


Our 5P Sustainability Framework

Our corporate ESG values, rooted in our Principles of Governance, guide all our efforts. We focus on delivering high-quality products and services while prioritizing our Planet, People, Prosperity, and community.

During the reporting period, we introduced the Group's 5P Sustainability Framework to strengthen sustainability governance and promote an ESG-driven culture. Inspired by the World Economic Forum's common metrics, the 5P Framework consists of five pillars essential to the Group's sustainability and business continuity.

We updated our material topics through a comprehensive stakeholder engagement and materiality assessment, led by an external consultant, to ensure alignment with long-term value creation and stakeholder concerns. For more details, refer to the Engaging Stakeholders section.



Stakeholder Engagement

Stakeholder engagement is key to shaping our business strategy and ensuring long-term sustainability. Regular input from internal and external stakeholders fosters cooperative solutions that enhance organizational and community performance. Material topics under the 5P Framework were identified through targeted engagement to align with stakeholder concerns.

We have established various communication channels with key stakeholders to understand their views and feedback. Below is a summary of these channels, key concerns, and our strategies to address them.:

Stakeholder Groups	Engagement Channels	
Employees	<ul style="list-style-type: none"> • Learning and development initiatives • Annual performance review • Formal and informal team meetings 	<ul style="list-style-type: none"> • Employee engagement activities • Sustainability Seminar • Focus group discussions • Volunteering
Customers	<ul style="list-style-type: none"> • Customer service hotline / email / fax • Customer satisfaction survey 	<ul style="list-style-type: none"> • Meetings • Performance review and audit • Focus group discussions
Business partners, contractors and suppliers	<ul style="list-style-type: none"> • Tendering and procurement process • Meetings • Site visits • Screening and assessment process 	<ul style="list-style-type: none"> • Performance review and audit • Corporate website • Social media channels (Facebook, LinkedIn)
Investors and shareholders	<ul style="list-style-type: none"> • Annual general meetings • Investor and analyst briefings • Roadshows 	<ul style="list-style-type: none"> • Circulars and announcements • Financial reports and ESG reports • Investor Relations Section of the corporate websites
Industry and professional bodies	<ul style="list-style-type: none"> • Seminars and panel discussions • Social gatherings • Site visits 	
Non-governmental organisations and communities	<ul style="list-style-type: none"> • Volunteering events • Focus group discussions • Online survey 	<ul style="list-style-type: none"> • Corporate website • Social media channels (Facebook, LinkedIn)
Government and Regulators	<ul style="list-style-type: none"> • Meetings • Letter / Email correspondence 	<ul style="list-style-type: none"> • Corporate representatives of committees
Academia	<ul style="list-style-type: none"> • Seminars and panel discussions 	<ul style="list-style-type: none"> • Sponsorships of scholarship and internship
Banks	<ul style="list-style-type: none"> • Meetings • Letter / Email correspondence 	
Media	<ul style="list-style-type: none"> • Interviews • Responses to media enquiries 	<ul style="list-style-type: none"> • Press releases • Press luncheons

Sustainability Governance

Impact Materiality Assessment

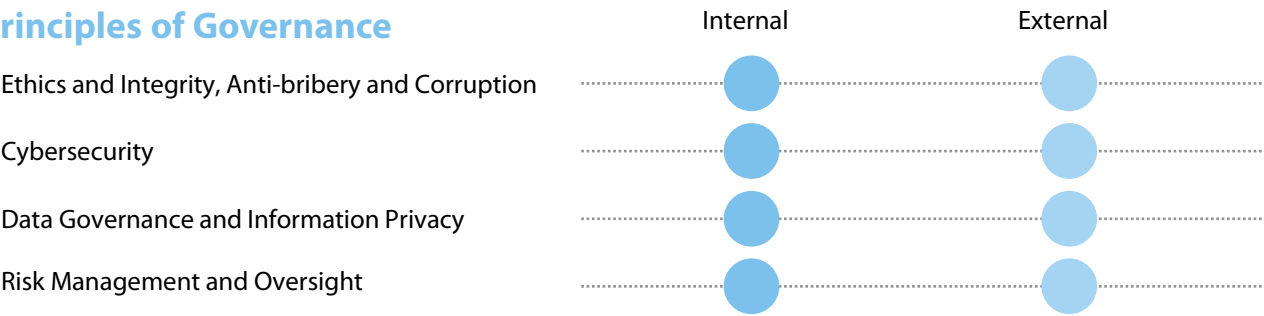
During the reporting period, we began a new cycle of targeted engagement to align with stakeholder concerns. By identifying and prioritizing key ESG topics, our materiality assessment helps us understand stakeholder expectations and integrate sustainability priorities into our strategy and reporting.

Identification	Prioritisation	Validation	Integration
We compiled a long list of material topics based on international sustainability frameworks, regulatory updates, industry trends, and peer benchmarking, ultimately identifying and narrowing down 18 key topics for prioritization.	The 18 material ESG topics were prioritized through an online survey of 274 internal and external stakeholders, an interview with the ESG Committee Chairperson, and four focus group discussions with 44 key stakeholders	The prioritized material topics were then reviewed and approved by the ESG Committee and endorsed by the Board.	Material topics will be incorporated into the Group's ESG strategy, initiatives, and ESG disclosures, ensuring alignment with stakeholder expectations and sustainability trends.

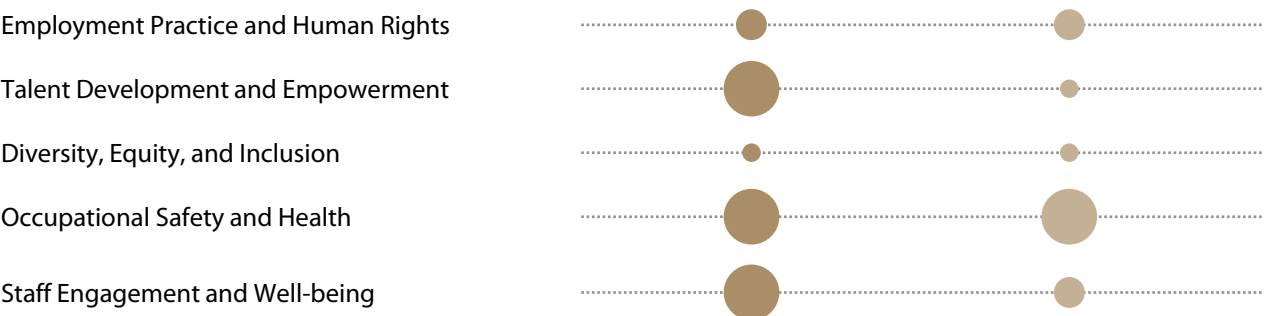
Impact Materiality Assessment

This year, the Group published a materiality assessment derived from our stakeholder engagement results. We have categorized these results into external and internal stakeholders, allowing us to better understand the significance of each material topic to these groups.

Principles of Governance



People



Products and Services



Prosperity



Planet



The topics are represented by three sizes of markers:

Large ball represents topics most material to the stakeholder group

Medium ball represents topics with moderate impact to the stakeholder group

Small ball represents topics considered less material to the stakeholder group



Enhancing our ESG Strategies and Directions

As part of our commitment to ESG, we maintain high standards of corporate governance to ensure transparency and accountability, protecting the interests of all stakeholders. During our ESG Strategies and Directions workshop, we invited a third-party consultant to guide our senior employees and board members on managing and preparing for the integration of TCFD (Task Force on Climate-Related Financial Disclosures) and HKEX's upcoming climate disclosure requirements. This sharing has enabled our senior management to better understand the evolving regulatory environment, equipping them to guide the Group's sustainable growth more effectively.



The FSE Lifestyle 5P Sustainability Framework

During the workshop, we began discussions on the implementation of the Group's robust ESG strategy, which we later formulated the "FSE Lifestyle 5P sustainable framework", where each "P" represents a key pillar of our ESG strategy: "Principles of Governance," "People," "Products and Services," "Prosperity," and "Planet." These are crucial areas of our operations. We believe this new "5P" framework will help us safeguard the interests of all stakeholders and create lasting value.

Optimising Occupational Safety and Health Procedures to Enhance Workplace Safety

In February 2024, the Group launched a series of safety pledging ceremonies, reaffirming its commitment to maintaining high safety and health standards for all stakeholders. This event emphasized our goal of fostering a strong safety culture across all operations.



We also developed the “WorkSafe” to minimize occupational hazards and injuries. This tool enables employees to conduct risk assessments and obtain supervisor approvals for high-risk tasks via mobile devices. After successful testing, the app will be rolled out across other subsidiaries to further enhance workplace safety.

The Group is dedicated to continually improving safety standards through regular oversight and review of both initiatives and incidents. A comprehensive checklist ensures uniform safety measures across subsidiaries, while monthly monitoring of workplace safety statistics allows us to make proactive adjustments and reduce incidents, safeguarding our most valuable asset—our people.

Caring for Community in FSE Caring Day



FSE Caring Day is an annual volunteering event that unites FSE Lifestyle employees to engage in community service, supporting our efforts for a sustainable Hong Kong. Co-organized with St. James' Settlement, the 2024 cohort consisted of 693 volunteers across 9 events, benefiting 2,849 people.



On 26 February, we held another workshop teaching employees Chinese knotting techniques. 39 employees participated and volunteered to donate their crafts.



On 16 March, prior to our caring day, 197 employees visited 300 elderly people, bringing along with them gift packs.

On 15 February, 98 employees from different business units participated in a crotchet workshop where 840 crotchet coasters were made for donation.



On 14 March, 19 employees volunteered to prepare 300 gift packs, filled with healthy snacks, crotchet coasters, and Chinese knotting crafts, for an upcoming visit to the elderly.



Recognition of FSE Caring Day's Success



The success of FSE caring day was recognized by the Green Council invited us to speak at the seminar "Igniting Change: Showcasing Successful Initiatives for UNSDGs." Our HR Director, Mr. Terry Kwan, highlighted "FSE Caring Day," our annual ESG event that unites senior management and employees in volunteer work to promote meaningful volunteer work aligned with UNSDGs.



On Caring Day, 20 volunteers visited rehabilitation centres, offering conversation, encouragement, and support.



Following the kick-off ceremony on 23 March, 190 volunteers, including our senior executives, worked together to pack 1,500 bags of rice for distribution to underprivileged groups.

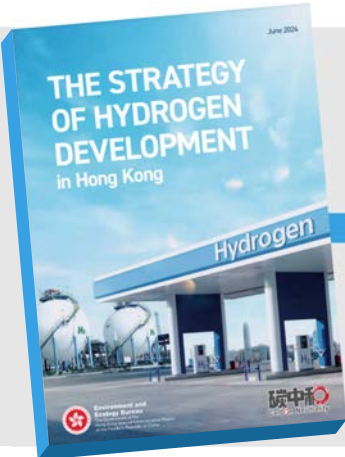


Along with Hong Kong YWCA for the Sharing Love and Joy event, FSE volunteers hosted 80 families, engaging children in fun activities while providing carers with a relaxing day off.

Transition Towards Sustainable Clean Fuel

The Group is dedicated to addressing climate change and has set an ambitious goal to achieve carbon neutrality by 2050. As a leader in environmental services, we strive to pioneer and implement green technologies, setting an example for the industry by reducing our carbon footprint.

In line with our sustainability commitment, Waihong Services Group, with the help of FSE Environment , has teamed up with the Environment and Ecology Bureau (EEB) to launch the industry’s first hydrogen fuel cell refuse collection vehicle (HFCV). FSE Environment has been a key technical supporter of this initiative, using their expertise to lead logistical and technical planning for its implementation and operations. After receiving approval from the Inter-departmental Working Group (IWG), this initiative will kick off in early 2025. The 18- month trial aims to compare the environmental and operational performance, as well as the cost, of HFCVs versus traditional diesel vehicles. Waihong Services Group is participating in this initiative to tackle vehicular emissions, which are a major source of greenhouse gases for both Waihong Services Group and the industry as a whole.



Hydrogen Trial Projects examined and given agreement-in-principle by the Working Group (As at June 2024)

No.	Applicant	Trial Project
11	Waihong Environmental Services Limited	Two HFC refuse collection vehicles

Source: [Environmental and Ecology Bureau of HKSAR Government](#)

Through this hydrogen fuel cell initiative, the Group aims to champion green transportation and reinforce our efforts in promoting decarbonization within the industry.



Principles of Governance

The Principles of Governance pillar encompasses our mission, governance, and responsibility. It involves metrics related to how we define our purpose, practice responsible governance, and handle risks.

