Chinney Investments, Limited

(incorporated in Hong Kong with limited liability)

Stock Code: 216







2024/25

Environmental, Social and Governance Report

Chinney Investments, Limited
2024/25
Environmental, Social and Governance Report

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About the Company

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

The Group is committed to building a better future by incorporating sustainability practices into its day-to-day operations. We give our best efforts to manage all risks relating to Environmental, Social and Governance ("ESG") without compromising the quality of products and services that we provide with pride. This report discloses our ESG performance, including the work we have undertaken with our stakeholders to incorporate their expectations and opinions into our projects and operations.

About this Report

Reporting Standard

This report was prepared in accordance with the Environmental, Social and Governance Reporting Guide ("the ESG Reporting Guide"), which has been renamed as the Environmental, Social and Governance Reporting Code with effect from 1 January 2025, contained in Appendix C2 to the Rules Governing the Listing of Securities on the Stock Exchange. The Group adheres to the four reporting principles listed in the ESG Reporting Guide, namely materiality, quantitative, balance and consistency.

Materiality	• Stakeholder engagement and materiality assessment are conducted to identify material ESG issues for the reporting period. This report covers topics that are relevant and important to the operation of the Group and our stakeholders.
Quantitative	• The Group presents ESG information with quantitative key performance indicators ("KPIs"), whenever feasible.
Balance	• This report provides an unbiased picture of the Group's performance in the ESG issues. • There will not be any selections, omissions, or presentation formats that may inappropriately influence a decision or judgment by the report readers.
Consistency	• This report adopts consistent methodologies to allow for meaningful comparisons of ESG data over time. Any changes to these methodologies are disclosed clearly in the corresponding sections.

Reporting Period

Unless otherwise specified, this report covers the Group's ESG management approach, sustainability initiatives and performance from 1 April 2024 to 31 March 2025 (the "Reporting Year").

Reporting Scope and Boundary

The scope of this report covers the Group's business activities and operations in property development, property investment, and property-related businesses of which the Group has financial control. The Riverside and Hon Kwok Building, our development projects in Guangzhou, completed in late 2024, shall be placed under the category of "Properties invested/managed" in the next reporting year when they start operation.

The following business activities are included in this report:

Business/Activity	Location	
Administration	• Hong Kong • Shenzhen • Guangzhou • Nanhai • Chongqing	• Hong Kong Headquarters • Shenzhen Office • Guangzhou Office • Nanhai Office • Chongqing Hon Kwok Centre Office • Chongqing Jinshan Shangye Zhongxin Office
Properties invested/ managed	Hong Kong	• Hon Kwok Jordan Centre • Hilder Centre (whole floor of 8/F) • Digital Realty Kin Chuen (HKG11), data centre at Kin Chuen Street
	Shenzhen	• City Square • Hon Kwok City Commercial Centre ("Shenzhen Hon Kwok Centre")
	Guangzhou	• Ganghui Dasha • No. 5 Residence • The Botanica
	Nanhai	• Metropolitan Oasis
	Chongqing	• Chongqing Hon Kwok Centre • Chongqing Jinshan Shangye Zhongxin
	Shanghai	• HF608
Properties under development	Guangzhou	• The Riverside • Hon Kwok Building
Hotel/Serviced Apartments	Hong Kong	• The Bauhinia Hotel/Serviced Apartment (Central) • The Bauhinia Hotel (TST)
	Shenzhen	• The Bauhinia Hotel (Shenzhen) • City Suites

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

Board Approval

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

Feedback

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

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Sustainability Governance

Board Statement

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

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

Material ESG issues were identified and prioritised through our materiality assessment. The list of material ESG issues was reviewed and validated by the Board and incorporated into the Group's planning for business strategies and ESG initiatives. Our materiality assessment approach can be found in the Stakeholder Engagement and Materiality Assessment section of this report. The Board, the ESG Committee and the management will continue to review the list of material ESG issues on an annual basis.

Green and Sustainable Finance

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

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

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

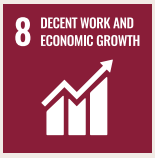
This year, Hon Kwok was awarded the Hong Kong Green and Sustainability Contribution Awards 2024 – Pioneering Organisation in ESG Disclosure Enhancement from Hong Kong Quality Assurance Agency (HKQAA). Hon Kwok has been an award recipient at the Hong Kong Green and Sustainable Finance Awards for the second consecutive year.