Material topics :

1. Ethics and Integrity, Anti-bribery and corruption
2. Cybersecurity
3. Data Governance and Information Privacy
4. Risk Management and Oversight

Principles of Governance

Sustainability Governance

The Group generates enduring value for our shareholders, customers, employees, partners, and the community through our excellence in professional endeavors. Being a prominent service conglomerate, we strive to integrate ESG principles across all facets of our business operations, from the corporate headquarters to the daily functions of various business units, with the goal of fostering a more sustainable future.

Additional details regarding our governance framework are available in the Corporate Governance Report within our Annual Report FY2024.

Sustainability Governance

Board of Directors

Robust corporate governance underpins our operations, with the Board overseeing business strategies, operations, and ESG and climate-related risks. The Board shapes and supervises our sustainability policies and risk management, ensuring effective ESG controls. It also reviews ESG reporting and progress toward annual targets. Under the Board's leadership, we uphold the highest standards of accountability, transparency, and compliance.

ESG Committee

Established in December 2020 and currently chaired by Dr. Cheng Chun Fai, the ESG Committee includes three Executive Directors, two Independent Non-executive Directors, and members from various divisions like operations, human resources, and finance. The Committee oversees sustainability and ESG matters, advising the Board on strategies, policies, and progress toward sustainability goals. It also assists in evaluating and managing key ESG issues, regularly updating the Board. During the reporting period, the Committee held three meetings.

ESG Task Force

Our 21-member ESG Task Force, composed of volunteers from each department and business unit, acts as sustainability advocates, driving the planning, execution, and evaluation of ESG initiatives. They foster communication on ESG issues and share insights across the organization. During the reporting period, the task force held four meetings. To keep members updated on ESG trends and strengthen governance, we regularly conduct site visits and training. Sustainability is integrated into daily operations, with all departments actively participating in initiatives.

Policies

Our commitment to responsible operations drives the Group beyond regulatory standards for workplace, environmental, operational, and community practices, as outlined in our sustainability policies. These are regularly reviewed and adjusted to address changing conditions and community needs. The Board has endorsed key policies that define the Group's core principles and values:

Sustainability Pillar	Name of Policy
Principles of Governance	Anti-Corruption and Bribery Policy
	Anti-Discrimination Policy
	Whistleblowing Policy
People	Safety and Health Policy
	Human Rights and Equal Employment Opportunity Policy
Products and Services	Supplier Code of Conduct

The Group will continue exploring new policies to support its commitment to sustainable long-term growth.

Ethics and Integrity, Anti-bribery and Corruption

Responsible business practices are central to our Group. We uphold the highest standards of ethics and integrity, believing that a strong, transparent governance framework builds trust and drives long-term success.

Anti-bribery and Anti-corruption

We enforce a strict zero-tolerance policy on bribery, fraud, and corruption. Our Code requires all employees to follow guidelines and disclose any conflicts of interest.

We comply with laws like Hong Kong's Prevention of Bribery Ordinance and similar regulations in Mainland China and Macau. Our Staff Handbook outlines measures to prevent corruption, bribery, and money laundering. We encourage reporting of suspected corruption and provide regular training to avoid conflicts of interest.

All new staff complete anti-corruption training, and ethics are a key part of induction. We plan to extend this training to contractors and suppliers. During the reporting period, 1,772 hours of training were conducted, with no reported violations.

Whistleblowing

We provide mechanisms for employees to report suspected malpractice anonymously, without fear of retaliation. Reports are handled confidentially by the Head of Internal Audit. The Internal Audit Department assesses and investigates all whistleblowing incidents, with any evidence of criminal offenses or corruption reported directly to the Board for immediate action.

Our Whistleblowing Policy encourages reporting to promote ethical business practices. We are committed to the highest standards of openness, integrity, and accountability. No misconduct related to corrupt activities was confirmed during the reporting period.

Stakeholders can report concerns by email or by post to the Head of Internal Audit at FSE Lifestyle Services Limited, Hong Kong SAR.

Cybersecurity

Recognizing the critical importance of cybersecurity in safeguarding our information and assets, we prioritise cybersecurity as one of the major focuses within our organization. In the swiftly evolving digital sphere, we continuously implement and improve our cybersecurity measures to ensure the confidentiality, integrity, and availability of our systems and data. By giving precedence to cybersecurity, we strive to preserve the trust of our stakeholders and uphold the security of our operations in the dynamic digital landscape.

During the reporting period, no significant cybersecurity-related incidents were reported.

Data Governance and Information Privacy

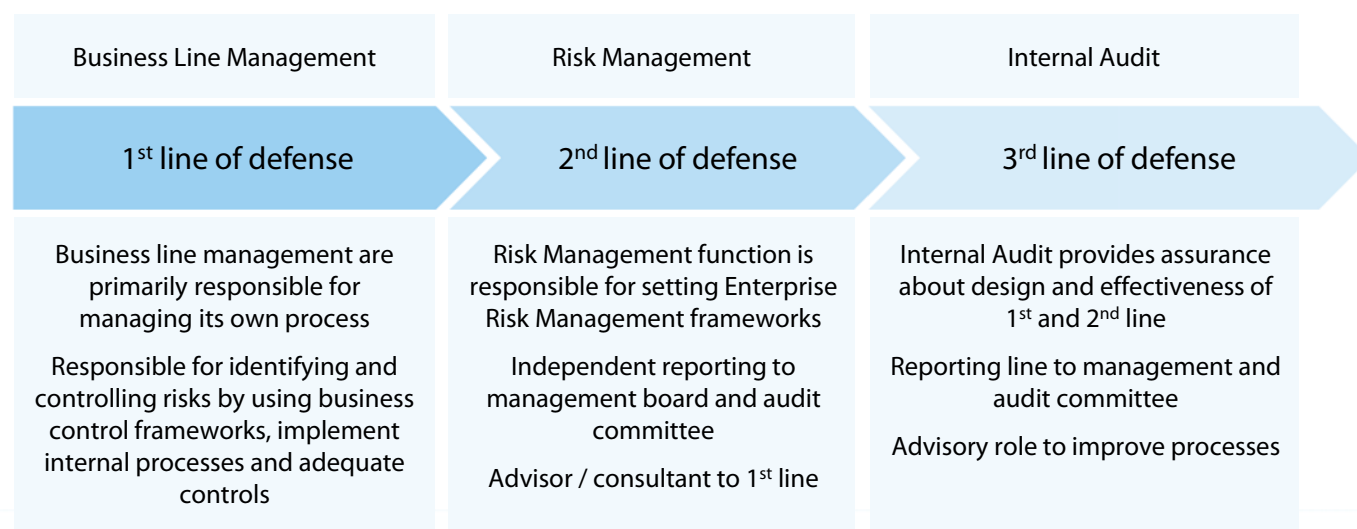
We prioritize protecting stakeholder privacy and strictly comply with Hong Kong's Personal Data (Privacy) Ordinance, adhering to the six data protection principles set by the Privacy Commissioner. During the reporting period, no data privacy breaches or regulatory violations occurred.

Intellectual Property

The Group prioritizes intellectual property protection through trademark and software copyright registration, patent applications, and enforcement actions. We respect our partners' IP rights, adhere to licensing agreements, and support efforts to combat infringement.

Risk Management and Oversight

The Group's risk management framework follows the "three lines of defense" model in risk governance, establishing distinct responsibilities and a structured approach to enhance accountability and transparency in our risk management procedures. This model integrates a strategic perspective from the top-down with an operational viewpoint from the bottom-up. Through the top-down approach, the Board supervises the risk management process with a specific emphasis on defining the type and level of significant risks it is prepared to undertake to accomplish the Group's strategic goals.



Established in February 2016 under the oversight of the Audit Committee and chaired by an Executive Director during the reporting period, the Risk Management Committee is comprised by representatives from various management divisions and functions including operations, human resources, finance, and other supporting departments. The Risk Management Committee aids the Board by overseeing and directing the operations of the risk management and internal control systems.

The Corporate Governance Report section of our Annual Report FY2024 provided a comprehensive introduction about the robust setup of our risk management and internal control structure.

People

The People pillar encompasses our focus on talent management and employee development. We continuously engage with all our stakeholders to drive collective success. We believe that maintaining a sustainable business requires fostering an environment that elevates and strengthens our employees, business partners and the communities in which we operate.

Material topics :

1. Employment Practice and Human Rights
2. Talent Development and Empowerment
3. Diversity, Equity, and Inclusion
4. Occupational Safety and Health
5. Staff Engagement and Well-being

People

Employment Practice and Human Rights

At the Group, we believe that our team is the greatest asset and thus the key to our continued success. Aimed to cultivate a culture that promotes the continuous growth and development of our people, we take pride in our diverse workforce, and we are constantly looking to strengthen our team through the attraction, development, and retainment of talent.

Labour and Human Rights

We strictly abide by human rights laws and strive to maintain standards beyond what is required as outlined in Hong Kong's Employment Ordinance. We have robust policies in place to forbid the use of illegal, child and forced labour. To uphold our labour and human right standards, our Human Resources Department checks the age and authenticity of all documents from potential candidates.

Employment Practice and Human Rights

Moreover, stakeholders are encouraged to speak up on suspected human right violations within the workplace without fear of retaliation in line with our Whistleblowing policy. Suspected violations of human rights and labour laws will immediately trigger an internal investigation.

The employee handbook contains information pertaining to the human resources framework and management policies. Furthermore, the Handbook also provides details regarding policies on staff training, employee benefits and remuneration, safety and health, termination, as well as working conditions.

Talent Acquisition and Retention

We are always looking to attract top talents who share our values. We aim to provide a competitive development programme which enables us to attract, develop and retain our team. The Group's continuous attraction and retention of top talent will help drive sustainable growth, whilst enabling us to cater to our client's ever-evolving needs.

Talent Development and Empowerment

To tackle the problem of labour shortage brought by the megatrend on aging population and change in demographics, our people strategy strives to offer state-of-the-art learning initiatives to nurture our people. We also actively seek out talented individuals by participating in recruitment fairs, providing them with an opportunity to understand our business through employee sharing.

We welcome all talents to join our team, regardless of their race, nationality, gender, or physical conditions, as an equal opportunity employer that always prioritizes their competence during the recruitment process.

Sharing with University Students in Recruitment Fair

During the reporting period, FSE Lifestyle proudly participated in its first career fair as a Group. We were invited by Hong Kong Metropolitan University to join the "HKMU Career Fair 2024," targeting over 20,000 students and 7,000 recent graduates. Our team enthusiastically shared insights into the Group's culture and the wide range of opportunities we offer. These events allows us to enhance our visibility and establish meaningful connections with the next generation of professionals. We look forward to continuing our involvement in similar events.



Talent Development and Empowerment

We strongly support continuous learning, motivating employees to reach their potential through training, skill development, and diverse career paths within the Group.

As client needs evolve, ongoing learning is essential. We offer client engagement workshops like Proactive Marketing, Service Coaching, and Connecting and Engaging People for frontline and management staff. This year, we delivered 204,929 training hours, exceeding last year by 44,249 hours.

Learning Programmes



FY2024 Employee Training Hours
Achieved: 204,929 hours

FY2025 Target: 240,000 hours

Communication (Effective Communication at FSE)



Interpersonal skills are indispensable in our line of work. We are constantly motivating our people to elevate their interpersonal skills through training sessions. These sessions are aimed at elevating our people's leadership and communication skills, as well as developing team cohesiveness.

Sustainability (Chit Chat Learn)



We constantly engage with our stakeholders to ensure they align their business practices with sustainability at heart. We emphasise the Group's sustainability mission by incorporating sustainable principles within our governance framework, highlighting our sustainability accomplishments, as well as integrating sustainability through our team building and training activities.

Wellbeing and Stress Management



Furthermore, participants are taught a variety of methods to enhance their mental capacity and manage stress efficiently, equipping them with the necessary skills to handle interpersonal interactions more effectively.

PwC Long Service Payment and Liabilities Workshop



We invited PwC to conduct a workshop on Long Service Payment (LSP) for our HR and finance professionals during the reporting period, to examine the detailed aspects of this significant change, and to provide fellow colleagues a comprehensive understanding on the implicated outcomes resulting from the gazetted abolishment of the LSP offsetting mechanism.

Representatives from PwC analysed and shared their insights on the LSP's current accounting practices, as well as the employer's role and responsibility under the new arrangements.

Talent Development and Empowerment

The Group values employees as our greatest asset and invests in their growth to ensure business success. We offer comprehensive training to promote continuous learning and have introduced two executive programs to develop future leaders.