Hon Kwok was an award recipient at the Hong Kong Green and Sustainable Finance Awards 2024

Alignment with SDGs

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

Relevant SDGs	Our contribution
 SDG 3: Ensure healthy lives and promote well-being for all at all ages	• Operate buildings to promote health and well-being for tenants, by integrating wellness elements into property developments and management • Obtain sustainable building certifications where feasible, including the WELL Building Standard • Engage in community programmes to promote community well-being
 SDG 4: Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all	• Provide relevant staff training and seek to continuously increase in employee development training hours
 SDG 5: Achieve gender equality and empower all women and girls	• Promote gender equality in our workforce
 SDG 6: Ensure availability and sustainable management of water and sanitation for all	• Implement water-saving policies and track water consumption • Upgrade facilities where possible to conserve water
 SDG 8: Promote sustained, inclusive and sustainable economic growth, full and productive employment, and decent work for all	• Provide a safe and decent workplace • Strictly prohibit child and forced labour

Relevant SDGs	Our contribution
 SDG 9: Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation	• Promote innovation through collaborations with industry participants
 SDG 11: Make cities and human settlements inclusive, safe, resilient, and sustainable	• Integrate sustainable elements into our business operations • Pursue sustainable building certifications where feasible, such as Leadership in Energy and Environmental Design ("LEED") certifications • Regularly monitor progress towards our environmental targets, including greenhouse gas emissions, electricity consumption, waste and water consumption
 SDG 12: Ensure sustainable consumption and production patterns	• Implement sustainable building practices throughout our operations • Consume resources responsibly • Carefully manage waste generation and disposal in our daily operations while encouraging re-use and recycling
 SDG 13: Take urgent action to combat climate change and its impacts	• Strengthen climate governance and develop climate change management plans • Continue to measure and monitor carbon emissions across our operations • Perform climate risk assessments with scenario analysis
 SDG 17: Strengthen the means of implementation and revitalize the Global Partnership for Sustainable Development	• Collaborate with experienced contractors and suppliers • Engage in industry events and partnerships

Stakeholder Engagement and Materiality Assessment

To understand stakeholders' expectations and related ESG issues, the Group actively engages with key stakeholders through diverse communication channels.

Stakeholder Groups	Communication Channels
Shareholders and Investors	• Shareholders' meetings • Financial reports, announcements, circulars, press releases, etc. • Company's website • Company enquiry email, facsimile and hotline
Employees	• Employee meetings • Employee trainings • Staff activities • Questionnaire and internal ESG survey
Tenants and customers	• Customer satisfaction survey • Enquiry hotline • External ESG survey
Suppliers and contractors	• Project collaborations • External ESG survey • Know your client review
Local Communities and Non-Governmental Organisations ("NGOs")	• Volunteer activities • Corporate sponsorship and donations

During the previous reporting year, we conducted stakeholder engagement exercises to gather feedback from key stakeholders through an online survey to identify material topics from both external and internal stakeholders of the Group, and held focus groups with representatives from management, employees, investment partners, shareholders, and tenants to gain insights into various ESG topics.

Riding on the results from the extensive stakeholder engagement last year, the Group conducted a peer review and media research this Reporting Year to review our material ESG topics.

Our three-step approach for materiality assessment:

Identification

Through desktop research, peer benchmarking and stakeholder engagement exercises, we identified a list of potentially material ESG topics.

Prioritisation

Internal and external stakeholders were asked to rate the importance of each ESG topic to the Group.

Feedback from stakeholders was consolidated to form a list of material ESG topics.

Validation

The Board, the ESG Committee and the management reviewed and approved the list of material ESG topics.

Material topics were incorporated into the Group's planning for business strategies and ESG initiatives.

The Group has identified 6 highly-material ESG topics among 17 topics.