Executive Development Programme (EDP)

The EDP supports middle to upper-middle management employees aiming for top leadership roles. This nine-month program offers tailored leadership training in three key areas: Collaboration & Influencing, Leadership, and Strategic Thinking.

This year, 29 participants completed 1,511 hours of training, including sessions on Effective Leadership with MBTI, Growth Mindset, and Influencing Skills, alongside a business visit to Shenzhen. Now in its third year, the EDP has successfully promoted graduates to executive roles, contributing to the Group's success.



Young Executive Training Programme (YETP)

The YETP develops young talents into future executives by connecting them with senior leaders and offering insights through interactive workshops. The program focuses on three leadership areas: leading self, others, and the business.

This year, 30 participants were selected for their contributions and eagerness to grow. They enhanced their skills through experiential learning, including the outdoor Team Building in Action workshop, where they collaborated under challenging conditions to strengthen teamwork.



Talent Development and Empowerment



Urban Group and HKSTP join hands to shape the Future of Facility Management

Since 2023, Urban has partnered with the Hong Kong Science and Technology Parks Corporation (HKSTP) to launch the Facility Management Academy (FMA) Program, aimed at developing young talent for Urban's operations at Hong Kong Science Park.

FMA undergraduates gain hands-on experience across various service areas, including admin support, building operations, concierge, call centres, facilities maintenance, project management, and more.

In its first year, the program had six interns and six permanent associates graduate, with two participants promoted and two receiving new job titles. We welcomed seven new interns for the June-September 2024 session.



Job Shadowing Mentorship Scheme for Secondary School Student

As active participants in the Hong Kong Social Welfare Department's Job Shadowing Mentorship Scheme, we are committed to offering work exposure to young people. In our 6th year with the scheme, we mentored four Form 5 students.

The 2-day program pairs students with professionals, providing hands-on experience. This year, students visited CIC Zero Carbon Park and Eastmark, where our staff presented on business operations and the integration of modern technology and AI across units.

Students received practical training in accounting, marketing, HR, and administration, while sharing career aspirations and receiving guidance from our employees.

By offering shadowing and internships, we aim to nurture young talent and provide valuable business exposure.

Talent Development and Empowerment



We support youth development and lifelong education, believing it is key to social and economic progress. Since 2015, the Group has offered the FSE Services Outstanding Students Awards to exceptional students in HKMU LiPACE's Property and Facility Management program, recognizing outstanding performance and encouraging continuous professional growth.

In alignment with our commitment to education, Mr. Patrick Lam, Executive Vice Chairman, was appointed Honorary Advisor of LiPACE during the reporting period.



FSE Engineering signs MoU with VTC and EMCA to support the Vocational Professionals Admission Scheme

In the 2023 Policy Address, the HKSAR introduced the VPAS to address skilled labor shortages. FSE Engineering signed an MOU with EMCA and VTC to support the scheme by offering internships and job placements.



FSE Lifestyle as the Industry Partner of THEi WIL Day

THEi invited FSE Lifestyle to participate in their WIL Day, where FSE Lifestyle and FSE Engineering received Industry Partner Awards for supporting vocational education in Hong Kong.



FSE Environment actively supported to HKMU Hackathon

FSE Environment supported HKMU's Metro Hackathon, with Director David Ko serving as a judge. Finalists visited the company to learn about sustainability challenges and gain insights for the competition.

Talent Development and Empowerment

“Stars of the Year, the Assembly of Elites”

The FSE Lifestyle Grand Awards Presentation Ceremony 2023

We held the FSE Lifestyle Grand Awards Presentation Ceremony 2023 during the reporting period to thank our staff for their outstanding performance over the previous year.

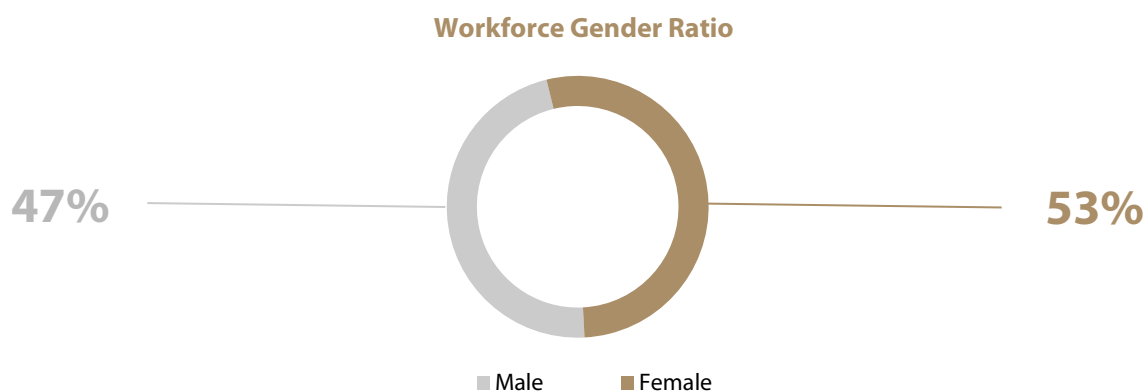


Themed with “Stars of the Year, the Assembly of Elites”, the event celebrated the achievements of our outstanding staff and service teams. 65 awards were presented during the ceremony, including “Training Awards”, “Professional Stars Awards”, “Academic Stars Awards”, “ESG Awards”, “CSR Awards”, “Service Devotion and Recognition Awards”, “Outstanding Employee Awards”, and “Long Service Awards”.



Diversity, Equity, and Inclusion (“DEI”)

We value diversity for boosting productivity and ensure equal opportunities regardless of race, gender, age, background, or religion. Our robust systems promote pay equality through transparent performance assessments.



To foster inclusiveness, we organized Cultural Sensitivity workshops with the Hong Kong Council of Social Service. We also partnered with Chi Lin Buddhist Secondary School for a Summer Work Experience Program for students with Special Educational Needs (SEN) and collaborated with The Zubin Foundation to create job opportunities for ethnic minorities, promoting fair hiring practices.

We are committed to fostering a diverse and inclusive workforce, creating a safe and supportive environment for all, including minority groups. The Group ensures equal opportunities for career development and progression.

Employment decisions are based solely on skills and qualifications. We actively support employees with disabilities, evaluating accommodation requests to help them succeed.

Our transparent performance reviews focus on merit and contributions, ensuring fairness in career progression, free from bias or irregularities.

Cultural Sensitivity Workshop



We believe diversity and inclusion are key to a sustainable workplace. In partnership with Baptist Oi Kwan Social Service, we held a cultural sensitivity workshop for HR, enhancing their understanding of minority cultures and workplace challenges.

Occupational Safety and Health

Prioritizing health, safety, and wellness is key to boosting employee satisfaction, productivity, and sustainable growth. Our Safety Task Force, with members from all business units, develops and promotes safety policies. We track safety performance by monitoring accident rates monthly.

To ensure a safe workplace environment, the Group's OSH Management System enables us to effectively address and mitigate safety and health hazards. Whereas our operation utilises the GB/T45001-2020/ISO 45001:2018 Occupational Safety and Health Management System and Safety Management Handbook, to ensure the efficient management of occupational safety and health incidents. At our Group, we adhere to safety laws and regulations in Hong Kong, Mainland China, and Macau.

Safety & Health Training

We are committed to ongoing safety and health training to equip our team with the skills to prevent hazards and incidents. We regularly update our staff on leading safety practices to ensure their well-being and adherence to top standards.

Safety Management System

Maintaining high safety and health standards is a top priority. We regularly review our performance to improve protocols and align with industry best practices.

The Group has robust measures for ensuring safe work environments, especially in high-risk areas. At Waihong Services Group, Registered Safety Officers (RSOs) assess hazards, manage accidents, and oversee emergency preparedness. We also trained 81 frontline supervisors in Safety Supervisor Training to uphold safety standards. We continuously review and assess our risk management to ensure effective prevention and safety practices across the Group.

Through our Safety Pledge, we introduced initiatives to enhance safety culture. Our Property and Facility Management division strengthened risk and crisis management, while General Security formed a GS Safety Committee and holds daily OSH briefings.

Urban Group and Kiu Lok Service Management have implemented mechanisms for issues like operational disruptions and pandemic response. Urban uses mobile-based risk assessments and safety reporting, while Kiu Lok collaborates with external consultants for safety inspections.

Staff Engagement and Well-being

At the Group, we believe that our people are the key factor driving our success. In return, we are committed to building a positive and lively workplace environment for our employees.

We believe that taking care for our employees should extend beyond the confines of the workplace. As part of the group's efforts towards ensuring our staff's work-life balance, the Group's Sport and Recreation Committee held different social events to boost morale and elevate staff cohesion. Our people are the key factor driving our success. In return, we are committed to building a positive and lively workplace environment for our employees.



Staff Engagement and Well-being

FSE Lifestyle, Urban Group, and Waihong Services Group received the Hong Kong Smoke-Free Leading Company Awards



During the reporting period, FSE Lifestyle Services Limited, Urban Group, and Waihong Services Group received one gold and two silver awards, respectively, at the 2023 Hong Kong Smoke-Free Leading Company Awards Presentation Ceremony.

FSE Lifestyle values the health and well-being of our employees and will continue to promote a smoke-free work environment. Organized by the Hong Kong Council on Smoking and Health, the award aims to encourage corporations to promote a smoke-free lifestyle to fellow employees, customers, and the general public for their continued efforts in implementing smoke-free guidelines and internal policies, as well as organizing smoke-free activities and offering smoking cessation aid to encourage smokers to kick the habit.

Products and Services

The Products and Services pillar covers the Group's responsibility towards product quality and service delivery.

Material topics :

1. Value Chain Management
2. Products and Services Quality, and Stakeholder Well-being
3. Strategic Partnership and Engagement

Products and Services

Value Chain Management

We set a fair and transparent code for the selection and management of suppliers and contractors, aiming for partnering with companies that possess standardised management, complete qualifications, and share similar corporate culture or value with the Group. We have adhered to the standard of ISO 9001 Quality Management System, which stipulates the responsibilities of relevant departments, as well as the implementation, monitoring and improvement procedures of our products and services offerings.

We conduct strict screenings by assessing our subcontractors' ability to fulfil contractual duties, their environmental and social performance and service quality to establish sustainable partnerships with high-quality service providers.

Value Chain Management

Supply Chain Assessment

All our suppliers are selected based on the needs of business units and through a series of assessments. New suppliers are subjected to a rigorous pre-qualification assessment process, which includes due diligence background checks, site audits and component certification in accordance with requirements set out in the relevant Supplier Selection, Certification and Evaluation Management Procedures.

We regularly assess the performance of existing suppliers and subcontractors through a comprehensive system. In cases of serious non-compliance, suppliers and subcontractors will be suspended or even removed from our list of approved suppliers and subcontractors.

2023 FSE Sustainable Seminar "Capturing the Opportunities, Engaging Your Customers"



The 2023 FSE Sustainable Seminar, titled "Capturing the Opportunities, Engaging Your Customers," was a success, with over 300 guests and FSE executives in attendance.

The Sustainable Seminar is an annual signature event of FSE Lifestyle for our business partners and senior executives of our company and business units, where a diverse range of guest speakers are invited to share the most recent market situations and business community directions, with the goal of identifying foreseeable threats and exploring potential opportunities for sustainable business development.

In addition to the guest speakers' enlightening presentations, five senior executives from various business units within the Group participated in a panel discussion on "Strategies for Handling Challenging Customers: How to Engage Them?" to exchange professional experiences and insightful ideas based on numerous real-life cases handled by their teams. The panel discussions, which highlighted decades of experience in the service industry, added to the session's compelling and constructive nature.

Products and Services Quality, and Stakeholder Well-Being

We put the comfort, safety, and well-being of our clients as our utmost top priority in our services. In our various lines of services, which range from hospitality, facility management to cleaning services, we aim to go above and beyond our clients' expectations through our expertise.

Our Quality Assurance Procedures

To ensure our client to enjoy reliable products and services, strict quality management is essential in our operation, and to ensure the work of all vendors and contractors is completed to exacting standards, the company has implemented a rigorous monitoring process which minimises the risk of defects or deviations and ensures our developments meet expectations.

Managing Customers' Feedback

We prioritise our customers' experience above all else. We recognise that positive feedback affirms our commitment to quality and service excellence. On the other hand, we place equal value and focus on negative feedback, viewing it as a valuable opportunity for our growth and improvement.

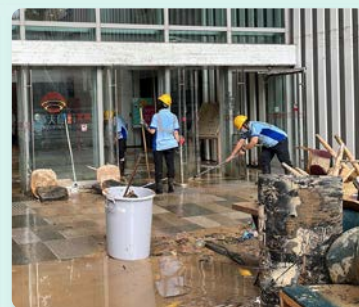
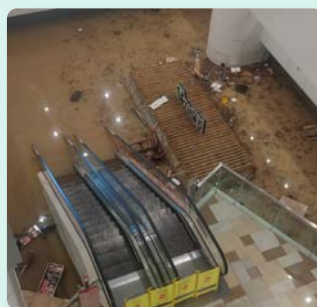
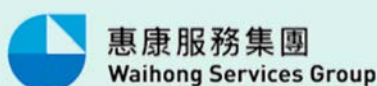
Our complaint management system adheres to the standard of ISO 10002 "Quality management - Customer satisfaction - Guidelines for complaints handling in organisations". We also established feedback channels for our customers to provide feedback on the Group's solutions and services, backed by well established internal procedures and policies, including call centres, systematic feedback mechanisms and regular communication with key accounts, to ensure complaints are handled prompt and on-time. Regular customer satisfaction survey is conducted across clients of Hong Kong, Macau and Mainland China to ensure sentiment of customers is timely monitored.

Products and Services Quality, and Stakeholder Well-Being

Crisis Management Process and Procedures

To safeguard the health and assets of its customers, the Group established the “Crisis Management Committee” early in 2002. Under the Committee, the “Crisis Communications Centre” was established to be responsible for implementing crisis management measures and carrying out educational activities about environmental sanitation management. In 2004, the “Group Environmental Sanitation Management Scheme” and “3-Tier Crisis Communication Alert System” were launched by the Centre to ensure preparedness for and response to potential infectious diseases occurring in Hong Kong.

Managing indoor flooding in extreme weather



Waihong Environmental Services Group strives to provide professional and efficient services, even in times of crisis.

The “once-in-500-years” rainstorm in September 2023 made the record of the “longest black rain signals hoisted” in history. The extreme weather event caused flooding in Temple Mall in Wong Tai Sin. The ground floor of the mall was almost entirely submerged, causing tenants and visitors to flee to higher floors.

With water levels continuously rising to dangerous heights, our professional environmental services team swiftly responded to the crisis and worked tirelessly through the night to keep the flooding under control.

To keep water inflow at a minimum, the team placed a wall of sandbags at the mall entrance which acted as a barrier. Large vacuum trucks were also mobilized through the support of the Group’s robust network of subcontractors. When the flooding was contained, our team continued to remove debris to ensure that tenants can safely return to their store.

With our team’s dedication and efficient coordination, the flooding in Temple Mall was briskly contained within 20 hours.

Strategic Partnership and Engagement

We proactively collaborate with different organizations to achieve mutual goals, to enhance our capabilities, and create value that might not be attainable by ourselves. Our efforts in this area are centred around building strong, mutually beneficial relationships with key partners and suppliers across various sectors. These collaborations enable us to leverage complementary strengths, innovate, and enhance our service offerings.

FSE Lifestyle signs Strategic MoU with Dahua Technology



During the reporting period, the Group and Dahua Technology Co. Ltd signed a strategic Memorandum of Understanding (MoU), with the goal of advancing the digitalization and sustainability of infrastructure and lifestyle through a strategic partnership in Greater China and Southeast Asia.

The MoU outlines plans for a significant collaboration, particularly in the areas of smart buildings, smart traffic management, EV charging, energy storage, and other infrastructure projects. The alliance propels FSE Lifestyle and Dahua Technology to the forefront of the smart building industry and broader digital transformation landscape, collaborating to create a smart and green living environment for the community.

Dahua Technology is a global leader in video-centric AIoT solutions and services, promoting the digital intelligence upgrade of cities and enterprises and adding value to the digital-intelligent transformation of various industries across 180 countries and regions.

Strategic Partnership and Engagement

FSE Nova under FSE Lifestyle signs MoU with Towngas Lifestyle



During the reporting period, FSE Nova, a subsidiary of the Group, signed a Memorandum of Understanding (MoU) with Towngas Lifestyle, a subsidiary of The Hong Kong and China Gas Company Limited (Towngas), combining their strengths to provide

and comprehensive insurance services to Towngas customers in Hong Kong and Mainland China.

The MoU represents another successful collaboration between the two organizations. FSE Nova and Towngas Lifestyle will work to strengthen their partnership in the insurance broker business by investing more resources to provide comprehensive insurance broker services to 42 million Towngas household customers in Hong Kong and the Mainland, thereby improving gas safety and protecting household property.



FSE Lifestyle signs MoU with HKMU to nurture professional talents



The Group signed a Memorandum of Understanding (MoU) with Hong Kong Metropolitan University (HKMU) to bridge the gap between academia and the property services sector, offering students broader learning, training, and placement opportunities.

The MoU enables collaboration on curriculum design, learning experiences, applied research, and community service. FSE Lifestyle will provide 52 internships across seven business units and guidance on graduation projects. Industry practitioners will also share insights on property management, building services, insurance, environmental services, and testing. HKMU will participate in the Career Fair.



Prosperity

The Prosperity pillar covers our contribution to furthering technological and social progress within our communities.

Material topics :

1. Innovation and Digitisation
2. Community Building and Investment

Prosperity


Innovation and Digitisation

Innovation is a key pillar within the Company's core values. We continuously improve our operations throughout our lines of service, empowering our employee's productivity by adopting cutting edge innovations within our ecosystem while streamlining customer experience through state-of-the-art digital technologies.

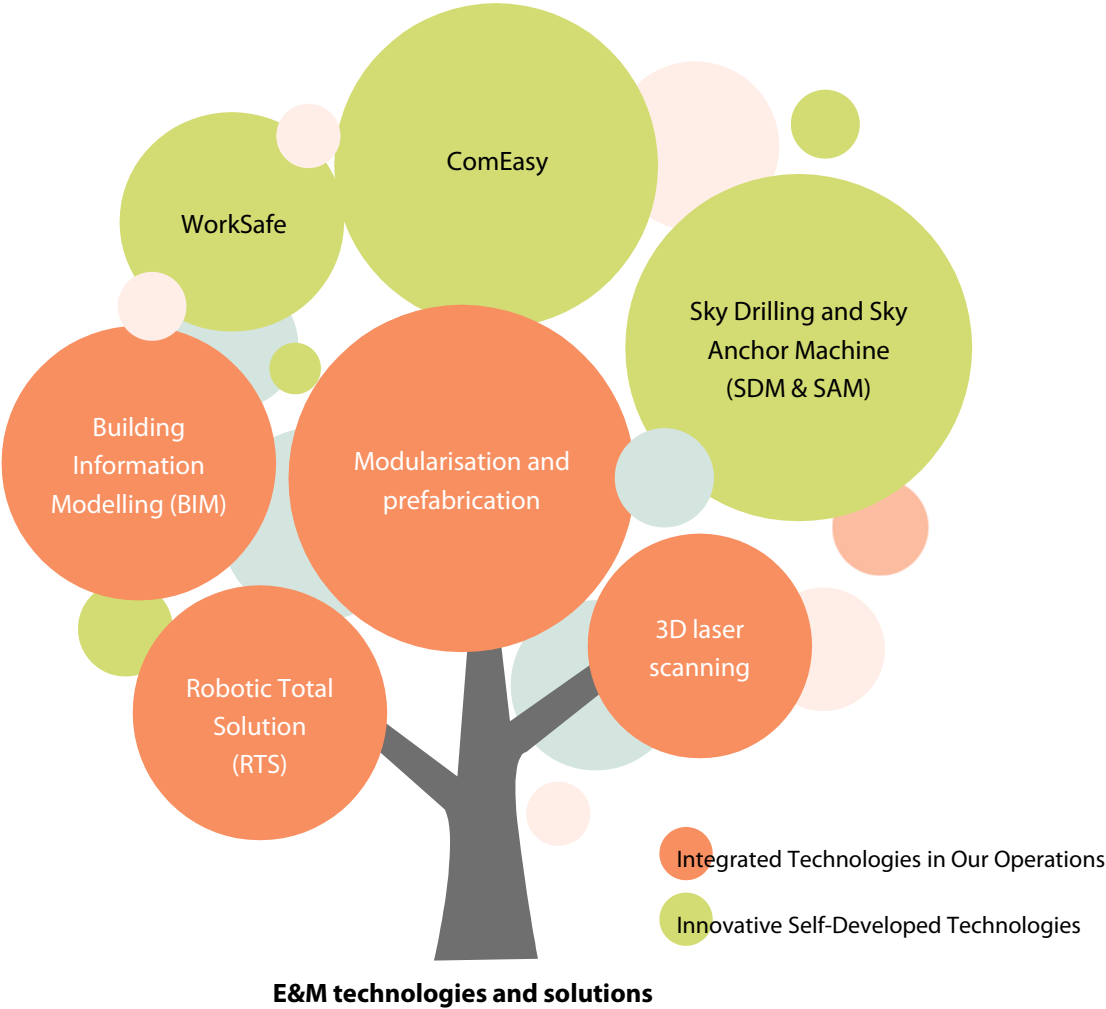
Sustaining our vision for innovation are our designated innovation committees. They are proactive in promoting the use of new technologies while upskilling our employees with relevant knowledge. In recognition of our efforts in constantly innovating and improving our services, we have also obtained a range of certifications and awards.

Innovation and Digitisation

IT, Technical & Training Committee



- To introduce innovative technologies in the industry and continuously improve business quality
- To provide training to retain and nurture talents



The Group continues to enhance operational efficiency and service quality by incorporating new technological advancements and developing innovative apps. We also focus on creating our own technologies through creativity and innovation.

Innovation and Digitisation

As a forward-thinking services conglomerate, we leverage innovation to enhance our offerings and support the Hong Kong Government's Smart City Plan 2.0, fostering a more sustainable and eco-friendly city.

Sm@rtUrban – Property Management One-Stop-Shop

Founded in 1965, Urban Group has long led Hong Kong's property and facility management industry, serving over 1 million residents and tenants. To enhance customer value, the Group launched the award-winning Sm@rtUrban app, a digital solution allowing users to access services conveniently via their smartphones.

Developed from a HK\$10 million R&D investment, Urban Group's Sm@rtUrban app caters to facility management needs. In our property management services, we developed a mobile application Sm@rtUrban to enable residents and tenants at our managed properties to easily access information, facilities and payments. Our city essential and E&M services are empowered by self-developed innovation and technologies, enhancing efficiency, maximizing accuracy while minimizing waste.

Features of Sm@rtUrban

Facility management	Access properties	Information
Payments	Register venues	Guest passes

ComEasy – Maximizing Efficiency in Operations

ComEasy is a mobile app used across six of our companies for streamlined record-taking, reporting, and data analytics, ensuring accurate records and service quality.

ComEasy is an integrated platform for property and facility management. It provides an effective and efficient solution for patrolling, inspection and case management. Guards and workers can collaborate on jobs and issues in real time. Through various key performance indicators from the dashboard, the system provides analytics to monitor and improve the service.



The App helps us maintain high-quality service for our customers. It allows employees to provide real-time inspection updates, enhancing monitoring efficiency. Employees can report incidents instantly, which are then assigned to the appropriate teams. In response, these teams can offer real-time status updates and communicate with stakeholders to ensure service quality.

The app serves as a platform for management to access and understand current operations more effectively, enabling informed decision-making and ensuring service excellence.

Innovation and Digitisation

Knowledge Exchange Through Industry Visits



The Group is active in engaging in knowledge exchange with industry peers, seeking out the latest advancements in related fields to constantly inspire us to continuously innovate. To understand the latest application of IoT (Internet of Things) in property management sector, foster collaborations, as well as to exchange success stories between Hong Kong and Mainland China, a delegation of 72 executives comprised by FSE Lifestyle senior management, heads of business units, and participants from EDP and YETP left for Qianhai for a visit during the reporting period.

The trip commenced with a visit to the Exhibition Hall in Shenzhen, followed by a tour to the DAS Tower of the DAS Group, wrapped by a docent to the Tencent Bianhai Tower.



Community Building and Investment



Care for the community lies in the heart of our corporate vision. As the leading service provider in Hong Kong, we are committed to sustainable development and contributing to the community through our various lines of service. This commitment take root in our vision to create an integrated, convenient, and safe living environment for people, and our desire to give back to the communities that support us on this journey.