Materiality Matrix



	Material Topics Identified
1	Energy Management and Efficiency
2	Greenhouse Gas Emission
3	Waste Management
4	Water Resources Management
5	Green Building
6	Climate Change Mitigation and Adaptation
7	Materials
8	Training and Development
9	Employee Wellbeing, Health and Safety
10	Talent Attraction and Retention
11	Product and Service Quality
12	Supply Chain Management
13	Business Compliance and Anti-corruption
14	Customer Health and Safety
15	Customer Privacy Protection
16	Innovative Products and Services
17	Community Investment

Caring for the Environment

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

The SDG(s) addressed in this chapter



Green building

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



LEED Gold Certification –
Shenzhen Hon Kwok Centre



LEED v4 Gold Certification –
Hon Kwok Building, Guangzhou



WELL Health-Safety Rating –
Chongqing Hon Kwok Centre



WELL Health-Safety Rating –
Shenzhen Hon Kwok Centre



WELL Health-Safety Rating –
Chongqing Jinshan Shangye Zhongxin



During the Reporting Year, **34% of our properties (by total gross floor area) earned sustainable building certifications** such as LEED or WELL.

Reducing energy consumption and greenhouse gas emissions

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

Our energy saving initiatives

Raising awareness among staff

- Staff are reminded to turn off all idle electrical equipment to reduce electricity consumption.
- Energy-saving notices are posted in our office area to remind staff of energy-saving measures.

Infrastructure Enhancements

- All major mechanical equipment in Shenzhen Hon Kwok Centre operates with Variable Frequency Drives, which significantly reduce energy usage through adjusting motor speed based on actual demand.
- The air conditioning system in Shenzhen Hon Kwok Centre adopts regular chiller cleaning to improve heat exchange efficiency, allowing the system to cool more effectively.

Smart Lighting Systems Implementation

- Properties in Chongqing, Nanhai, Guangzhou and Shenzhen use LED lightings to conserve energy.
- Lighting control sensors as well as Building Automation Systems have been installed in Shenzhen City Square and Shenzhen Hon Kwok Centre.

Case Study

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

The Bauhinia Hotel/Serviced Apartment (Central), scheduled to be reopened in the third quarter of 2025, has incorporated environmentally friendly technologies, including Building-Integrated Photovoltaics (BIPV) technology adopted for one façade, which consists entirely of solar panels. The façade serves the dual purpose of functioning as the building envelope while also generating power and connecting to the grid, aligning with the Group's commitment to sustainable development.

The serviced apartment tower, pioneering in its BIPV façade integration, achieved industry recognition by winning the MIPIM Asia 2024 Award Silver Winner for Best Hospitality, Tourism and Leisure Project.

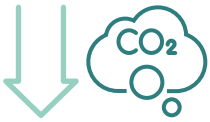


The Bauhinia Hotel/Serviced Apartment (Central)



MIPIM Asia 2024 Award Silver Winner for Best Hospitality, Tourism and Leisure Project

Environmental target



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

This Reporting Year, we achieved the following progress:

GHG emission intensity target progress against the baseline

Business/Activities	Unit	Progress
Offices	tonnes CO_2e/m^2 GFA	Achieved 74% reduction[i]
Property management[ii]	tonnes CO_2e/m^2 GFA	Achieved 14% reduction
Serviced apartment[iii]	tonnes CO_2e/room night	Achieved 12% reduction

Energy consumption intensity target progress against the baseline

Business/Activities	Unit	Progress
Offices	kWh/m^2 GFA	Achieved 71% reduction[i]
Property management[ii]	kWh/m^2 GFA	Achieved 16% reduction
Serviced apartment[iii]	kWh/room night	Achieved 26% reduction

Reducing waste

Waste management is a crucial part of our daily operations, our business activities strictly adhere to the applicable rules and regulations of the place where we operate, such as:

Waste Disposal Ordinance
(Cap. 354 of the Laws of Hong Kong)

The Law on Prevention and Control of Environmental Pollution by Solid Wastes in the People's Republic of China

During the Reporting Year, there are no reported incidents of non-compliance with relevant environmental laws and regulations.

i The decrease was attributed to initiatives implemented in the previous reporting years, including the air-conditioning system upgrade in Chongqing, the transition from petrol to hybrid vehicles in Nanhai, and the closure of certain office areas in Chongqing.
ii The Hilder Centre was newly added to the target scope since 2024/25.
iii The target covers City Suites, as the only serviced apartment that is solely operated by the Group.