With the establishment of FSE Charity Fund aimed at supporting vulnerable groups, fostering community development, and encouraging employee engagement on volunteerism. During the reporting period, we have initiated and participated in a total of 178 fundraisers, charity drives and community engagement events for our beneficiaries, supporting children, the elderly, and people from disadvantaged backgrounds.



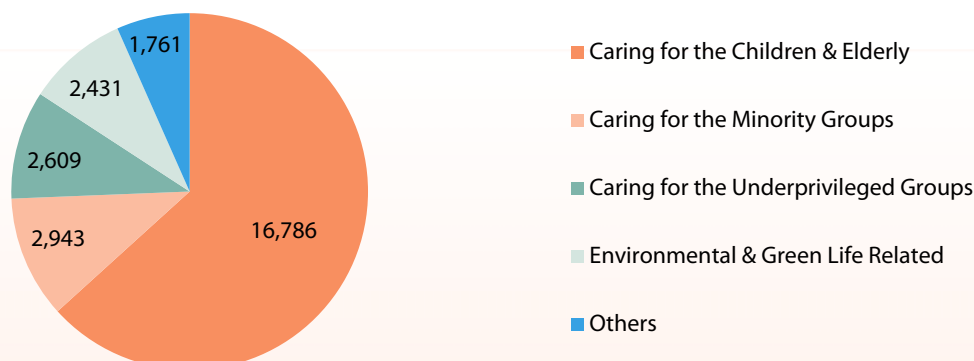
Our efforts have been recognised by the Hong Kong Council of Social Service. 20 caring company logos have been received, and over half of our business units have maintained their Caring Company status for over 15 years. This demonstrates our strong dedication towards giving back to the community and our continuous efforts in supporting Hong Kong through both our business operations and community service.



FY2024 CSR Activity Hour
Achieved: 26,530 hours

FY2025 Target: 28,000 hours

FY2024 Focus Areas Distribution Hours



Community Building and Investment

ACCA Community Day Charity Rickshaw Race



For the second consecutive year, we participated in the ACCA Community Day cum Rickshaw Race organized by the Association of Chartered Certified Accountants (ACCA) to raise funds for those in need in the community.

Seven colleagues from our business units formed a rickshaw team to compete for the Chairman Tertiary Cup. Additionally, more than 15 colleagues organized a FSE cheering team, complete with specially designed costumes and props. Colleagues from various business units attended the event to provide strong support for the race players by chanting our well-designed slogans. Our high team spirit created an exhilarating and joyful atmosphere.



Community Building and Investment

Celebrating Mid-Autumn Festival with Laughs and Magic

This year, we collaborated with Evangelical Lutheran Church Social Service Hong Kong (ELCHK) and held a Mid-Autumn Festival celebration event with children in Sheung Tak Integrated Youth Service Centre.

ELCSHK Sheung Tak Integrated Youth Service Centre regularly provides services for local youth and families, facilitating personal and social development of youth and children from disadvantaged backgrounds.

On the 9 September, 33 employees volunteered and organised festive activities at the centre. 31 children participated in traditional festive activities, such as Chinese riddle solving, making traditional Mid-autumn festival lanterns and a magic show.

In the end, everyone left with a mid-autumn festival lantern and a smile on their faces. All participants were appreciative of our efforts and we look forward to celebrate more festive holidays with local communities in the future.



Blood Drive

One pint of blood can save up to three people's lives. One person's small contribution can make waves in other people's lives.

We regularly collaborate with Hong Kong Red Cross to organise blood donation drives several times a year and encourage staff to support this meaningful initiative.

At our Kowloon Bay headquarters, 76 employees participated in the January 2024 blood drive, building on the great turnout of 45 donors in July 2023. Employees from the Group, along with our business partners Hip Hing Construction and Vibro, all contributed to this meaningful cause.

By holding blood drives, we hope to raise awareness of the importance of this act. We are inspired by our employees' act of kindness, and hope that it can help rescue people from potentially life-threatening situations.



Community Building and Investment



FSE Lifestyle Participates in HKHSU Managing for Social Impact Conference Advocating for ESG and Sustainable Leadership

During the reporting period, The Hang Seng University of Hong Kong organized the Managing for Social Impact conference, where Dr. Steve Cheng, Executive Director and Chairman of the Group's Sustainability Committee, participated in a panel discussion on ESG and Sustainable Leadership.

Themed "Sustainable and Ethical Leadership in the Times of Turbulence," the conference aimed to bring together experts from different sectors and explore innovative strategies and practical approaches for addressing the unprecedented global challenges and creating positive change in society. During the panel discussion, Dr. Cheng shared his insights and experiences on how FSE Lifestyle effectively integrates ESG practices into our business strategies and daily operations.

Community Building and Investment

Giving Rice Dumplings to the Elderly to celebrate Tuen Ng Festival



We teamed up with The Tung Wah Group of Hospitals Endless Care Services for the Elderly to spread festive greetings by distributing rice dumplings and goodie bags to the elderly and underprivileged. This annual volunteer event aims to provide companionship that alleviates the sense of loneliness and isolation of senior citizens, especially during the festive seasons.

130 volunteers from FSE Lifestyle and our business units participated in packing gifts and made home visits to 150 elderly individuals who are frail and live alone in different areas in Hong Kong. Teams of 2-3 volunteers visited the seniors' homes, brought rice dumplings and gift packages with greeting cards, and showed concern for their daily lives. FSE volunteers have also engaged the elderly with friendly chats and warm smiles.



Community Building and Investment

Vegetable Preparation Volunteer Service



We partnered with Food Angel to organize the “Sharing of Food, Sharing of Love” campaign, with the aim of serving the community by reducing food waste and providing nutritious meals to the people in need.

A vegetable preparation volunteer service is scheduled for March 2024. At the Food Angel-operated food station, 30 volunteers from various FSE Lifestyle business units came together to help prepare and sort fresh vegetables. After collecting surplus vegetables and dried food from food donors, our volunteers assisted in sorting, washing, cutting, and packaging them to create free hot meal boxes for the beneficiaries.

Food Angel is a charitable organization that rescues edible surplus food from the food industry, which would otherwise end up as waste. Food Angel's central kitchen prepares the rescued food items into nutritious meals, then packs and distributes the cooked food to underprivileged communities in Hong Kong.

Meal Boxes Preparation For The Underprivileged



Following the vegetable preparation volunteer service in March 2024, we continued the “Sharing of Food, Sharing of Love” campaign partnered with Food Angel in April 2024.

21 FSE volunteers from our business units gathered to prepare more than 7,700 tasty and nutritious cooked-chilled meal boxes for the less fortunate in our community. Our team underwent a food safety and hygiene briefing prior to the preparation and used “cook-chill” technology to retain food quality without preservatives. Meals and soups were prepared for distribution by Food Angel’s charity partners and outreach teams.

Community Building and Investment

Participation in Smoke-Free Sportswear Day



We are committed to promoting a smoke-free lifestyle to create a healthier environment for all. In support of this goal, Urban Group participated in "Smoke-free Sportswear Day 2024", an event organised by the Council on Smoking and Health.

Our employees wore sportswear to work, to showcase our dedication to a smoke-free lifestyle, while promoting active and healthy habits through sports.

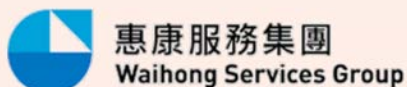
Furthermore, we've also collaborated with Lok Sin Tong Benevolent Society Kowloon and organised anti-smoking campaigns in hopes of encouraging our employees to embrace healthier habits by raising awareness of the harmful effects of smoking.

These efforts demonstrated our commitment towards improving community health through both community and employee engagement.



Community Building and Investment

Sending Warmest Blessings for the Lunar New Year



In celebration of the Lunar New Year, 95 volunteers from Waihong Services Group organized a visit to YWCA Wan Wah Care and Attention Home for the Elderly to spread the festive joy.

Our volunteers transformed the centre with Fai Chun and festive decorations. With the help of traditional costumes, gift packages, and Lai See, our staff and residents of the care home wished each other a prosperous Chinese New Year. It was all smiles as we enjoyed and celebrated this traditional holiday.



Spreading Joy to the Elderly



To address the growing issue of elderly loneliness, our volunteers at General Security conduct weekly well-being visits to elderly households under our management. On some occasions, we even bring gift packages during our visits to further care to our elderly community.



Community Building and Investment

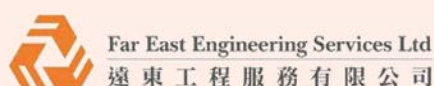
Recognition of Devotion on Volunteerism



The YWCA Ming Yue District Elderly Community Centre awarded Nova Insurance a Certificate of Commendation in 2023 in recognition of their continuous devotion to various volunteering services. Nova Insurance places a high value on corporate responsibility and is committed to providing care and warmth to the elderly and the community.



Biz-Green Dress Day to Support Net-Zero Transition



FSE Engineering participated in Biz-Green Dress Day in September 2023. As part of Hong Kong Green Building Week 2023, office workers around Hong Kong were encouraged to dress in smart casual and in "Biz-Green" colours (red, yellow, green and blue).

Hong Kong Green Building Week is a public campaign co-organised by the construction industry Council and Green Building Council. This annual campaign encourages the public to explore green buildings and raises awareness of their benefits and importance towards achieving net-zero emissions by 2050.

As an engineering service provider, we are mindful of how us and our employees are on the frontlines of creating a green technological transition. We also celebrated this occasion by sharing fruits with our employees.



Community Building and Investment

Spreading Mid-Autumn Joy with the Elderly

With a strong commitment to the community, 15 volunteers from Kiu Lok organised a heartwarming Mid-Autumn Festival celebration at the Tung Wah Group of Hospitals Jockey Club Sunshine Complex for the Elderly. The event featured fun games, a mesmerising magic show, and the distribution of gift bags. During dinner, everyone enjoyed a festive foods, bringing joy to the elderly and celebrating the Mid-Autumn Festival together.



Planet

The Planet pillar encompasses our approach to climate change, Greenhouse Gas emissions and resource management. As a responsible corporation, it is our foremost obligation to protect the environment and its resources. Environmental stewardship is an essential cornerstone of our operations, and we are committed to delivering our services in an environmentally responsible manner.

Material topics :

1. Climate Change
2. Waste Management
3. Energy Use and Greenhouse Gas Emission
4. Resources Management

Planet

Climate Change

Guided by an ISO14001-certified Environmental Management System, our management approach ensures that our business develops sustainably and addresses environmental impacts effectively. Our Sustainability Policy and Energy and Carbon Management Policy enables us to reduce our carbon footprint and manage energy usage responsively.

We work to make a positive and lasting contribution to the environment while ensuring the long-term viability and success of our operations. During the reporting year, we have continued to sign the BEC Net-zero Carbon Charter launched by Business Environment Council Limited in FY2024.

Additionally, we have established ESG Committees in our different BUs to promote green policies and measures, organise green activities, and keep to date with environmental news. The committees also work to create a culture of sustainability within our working environment to strengthen care for the environment and contributions to society.

Climate Change

We recognize the importance of addressing climate-related issues that may significantly impact our operations and stakeholders. In recent years, we have encountered climate-related challenges, such as increased frequency of extreme weather events, which have disrupted our service delivery and increased operational costs.

To manage these impacts, we have implemented a comprehensive climate action plan focused on enhancing operational resilience and sustainability. Our key measures include reducing our carbon footprint through energy efficiency initiatives, utilizing renewable energy sources, and adopting sustainable practices across our subsidiaries. Additionally, we also provide our clients with sustainable environmental solutions through our various lines of service.

By prioritizing these principles, we are committed to mitigating climate-related risks and contributing to creating a sustainable future.

Providing Clients with Sustainable Environmental Solutions

Through our environment-related lines of service, we provide services of environmental assessment specifically in water treatment, air deodorization system, green building, indoor Air Quality (IAQ) Assessment & Certification and Energy & Carbon Audit service.

Country Park Clean-up Drive

FSE Lifestyle, in collaboration with Green Hope, organized a meaningful Country Park Clean-up Drive. Green Hope's environmental leaders guided 26 FSE volunteers on a 4.4 km hike through Tai Mei Tuk and Bride's Pool areas in Tai Po. During the hike, volunteers diligently collected 33.5 kg of rubbish from the trail. This event not only allowed participants to enjoy a day outdoors but also raised awareness about the impact of littering.



Climate Change

Raising Awareness Through Green Impact Award



Green Power organized the "Green Impact Challenge," which Urban Group successfully completed, demonstrating our team's collective effort towards achieving carbon reduction goals.

During the June 2024 campaign period, Urban made a significant effort to encourage our staff members to incorporate low-carbon actions into their daily routines. The campaign recorded passionate participation and delivered a delightful result. One of the highlights of our effort is to participate in a large-scale beach cleanup at Lung Kwu Sheung Tan in Tuen Mun on World Environment Day. This initiative not only facilitated the cleanup of the coastline, but it also provided our team with invaluable insights into coastal ecology and sustainable practices, with a particular emphasis on the 'Leave No Trace' principle. This hands-on approach is an important part of Urban's commitment to sustainability and reducing our carbon footprint.



Climate Change

Smart Sensory Garden – A Landscape Experience



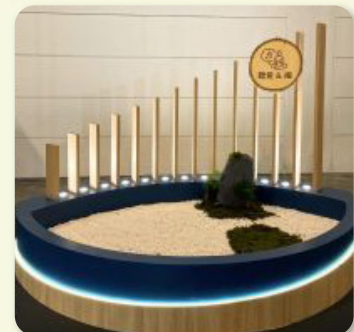
豐盛環保
FSE Environment



香島園藝
HK Island Landscape

We are committed to advocating for a sustainable society by promoting green living, carbon reduction, and neutralization.

The Smart Sensory Garden provides users with a unique "landscape experience" in terms of five senses: sight, touch, smell, hearing, and taste. These elements are essential for various stimulations that might enable positive aging and maintain living quality for people with dementia to a certain extent. In addition, a specially designed Zen Garden is also a highlight, which creates an ambience of tranquility and peace of mind for all visitors.



Waste Management

Effective waste management is a crucial component of our sustainability practice. We strive to minimise waste generation and optimise use of recycled and reused products within our operations. Our waste management programmes focus on reducing landfill use through comprehensive recycling initiatives and waste-to-energy projects. The Group continues to explore innovative solutions to further reduce our environmental impact. For instance, our ESG Taskforce has reduced our paper consumption by implementing the use of e-forms, e-approvals, and e-payments. Additionally, to promote recycling within our workplace, we organised a charity bazaar where employees can give their unwanted goods a second chance to be appreciated and used.



FY2024 Paper Procured
Achieved: - 17.4%

FY2025 Target: - 8.0%

Across our operations, we have established waste management procedures that guide the generation, categorisation, reduction, reuse, recycling, and disposal process of waste across our business units. As part of ESG Task Force's initiatives, we are collaborating with Green@Community to reduce the amount of waste we send to landfill and contribute to the transition of our community towards a circular economy. We are committed to ensure both non-hazardous waste and hazardous waste are both managed properly.

A Demonstration of Circularity – Nordic Forest Multi-purpose Disinfectant Spray



During the reporting period, FSE Environment launched a Multi-Purpose Non-Alcohol Disinfectant Spray made from upcycled Noble Fir leaves from discarded Christmas trees. This innovative product transforms significant holiday waste into a practical hygiene solution, benefiting both the public and the environment.

HK Island Landscape, a subsidiary of FSE Environment, acquired over 700 Noble Fir trees from the USA to decorate clients' properties for Christmas. Rather than discarding the trees after the season, FSE Environment collaborated with a local distillery to extract the fresh, woody aroma of the leaves and blend it with non-alcoholic antiseptic ingredients, resulting in an innovative and safe disinfectant spray.

The pilot batch of the product, distributed to select clients and colleagues, received overwhelmingly positive feedback, particularly for its eco-friendly concept and Nordic forest aroma.

Energy Use and Greenhouse Gas Emission

Greenhouse Gas Emission

Improving air quality and the reduction of greenhouse gas emissions are integral to our environmental stewardship efforts. During the reporting period, we achieved a 17.1% decrease in greenhouse gas emissions, demonstrating our commitment to a sustainable future.

Energy Efficiency Practice

Enhancing energy efficiency in buildings and business operations is beneficial for both our operations and the environment. Throughout the reporting period, we achieved energy savings by implementing efficiency schemes and installing energy efficient equipment. Through our lines of service, we provide clients with cost-effective and energy-efficient electrical and mechanical solutions.

To demonstrate our commitment to reducing environmental footprint, the ESG Committee has set its FY2024 targets of reducing 0.5% of fuel consumption by intensity, 1.5% of electricity consumption by intensity, and 8% of paper procured by intensity.

We have encouragingly achieved our environmental targets, reducing fuel consumption intensity by 0.7%, electricity consumption intensity reduced by 2.8% , and paper procurement intensity reduced by 17.4%.



FY2024 Fuel Consumption
Achieved : - 0.7%

FY2025 Target: - 1.0%

In addition, the Group aims to reduce electricity consumption through two main initiatives implemented by the ESG taskforce. All our employees are encouraged to abide by the “4-Offs” initiative to ensure that all lights, air conditioning, monitors and computers are turned off when office facilities are not in use. To further reduce our electricity consumption, our ESG Taskforce has also urged our people to turn-off the lights for one hour when they have their lunch break.



FY2024 Electricity Consumption
Achieved: - 2.8%

FY2025 Target: - 1.5%

Transitioning to Renewable Energy Sources

To reduce fuel consumption and greenhouse gas emissions, six company vehicles already replaced with four electric vehicles and two hybrid cars. We aim to expand this initiative by replacing fourteen more company vehicles with electric or hybrid models by 2027.

The Group is committed to sustainability through the use of renewable energy. In 2018, Urban Group partnered with CLP to install 902 solar panels on the rooftops of 12 buildings, covering an area of 1,479 square meters. Since their installation on October 1, 2018, these solar panels have produced 12,500 kWh monthly, generating HK\$1,000,000, with HK\$220,000 allocated to subsidizing management expenses.

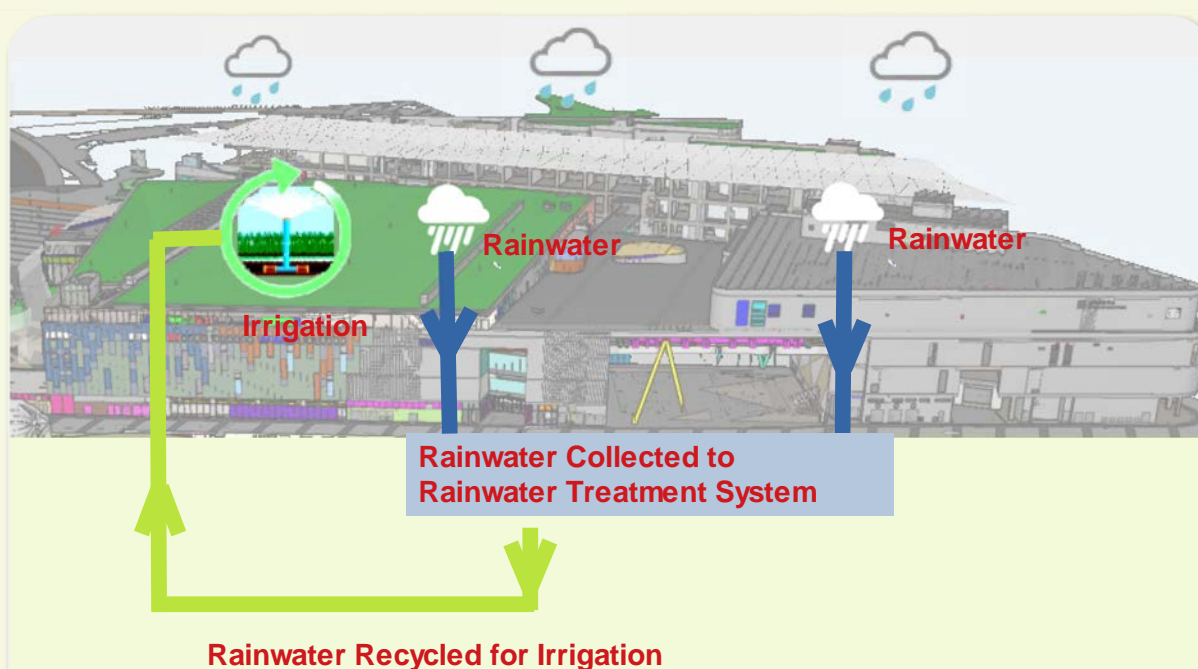
Through the Renewable Energy “Feed-in Tariff” scheme, we were able to reduce the financial burden of our tenants, whilst promoting environmentally friendly agendas.

Resources Management

Water Management

Water is a vital resource, and its conservation is critical to our sustainability efforts. Although water consumption is not considered as a material topic to us, we have been adopting water-efficient practices and technologies to reduce our water usage across all operations. Our initiatives include the installation of low-flow fixtures, rainwater harvesting systems, and wastewater recycling processes. We continue to implement measures to safeguard water resources for future generations.

Rainwater Harvesting



By integrating our commitment to innovation and sustainability, we have developed and implemented a large-scale rainwater harvesting system for one of our prestigious Hong Kong projects. This system efficiently collects and stores rainwater for irrigation, providing 197 million liters, which constitutes 72% of the total water used.

The Group remains committed to collaborating with our clients to expand the implementation of this technology and to reducing our environmental impact.

Performance Data Summary

A. Environmental Data Performance

Indicators	Unit	Financial Year	
		2024	2023
A1. Emission			
A1.1 The type of emissions and respective emission data #1			
Nox	Tonnes	11.28	10.98
Sox		0.01	0.01
PM		0.83	0.81
A1.2 Greenhouse gas emissions in total and intensity			
Scope 1 emissions #2	Tonnes of CO ₂ e	2,171.21	2,497.61
Scope 2 emissions #3		761.73	1,044.00
Scope 3 emissions #4		0	7.18
Total Emission (Scope 1 and 2)		2,932.94	3,541.61
Total Emission Intensity (Scope 1 and 2)	Tonnes of CO ₂ e/ FT Employee	0.16	0.19
A1.3 Total hazardous waste produced and recycled #5			
Waste in Cartridge	Kg	253.80	183.00
Fluorescent tubes and bulbs		76.79	31.00
Rechargeable Battery		27.25	0.18
Total hazardous waste		357.85	214.18
Total hazardous waste intensity	kg/FT Employee	0.02	0.01
A1.4 Total non-hazardous waste produced #6			
Recycled Office Paper	kg	27,894.40	31,555.00
Newspaper and Carton Boxes		6,152.70	5,745.40
Container Can and Metal Boxes		50.80	12.68
Glass Bottle		89.24	110.39
Plastic Bottle		203.66	96.80
Computer & Accessories and Electrical Appliances		242.00	216.00
Total non-hazardous waste		34,632.80	37,736.27
Non-hazardous waste intensity	kg/FT Employee	1.84	2.03

- Air emissions are generated from the consumption of gasoline and diesel fuel. The Emission Factors adopted are based on Appendix 2: Reporting Guidance on Environmental KPIs published by the HKEX.
- Scope 1 GHG emissions include carbon dioxide, methane, nitrous oxide generated from the combustion of fuels in stationary combustion sources and vehicles and is calculated based on the emission factors in the "Appendix 2: Reporting Guidance on Environmental KPIs" published by the HKEX. The global warming potential is referred to in the Sixth Assessment Report of the Intergovernmental Panel on Climate Change ("IPCC"). The Group has adopted the "operational control" approach for defining its organisational boundary for the purpose of Scope 1, and 2 GHG accounting and reporting.
- Scope 2 GHG emissions are indirect GHG emissions from the consumption of purchased electricity by the Group. The emissions factors for Hong Kong-based operations are adopted from the latest sustainability reports published by CLP Power Hong Kong Limited in 2023 and Hongkong Electric in 2023; while for Macau-based operations are provided by the utility company Companhia de Electricidade de Macau ("CEM"); and for China operation has adopted the emissions factors stated in the "Notice on Guidance in 2023-2025 Reporting and Management of Greenhouse Gas Emissions of Power Generation Enterprises" issued by the Ministry of Ecology and Environment ("MEE") of the People's Republic of China ("PRC").
- Scope 3 GHG emissions accounting methodology has been reviewed and updated to reflect the actual emission data in FY24.
- Hazardous waste in general has been collected and handled by professional cleaning service providers and contractors in compliance with local regulations. Due to an improvement in our waste collection mechanism, the hazardous waste recycled in FY2024 has significantly increased.
- Non-hazardous waste has been collected and handled by professional cleaning service providers and contractors in compliance with local regulations.