Our waste management practices

In Chongqing operations

- Its waste management policy outlines the principles and standard garbage sorting and recycling procedures. To supervise the daily waste disposal and management performance, we assign dedicated personnel for monitoring and inspection.

In Shenzhen operations/office

- Tenants are required to pay for their fair share of renovation waste disposal and their food leftovers, thereby promoting an incentive for waste reduction.
- Shenzhen Hon Kwok Centre implements waste segregation by dividing waste into dry and wet, using oil-water separation and oil-slag separation equipment.
- Hazardous waste from development projects is handled and treated properly by the Shenzhen Urban Management Bureau.

Case Study

Resource sharing among operations

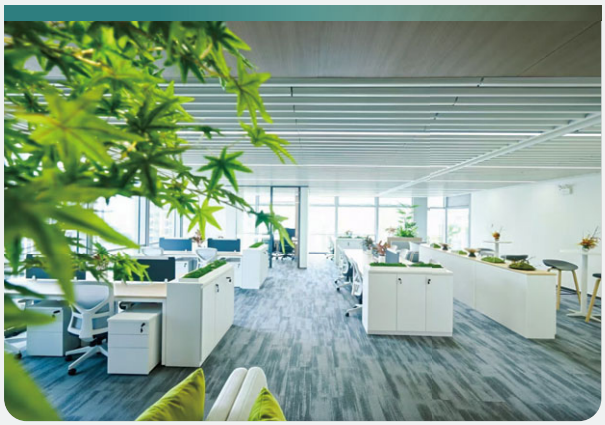
During the Reporting Year, our Chongqing operation packed and delivered smoke detectors, modules and other fire protection equipment which were dismantled during the process of fire protection renovation, to the project department of our Shenzhen City Square for re-use. This move not only eliminated the need to source equipment, but also effectively reduced the maintenance cost.

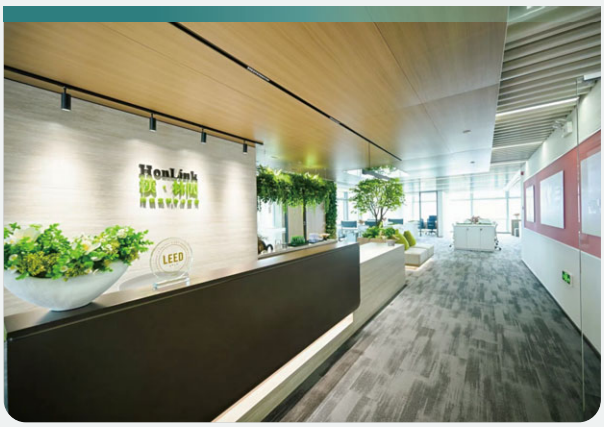


Case Study

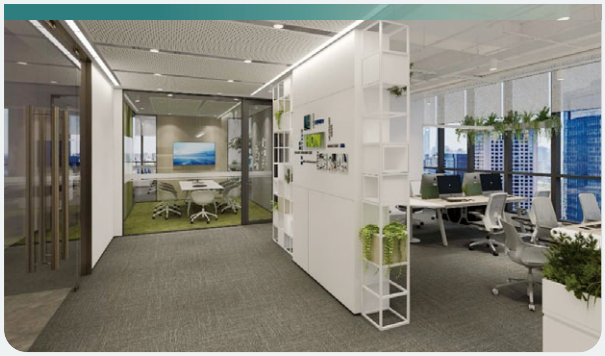
Encouraging our tenants to use Ecoflex products to minimise material waste

New Tenants of our Shenzhen Hon Kwok Centre and Hon Kwok Building in Guangzhou are offered with options to use Ecoflex products. Ecoflex is a biodegradable and certified compostable plastic. This approach minimises waste, as the material is durable for over ten years and over 70% of fitout material can be reused. Additionally, the layouts of tenant spaces can be easily rearranged during the leasing period when utilizing Ecoflex products. Tenants who opt for Ecoflex fitouts can also improve their scores when applying for green certification.