Performance Data Summary

A. Environmental Data Performance

Indicators	Unit	Financial Year	
		2024	2023
A2.1 Energy consumption by type			
Total Direct Energy Consumption ^{#7}	'000 kWh	8,579.23	9,218.56
Direct Energy intensity	'000 kWh/FT Employee	0.46	0.50
Diesel Oil	'000 kWh	7,382.19	7,893.87
Diesel Oil intensity	'000 kWh/FT Employee	0.39	0.43
Petrol	'000 kWh	1,197.04	1,324.69
Petrol intensity	'000 kWh/FT Employee	0.06	0.07
Total Indirect Energy Consumption	'000 kWh	1,507.00	1,523.05
Total Indirect Energy intensity	'000 kWh/FT Employee	0.08	0.08
Total Energy Consumption (Direct and Indirect)	'000 kWh	10,086.23	10,741.61
Total Energy Consumption (Direct and Indirect) intensity	'000 kWh/FT Employee	0.54	0.58

7. Energy consumption from fossil fuels in the use of stationary combustion sources and vehicles is calculated with reference to the "Appendix 2: Reporting Guidance on Environmental KPIs" published by the HKEX.

Indicators	Unit	Financial Year	
		2024	2023
B1. Employment			
Total Workforce			
Total number of employees	Number of people	25,297	24,496
Employees By Gender			
Male	Number of people	11,429	11,349
Full time		8,976	8,902
Part time		2,453	2,447
Female		13,868	13,147
Full time		9,836	9,670
Part time		4,032	3,477
Employees By Age			
Under 30 years	Number of people	1,705	1,806
30-50 years		4,936	5,302
50 years and over		18,656	17,388
Employees By Employment Category			
Executive	Number of people	65	65
Manager		633	595
Engineering and office staff		2,565	2,722
Technical and operations staff		22,034	21,114
Employees By Geographical Region			
Hong Kong	Number of people	24,958	24,134
Macau		59	51
Mainland China		280	311

Performance Data Summary

B. Social Data Performance

Indicators	Unit	Financial Year	
		2024	2023
Turnover of Employees			
Total turnover of employees #8	Number of people (Turnover rate)	4,208 (22%)	10,849 (44%)
Turnover of Employees By Gender			
Male	Number of people (Turnover rate)	1,997 (22%)	4,466 (39%)
Female		2,211 (22%)	6,383 (49%)
Turnover of Employees By Age			
Under 30 years	Number of people (Turnover rate)	336 (32%)	864 (48%)
30-50 years		906 (22%)	2,271 (43%)
50 years and over		2,966 (21%)	7,714 (44%)
Turnover of Employees By Geographic Region			
Hong Kong	Number of people (Turnover rate)	4,194 (22%)	10,830 (45%)
Macau		10 (20%)	10 (20%)
Mainland China		4 (1%)	9 (3%)
B3. Development and Training			
Employees Trained			
Total Number of Employees Trained	Number of people	19,431	14,043
Employees Trained By Gender			
Male	Number of people (% of employee trained)	8,856 (77%)	6,967 (61%)
Female		10,575 (76%)	7,076 (54%)
Employees Trained By Employment Category			
Executive	Number of people (% of employee trained)	55 (85%)	56 (86%)
Manager		515 (81%)	488 (82%)
Engineering and office staff		1,930 (75%)	2,190 (80%)
Technical and operations staff		16,931 (77%)	11,309 (54%)
Training Hours			
Average Number of Training Hours By Gender			
Male	Number of hours	8.57	9.05
Female		4.53	4.41
Average Number of Training Hours By Employment Category			
Executive	Number of hours	18.54	23.45
Manager		17.10	29.45
Engineering and office staff		10.83	14.99
Technical and operations staff		5.94	4.78

8. The 2023 turnover rate is calculated by dividing the total employee departures during the year by the number of employees as of 31 June 2023, while the 2024 turnover rate is based on full-time employee leavers (except Waihong Services Group, which includes both full-time and part-time employees), excluding those who left during the probation period, divided by the average total number of employees of 2024.

Performance Data Summary

B. Social Data Performance

Indicators	Unit	Financial Year	
		2024	2023
B5. Supply Chain Management			
Suppliers			
Total Suppliers	Number	4,294	3,739
Suppliers by Geographical Region			
Hong Kong	Number	3,142	2,662
Macau		79	79
Mainland China		1,073	998
Subcontractors			
Total Subcontractors	Number	2,236	2,092
Subcontractors by Geographical Region			
Hong Kong	Number	1,915	1,781
Macau		93	93
Mainland China		228	218
B6. Product Responsibility			
Products Sold or Shipped Subject to Recall for Safety and Health Reasons			
Total number of recalls	Number (%)	0 (0%)	0 (0%)
Products and service-related complaints received			
Total complaints received	Number	70	61
B7. Anti-corruption			
Concluded legal cases regarding corrupt practices brought against the company			
Number of cases	Number	0	0
Employees received anti-corruption training			
*Relevant data has been disclosed from FY2024 onwards.			
Total employees trained	Number of people (% of employee trained)	1,253 (5%)	N/A
Total training hours	Number of hours	1,772	
Employees received anti-corruption training by employee category			
*Relevant data has been disclosed from FY2024 onwards.			
Executive	Number of people (% of employee trained)	33 (51%)	N/A
Manager		146 (23%)	
Engineering and office staff		632 (25%)	
Technical and operations staff		442 (2%)	

Performance Data Summary

B. Social Data Performance

Indicators	Unit	Financial Year	
		2024	2023
B8. Community Building and Investment			
Community Services			
Total community man-hours contributed	Number of hours	26,530	6,404
Community Services by Service Group			
*Relevant data has been disclosed from FY2024 onwards.			
Children & Elderly	Number of hours	16,786	N/A
The Minority Groups		2,943	
The Underprivileged Groups		2,609	
Environmental & Green Life Related		2,431	
Charity Fund-raising & Donation		1,041	
Patients Group		436	
The Mentally Handicap and Rehabilitation Group		284	
Donation/ Contributed			
Money donated / contributed	Hong Kong Dollars	1,228,791	1,539,000

Indicators	Unit	Financial Year		
		2024	2023	2022
B2. Health and Safety				
Work-related fatalities case and rate				
Number of work-related fatalities	Number of cases	0	2	0
Rate of Work-related fatalities	% of total employee	0	0.008	0
Work Injury				
No. of lost days due to work injury	Number of staff days	22,999	16,797	9,257
Work injury cases	Number of cases	470	360	N/A

HKEX Content Index

HKEX ESG Reporting Guide

Mandatory Disclosure Requirements		References and Remarks
Governance Structure		Principles of Governance
Reporting Principles		About this Report
Reporting Boundary		About this Report
Aspects, KPIs	Description	References and Remarks
A. Environmental		
A1. Emissions		
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	Planet – Climate Change Planet – Waste Management Planet – Energy Use and Greenhouse Gas Emission Planet – Resources Management
A1.1	The types of emissions and respective emissions data	Performance Data Summary
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)	
A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility)	
A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility)	
A1.5	Description of emissions target(s) set and steps taken to achieve them	Planet – Energy Use and Greenhouse Gas Emission
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	Planet – Waste Management
A2. Use of Resources		
General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials	Planet – Resources Management
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)	Performance Data Summary
A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility)	
A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them	Planet – Energy Use and Greenhouse Gas Emission
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	Water consumption is not considered a material topic by FSE Lifestyle.
A2.5	Total packaging material used for finished products (in tonnes), and if applicable, with reference to per unit produced	Packaging material is not considered a material topic by FSE Lifestyle.

HKEX Content Index

Aspects, KPIs	Description	References and Remarks
A3. The Environment and Natural Resources		
General Disclosure	Policies on minimising the issuer’s significant impacts on the environment and natural resources	Planet – Climate Change
A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them	
A4. Climate Change		
General Disclosure	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer	Planet – Climate Change
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. Social		
Employment and Labour Practices		
B1. Employment		
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 -Employment Practice and Human Rights People – Talent Development and Empowerment People – Diversity, Equity and Inclusion People – Staff Engagement and Well - being
B1.1	Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region	Performance Data Summary
B1.2	Employee turnover rate by gender, age group and geographical region.	
B2. Health and Safety		
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 –Occupational Safety and Health
B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year	Performance Data Summary
B2.2	Lost days due to work injury	
B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored	People –Occupational Safety and Health

HKEX Content Index

Aspects, KPIs	Description	References and Remarks
B3. Development and Training		
General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities	People - Talent Development and Empowerment
B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management)	Performance Data Summary
B3.2	The average training hours completed per employee by gender and employee category	
B4. Labour Standards		
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 -Employment Practice and Human Rights
B4.1	Description of measures to review employment practices to avoid child and forced labour	
Operating Practices		
B5. Supply Chain Management		
General Disclosure	Policies on managing environmental and social risks of the supply chain	Products and Services – Value Chain Management
B5.1	Number of suppliers by geographical region	Performance Data Summary
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	Products and Services – Value Chain Management
B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored	
B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored	

HKEX Content Index

Aspects, KPIs	Description	References and Remarks
B6. Product Responsibility		
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	Principles of Governance - Data Governance and Information Privacy Products and Services - Products and Services Quality, Stakeholder Well-being
B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons	Performance Data Summary
B6.2	Number of products and service-related complaints received and how they are dealt with	
B6.3	Description of practices relating to observing and protecting intellectual property rights	Principles of Governance - Data Governance and Information Privacy
B6.4	Description of quality assurance process and recall procedures	Products and Services -Products and Services Quality, Stakeholder Well-being
B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored	Principles of Governance -Data Governance and Information Privacy Principles of Governance – Cybersecurity
B7. Anti-corruption		
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	Principles of Governance -Ethics and Integrity, Anti-bribery and Corruption
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	Performance Data Summary
B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored	Principles of Governance - Ethics and Integrity, Anti-bribery and Corruption
B7.3	Description of anti-corruption training provided to directors and staff	
Community		
B8. Community Building and Investment		
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	Prosperity - Community Building and Investment
B8.1	Focus areas of contribution (e.g., education, environmental concerns, labour needs, health, culture, sport)	Performance Data Summary
B8.2	Resources contributed (e.g., money or time) to the focus area	

Memberships and Collaboration

Association	Membership
Urban Group	
Green Council	Sustainable Procurement Charter (Established Member)
Hong Kong Quality Assurance Agency	HKQAA Hong Kong Registration (Recycling Services Companion)
HKCSS Caring Company Patron's Club	Coral Member
The Hong Kong Security Association	Annual Membership
Hong Kong Institute of Human Resource Management	Corporate Member
Hong Kong Management Association	Chartered Member
Employers' Federation of Hong Kong	Member
The Hong Kong Association of Property Management	Council Member
Hong Kong Institute of Facility Management	Corporate Member
Kiu Lok Service Management Company Limited	
The Hong Kong Association of Property Management	Member
The Federation of Hong Kong Property Management Industry	Member
Far East Engineering (Hong Kong) Services Limited	
Hong Kong Electrical Contractors' Association	Life Member
The Hong Kong General Chamber of Commerce	Member
Commissioning Specialists Association	Associate Member
The Association of Registered Fire Service Installation Contractors of Hong Kong	Corporate Member
The Hong Kong Air Conditioning and Refrigeration Association	Associate Member
The Hong Kong Federation of Electrical & Mechanical Contractors	Ordinary Member
Far East Technical Service (Macao) Limited	
Macao Chamber of Commerce	Life Member
Far East Engineering (PRC) Limited	
Hong Kong Chamber of Commerce in China - Shanghai	Corporate Member
Shanghai Intelligent Building Construction Association	Member
Kiu Lok Service Management Company Limited	
The Hong Kong Association of Property Management	Member
The Federation of Hong Kong Property Management Industry	Member
Extensive Trading Company Limited	
The Hong Kong General Chamber of Commerce	Member
Hong Kong Construction Materials Association	General Member
Hong Kong Electrical Contractors' Association	Life Member
Hong Kong Plumbing and Sanitary Ware Trade Association	Member
The Hong Kong Air Conditioning and Refrigeration Association	Associate Member
The Hong Kong Federation of Electrical & Mechanical Contractors	Ordinary Member
Environmental Pioneers & Solutions Limited	
Business Environment Council	General Member
The Hong Kong Green Building Council	Institutional Member