Hon Kwok Building (Guangzhou) – Fully furnished office spaces with green elements





Shenzhen Hon Kwok Centre – Fully furnished office spaces with green elements

Environmental target:

Reduce our waste disposal by improving our recycling rate.

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

Saving water resources

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

Our water management practices

Recycling

- Botanica in Guangzhou collects rainwater for irrigation.

- Condensed water from the air-conditioning system is collected for the fire-fighting system in our Chongqing Jinshan Shangye Zhongxin and Shenzhen Hon Kwok Centre.

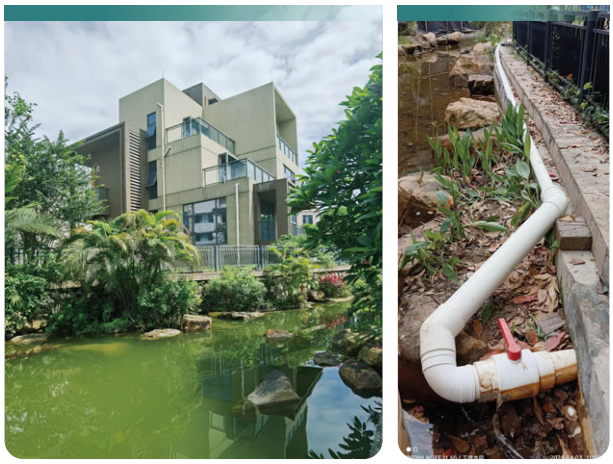


Air-conditioning system in Shenzhen Hon Kwok Centre

Equipment upgrade

- Sensors for taps are also in place to save water in both Chongqing and Guangzhou properties.

- The water system in Metropolitan Oasis, Nanhai collects, filters, and reuses groundwater from underground wells, reducing municipal water consumption for the maintenance of the artificial river "Long Wan".



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

Environmental target



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

This Reporting Year, we achieved the following progress:

Water Consumption intensity target progress against the baseline

Business/Activities	Unit	Progress
Offices	m^3/m^2 GFA	Achieved 89% reduction[iv]
Property management[ii]	m^3/m^2 GFA	Achieved 9% reduction
Serviced apartment[iii]	m^3/room night	Increased by 0.21%

Climate change mitigation and adaptation

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

Climate Risk Assessment

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

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

Scenarios	Publicly available scenario referenced
Below 2°C Scenario	• IPCC RCP 2.6 • NGFS Below 2°C
Above 3°C Scenario	• IPCC RCP 8.5 • NGFS Current Policies

iv The decrease was attributed to initiatives implemented in the previous reporting years, including the closure of certain Chongqing office area and ongoing water efficiency programmes.

Key Climate-related Risks

Risk Type	Key Physical Risks	Potential impacts	Responsive Measures
Acute (short to medium-term)	Cyclone 	• Tropical cyclones with intense winds and rainfall damage properties, disrupting business operations • Business interruption may result in breaches of contract, compensation claims, and legal liabilities • Increased property insurance premiums • Increased operating costs for maintenance, facility upgrade and the procurement of emergency supplies • Decreased asset value for properties with high cyclone risks	Our "Emergency Plan for Typhoon and Flood" in Guangzhou outlines our overall approach and guidelines on ensuring normal production and safety of life and property under extreme weather events. It covers topics such as: • raising awareness of colleagues; • establishing an emergency command team; • preparation of flood and typhoon control supplies. Relevant staff training is provided, and attendance checks are required to ensure they meet our standards
	Coastal Flooding and Riverine Flooding 	• Flooding damages facilities and equipment for properties in low-lying areas, disrupting business operations • Business interruption may result in breaches of contract, compensation claims, and legal liabilities • Increased property insurance premiums • Increased operating costs for maintenance, facility upgrade with flood-proof design and procurement of emergency supplies • Decreased asset value for properties with high flooding risk	To enhance physical protection from flooding, we: • established an emergency flood defence team to conduct pre-flood inspections and prepare flood prevention materials in Shenzhen and Guangzhou. Every year before typhoon season, the team conducts flood drills and emergency rescue training • have precise guidelines for installing flood gates and flood control panels • require personnel to dredge sewers and pipelines to ensure the water drains smoothly • continue strengthening the pruning of trees and reinforcing windows on each floor to eliminate the danger posed by falling objects • conduct regular and thorough inspections to prevent water seepage by applying window gap filler in Shenzhen and Hong Kong • implement on-site flood control measures, including the provision of sump pumps, water retaining boards and sandbags