Memberships and Collaboration

Association	Membership
FSE Environmental Laboratory Services Limited	
Hong Kong Association for Testing, Inspection and Certification	Member
Hong Kong Island Landscape Company Limited	
The Hong Kong General Chamber of Commerce	Member
Joneson Environmental Technologies Limited	
Hong Kong Association for Testing, Inspection and Certification	Ordinary Member
Hong Kong Plumbing and Sanitary Ware Trade Association	Member
The Hong Kong Air Conditioning and Refrigeration Association	Associate Member
General Security Group	
Chamber of Security Industry	Founding and Principal Membership (Vice Chairman)
The Hong Kong Security Association	Member
Nova Insurance Consultants Limited	
Hong Kong General Chamber of Commerce	Company membership
Dynasty Club	Company membership
Hong Kong Confederation of Insurance Brokers	Company membership
Hong Kong Academy of Finance	Individual Member
Chartered Insurance Institute of Hong Kong – Personal Finance Society (PFS) Associate Firm	Company membership
Macao Chamber of Commerce	Company membership
Chartered Insurance Institute	Individual Member - FCII
	Individual Member - ACII
	Company membership
Hong Kong Institute of Human Resources Management	Individual Member - Associate
	Individual Member - Professional
	Individual Member - Senior Associate
The Australian and New Zealand Institute of Insurance and Finance	Individual Member - Fellow
	Individual Member
The Association of Accounting Technicians	Individual Member
The Association of Chartered Certified Accountants	Individual Member
The Hong Kong Chartered Governance Institute	Individual Member
Hong Kong Academy of Finance Limited	Individual Member
International Reinsurance Management Ltd	
Hong Kong Confederation of Insurance Brokers	Company membership
FSE Lifestyle Services Limited	
Agency for Volunteer Service	Corporate Member
FSE Engineering Group	
Hong Kong Institution of Human Resource Management	Corporate Member
The Hong Kong Occupational Safety and Health Association	Corporate Member
The Hong Kong Electrical & Mechanical Contractors' Association	Member
The Hong Kong Federation of Electrical & Mechanical Contractors	Ordinary Member
Hong Kong Alliance of Built Asset & Environment Information Management Associations	Corporation Membership
Agency for Volunteer Service	Corporate Member

Awards and Recognitions

Award	Organiser
Corporate Branding and Management	
「Smoking Cessation Program x World No Tobacco Day 2023」 Smoking Cessation Program in Workplace - Certificate	The Lok Sin Tong Benevolent Society Kowloon
HKIRA 9th Investor Relations Awards 2023 - Best IR Company (Small Cap) - Best IR Team (Small Cap) - Best IR by CFO (Small Cap)	Hong Kong Investor Relations Association
Smoking Cessation Program in Workplace - Hong Kong Corporate Smoke-Free Logo 2023-2024	The Lok Sin Tong Benevolent Society Kowloon
BOCHK Corporate Low-Carbon Environmental Leadership Awards 2022 - EcoPartner	Federation of Hong Kong Industries
UNSDG Achievement Awards 2023 - Organization Award "Merit" - Project Awards "Individual SDG Award"	Green Council
Green Mid-Autumn Festival 2023 Campaign - Gift Wise Charter - Mooncake Collection	Food Grace
Certificate of Appreciation	ELCHK
Energy Saving Charter 2023	Environment Bureau & EMSD
Good MPF Employer	Mandatory Provident Fund Schemes Authority
Hong Kong Red Cross Blood Transfusion Service - Certificate of Appreciation	Hospital Authority
Happy Company 5 Years+ Logo	Promoting Happiness Index Foundation and the Hong Kong Productivity Council
Caring Company Logo 5 years plus	Hong Kong Council of Social Service
Property & Facility Management Services	
"A Day with Food Angel" Volunteer Activity - Certification of Appreciation	Food Angel
"Quit to Win" Smoke-free Community Campaign - Appreciation Trophy	Hong Kong Council on Smoking and Health
Jockey Club Age-Friendly City Partnership Scheme - Certificate of Participation	The Hong Kong Jockey Club Charities Trust
The 18th Occupational Health Award 1. Mental Health Friendly Organisation Award (Enterprise / Organisation) - Merit Award 2. Joyful@Health Workplace Best Practices Award (Enterprise/Organisation) - Outstanding Award	The Department of Health of the Occupational Safety and Health Council
Sustainable Procurement Charter - Established member	Green Council
Hong Kong Green Day 2023 - Certificate of Appreciation	Green Council
Smoke-free Sportswear Day 2023 - Certificate of Participation	The Hong Kong Council on Smoking and Health (COSH)
"Lok-lok & Yiu-yiu" Sponsorship Scheme - Certificate of Appreciation	S.K.H. St. Christopher's Home
BOCHK Corporate Low-Carbon Environmental Leadership Awards 2022 - EcoChallenger	Federation of Hong Kong Industries (FHKI) Bank of China (Hong Kong) Ltd (BOCHK)
BOCHK Corporate Low-Carbon Environmental Leadership Awards 2022 - 5 Years+ EcoPioneer	Federation of Hong Kong Industries (FHKI) Bank of China (Hong Kong) Ltd (BOCHK)

Awards and Recognitions

Award	Organiser
Property & Facility Management Services	
BOCHK Corporate Low-Carbon Environmental Leadership Awards 2022 - EcoPartner	Federation of Hong Kong Industries (FHKI) Bank of China (Hong Kong) Ltd (BOCHK)
Sport-Friendly Action - Certificate of Appreciation	Chinese YMCA of Hong Kong (YMCA)
Happiness-At-Work Label Scheme 2023 - Happy Company Label 10+	Promoting Happiness Index Foundation The Chinese Manufacturers' Association of Hong Kong
Happiness-At-Work Label Scheme 2023 - Happy Company Label 5+	
Happiness-At-Work Label Scheme 2023 - Happy Company Label	
HKFYG Heart to Heart Project Appreciation 2005-2024 - Heart to Heart Company Appreciation Certificate	The Hong Kong Federation of Youth Groups (HKFYG)
Digital Brand Awards 2023 - Outstanding Smart Management Mobile App	The Chamber of Hong Kong Computer Industry Metro Info
Privacy-Friendly Awards 2023 - Gold Award	Office of the Privacy Commissioner for Personal Data, Hong Kong (PCPD)
Green Mid-Autumn Festival 2023 Campaign - Certificate of Acknowledgement - Compassion Sponsor	Food Grace
Green Mid-Autumn Festival 2023 Campaign - Gift Wise Charter	Food Grace
JCI Tai Ping Shan - Certificate of Appreciation- Co-Organiser	JCI Tai Ping Shan
Energy Saving Charter 2023 - Energy Saving Charter	Electrical and Mechanical Services Department (EMSD)
Energy Saving Charter 2023 - 4T Charter	Electrical and Mechanical Services Department (EMSD)
SportsHour Company Scheme 2023-25 - SportsHour Company Logo (Companies >500 employees)	InspiringHK Sports Foundation
SportsHour Company Scheme 2023-25 - SportsHour Company Logo (Companies <50 employees)	InspiringHK Sports Foundation
Industry Cares Recognition Scheme 2023 - 10+ Year Caring Certificate (Enterprise Group)	Federation of Hong Kong Industries (FHKI)
Masterpiece - Get Fund Scheme (Long Term) - Certificate of Appreciation	The Conservancy Association
The Masterpiece Wasteswi\$e Certificate- (Good Level) - Certificate of Appreciation	Hong Kong Green Organisation
(K11 Masterpiece) Kowloon West Best Security Services Awards 2022 - Honourable Managed Property Award (K11 Masterpiece) - Certificate of Appreciation	Hong Kong Police Force
(K11 Masterpiece) Kowloon West Best Security Services Awards 2022 - Outstanding Managed Public Carpark Award (K11 Masterpiece) - Certificate of Appreciation	Hong Kong Police Force
Good MPF Employer 5 Years+ e-Contribution Award MPF Support Award MPF Support Award - Certificate of Appreciation	Mandatory Provident Fund Schemes Authority
Caring Certificate - Certificate of Appreciation	Federation of Hong Kong Industries

Awards and Recognitions

Award	Organiser
City Essential Services	
Jockey Club Age-Friendly City Partnership Scheme - Certificate of Participation	The Hong Kong Jockey Club Charities Trust
QF Star Employer	Education Bureau
「Smoking Cessation Program x World No Tobacco Day 2023」 Smoking Cessation Program in Workplace - Certificate	The Lok Sin Tong Benevolent Society Kowloon
SOEHK Annual Symposium 2023 - Certificate of Appreciation	SOE Hong Kong Region
Smoking Cessation Program in Workplace - Hong Kong Corporate Smoke-Free Logo 2023-2024	The Lok Sin Tong Benevolent Society Kowloon
Energy Saving Charter 2023	Environment Bureau & EMSD
CSR Recognition Scheme Industry Cases - 5 years+ (SME Group)	Federation of Hong Kong Industries
Good MPF Employer	Mandatory Provident Fund Schemes Authority
Partner Employer Award	The Hong Kong General Chamber of Small and Medium Business
2023 HKMU S&T Career Fair - Certificate of Appreciation	Hong Kong Metropolitan University - School of Science and Technology
Industrial Attachment Programme - Certificate of Appreciation	Hong Kong Metropolitan University - School of Science and Technology
Social Capital Builder Logo Award	Home and Youth Affairs Bureau & Community Investment and Inclusion Fund
Happy Company 5 Years+ Logo	Promoting Happiness Index Foundation and the Hong Kong Productivity Council
Caring Company Logo	Hong Kong Council of Social Service
E&M Services	
"Quit to Win" Smoke-free Community Campaign - Appreciation Trophy	Hong Kong Council on Smoking and Health
Jockey Club Age-Friendly City Partnership Scheme - Certificate of Participation	The Hong Kong Jockey Club Charities Trust
Certificate of HKIE Scheme "A" Graduate Training Approved company	The Hong Kong Institution of Engineers
The 18th Occupational Health Award 1. Mental Health Friendly Organisation Award (Enterprise / Organisation) - Certificate of Attainment 2. Joyful@Health Workplace Best Practices Award (Enterprise/Organisation) - Outstanding Award	The Department of Health of the Occupational Safety and Health Council
QF Star Employer	Education Bureau
「Smoking Cessation Program x World No Tobacco Day 2023」 Smoking Cessation Program in Workplace - Certificate	The Lok Sin Tong Benevolent Society Kowloon
Form 6 Internship Program 2022-2023 - Trophy	Chi Lin Buddhist Secondary School
Smoking Cessation Program in Workplace - Hong Kong Corporate Smoke-Free Logo 2023-2024	The Lok Sin Tong Benevolent Society Kowloon
The Excellent Building Award 2023 - Certificate of Appreciation (Silver Sponsor)	The Hong Kong Institution of Engineers

Awards and Recognitions

Award	Organiser
E&M Services	
7.7 MSF Day 2023 - Certificate of Appreciation	Medecins Sans Frontieres
Annual CISVP Corporate Award for Activeness 2022 - (Corporate) Merit Award	Construction Industry Council & Construction Industry Sports & Volunteering Programme
Construction Industry Volunteer Award 2023 - Excellence in Construction Industry Volunteering Collaboration (Merit Award)	Construction Industry Council & Construction Industry Sports & Volunteering Programme
BOCHK Corporate Low-Carbon Environmental Leadership Awards 2022 - EcoPartner & 3 years+ EcoPioneer	Federation of Hong Kong Industries
「Smoking Cessation Program in Workplace」 - Corporate Innovation Award	The Lok Sin Tong Benevolent Society Kowloon
Green Mid-Autumn Festival 2023 Campaign - Gift Wise Charter - Mooncake Collection	Food Grace
Energy Saving Charter 2023	Environment Bureau & EMSD
Outstanding Registered Electrical Contractors Competition 2023 - Bronze Award	HKEE Union & HKECA
Best All-round MPF Employer 2022-23	Mandatory Provident Fund Schemes Authority
Good MPF Employer	Mandatory Provident Fund Schemes Authority
2022-2023 Best CSR Award	FSE Lifestyle
Partner Employer Award	The Hong Kong General Chamber of Small and Medium Business
Supporting Taster Programme - Certificate of Appreciation	THEi - Technological and Higher Education Institute of Hong Kong
2023 HKMU S&T Career Fair - Certificate of Appreciation	Hong Kong Metropolitan University - School of Science and Technology
Construction Industry Caring Organisation 2023-2026	Construction Industry Council & Construction Industry Sports & Volunteering Programme
Happy Company 10 Years+ Logo	Promoting Happiness Index Foundation and the Hong Kong Productivity Council
Caring Company Logo 15 years plus	Hong Kong Council of Social Service
CityU College of Engineering & College of Science Career Fair - Certificate of Appreciation	City University of Hong Kong



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