Risk Type	Key Physical Risks	Potential impacts	Responsive Measures
Chronic (medium-term)	Extreme Heat 	• Prolonged high temperatures increase occupational health risks for site workers, such as heat stroke and heat-related diseases, leading to higher labour costs and expenses • Continuous high temperatures can damage equipment and reduce site workers' productivity, disrupting business operations and causing project delays • Increased operating and maintenance costs can occur due to higher air-conditioning demand and equipment replacement	To address extreme heat, we: • remind our customers and tenants in Chongqing to maintain their air conditioner temperature above 26 degrees Celsius. This helps prevent power shutdowns during prolonged high temperatures when there is limited power supply • educate our staff with appropriate measures to prevent heat stroke • In Nanhai and Guangzhou, we provide high-temperature subsidies to our staff and offer refreshing beverages to those in frontline positions during summer

Risk Type	Key Transition Risks and Opportunities	Potential impacts/ opportunities	Responsive Measures
Policy and legal risk	Introduction of carbon pricing 	• Increased expenditure to comply with carbon price regulations	Regulatory Monitoring • The Group continuously monitors the latest regulations and industry trends related to climate change and sustainability, improve internal systems, regulations, and practices to ensure compliance and anticipate future requirements
	Stricter regulation and compliance requirements 	• Increased expenditure to comply with emerging climate-related regulations • Increased expenditure on low-carbon product investment and energy-efficiency upgrades • Non-compliance may give rise to litigation risks and increasing the potential for fines	

Risk Type	Key Transition Risks and Opportunities	Potential impacts/ opportunities	Responsive Measures
Market risk	Shifting consumer preference towards sustainable products and services 	• Increased expenditure on low-carbon design and retrofits and investment needed to address changing customer demand • Increased need for transparency and training to effectively address consumers' inquiries regarding sustainable products and environmental issues • Increased revenue from green building products and services	To transition to a low-carbon model, we: • capitalise on opportunities to upgrade equipment with newer, more energy-efficient models • implement innovative sustainable design features to attract investors, tenants and customers • attain recognised sustainable building awards and certifications for new and existing buildings
Technology risk	Increase adoption of green building and renewable energy 	• Increased in capital investment in renewable energy systems • Reduced operating costs with energy-efficient technologies	

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

Caring for Our Employees

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

The SDG(s) addressed in this chapter



Attracting talents

We endeavour to build a healthy and sound workplace for our employees. The Group adheres to its principles of fairness, diversity and does not tolerate discrimination in any form. We strictly abide by all relevant and applicable laws and regulations, including but not limited to:

- **Employment Ordinance** (Cap. 57 of the Laws of Hong Kong)
- **Disability Discrimination Ordinance** (Cap. 487 of the Laws of Hong Kong
- **Race Discrimination Ordinance** (Cap. 602 of the Laws of Hong Kong
- **Family Status Discrimination Ordinance** (Cap. 527 of the Laws of Hong Kong)
- **Sex Discrimination Ordinance** (Cap. 480 of the Laws of Hong Kong)
- **Labour Law of the People's Republic of China**
- **Labour Contract Law of the People's Republic of China**

We maintain a zero-tolerance attitude towards the issue of child and forced labour, which is stipulated in our Employee's Handbook as a strictly prohibited matter and under no circumstances will they be acceptable. During the Reporting Year, the Group is not aware of any non-compliance case regarding child and forced labour.

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

Retaining talents

Recognising and rewarding employees' contributions as well as supporting them in their career paths are key to retaining talent in the business.

Employees recognition and rewards

- We conduct performance appraisals regularly to assure that promotion, training, salary increment and internal transfer will be carried out based on employees' capabilities and performance.

- Our remuneration packages and policies are also reviewed regularly so that our employees are rewarded appropriately based on their working abilities and performance.

Employees development/trainings

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

Legal and Compliance

e.g. updates of Company Law of the People's Republic of China

Construction and Renovation

e.g. Secondary Renovation Training, Analysis and Remediation of Construction Quality Issues

Workplace Safety

e.g. first aid knowledge, fire safety management, emergency response training

Artificial Intelligence ("AI")

e.g. AI application and knowledge sharing

ESG

e.g. ESG Integration in property services

Personal development

e.g. leadership training, communication strategy



Training workshop on "Improve your communication strategy" was organised in Hong Kong office

Work-life Balance

We care about the physical and mental health of our staff and is committed to helping them achieve a balance between work and life.

- We implement "Happy and Flex Friday Policy" which staff in Hong Kong can leave office early every Friday.
- All staff in Hong Kong are entitled to a half-day birthday leave which allow them to celebrate their special day with family and friends.

Employees activities

During the Reporting Year, we strived to enhance the sense of belonging of our staff through various team activities such as Christmas party, Mid-Autumn Festival celebrations, Chinese New Year Luncheon, birthday parties and other recreational and leisure events.





Christmas party held in Hong Kong office



A psychological healing community activity was organised in Chongqing workplace

Safeguarding occupational health and safety

Having regarded protecting the health and safety of our employees as one of our very top priorities, we fully comprehend our responsibility on preventing all occupational hazards from happening at all costs. We strictly abide by all relevant laws and regulations concerning occupational safety and health where our business operates, including but not limited to:

- **Occupational Safety and Health Ordinance** (Cap. 509 of the Laws of Hong Kong)
- **Work Safety Law of the People's Republic of China**
- **Prevention and Control of Occupational Diseases Law of the People's Republic of China**

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

Uphold workplace hygiene	• Water filters and air purifiers are installed at office to improve the water and air quality.
Safety training and awareness	• Regular updates of health-related issues to our staff, e.g. how to prevent heat stroke. • We provide comprehensive health and safety training for staff, covering topics such first aid, fire safety, emergency response and mental health.

Health promotion activities	• Annual health check-up is provided to our staff in Shenzhen, Nanhai and Guangzhou. • Our staff in Shenzhen are encouraged to engage in regular morning and afternoon stretching and exercise routines on weekdays to enhance muscle flexibility and promote relaxation. • We purchased new office furniture to provide an ergonomic working environment for our staff in Hong Kong. • A "Lunch and Learn" session on common neck and back pain in office was held for staff in Hong Kong. 
Emergency preparedness for minimising occupational health and safety risks	• Our Office Health and Safety Guidelines explicitly states how to avoid occupational accidents and diseases, which also act as an Emergency Response Plan where staff can know how to response for different scenarios, such as fire hazards and electricity overloading, etc. • Sufficient protective tools and gear like safety insulating shoes are provided to staff who are on special duties. • Regular workplace inspections are performed in Hong Kong and Shenzhen to identify potential risks from the use of office equipment to ensure a safe working environment. • Instructions of equipment use and exit routes are posted in noticeable area of the office.

Business compliance and anti-corruption

We strive to maintain a high level of business integrity as it is vital to our reputation and the protection of our business partners and customers. To achieve so, the Group is in strict compliance with all relevant laws and regulations, including but not limited to:

- **Prevention of Bribery Ordinance** (Cap. 201 of the Laws of Hong Kong)
- **Anti-Money Laundering Law of the People's Republic of China**
- **Criminal Law of the People's Republic of China**

During the Reporting Year, there were no reported legal cases regarding the corrupt practices of our employees relating to bribery, extortion, fraud and/or money laundering.

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

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

Moreover, we conduct regular training on business ethics and legal compliance to strengthen employees' awareness. During the Reporting Year, we invited the Independent Commission Against Corruption ("ICAC") to deliver an anti-corruption training for our staff, totalling 7 training hours. Though the Group did not provide any internal anti-corruption training to directors during the Reporting Year, they are encouraged to attend anti-corruption training provided by external parties at the Company's expenses.

Caring for Our Customers

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

The SDG(s) addressed in this chapter



Providing high-quality services

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

To ensure our products and services meeting the highest standards,

Engage experienced contractors

experienced contractors or contractors whose maintenance procedures are aligned with our internal standards will be engaged with priority.

Monitor and review service quality regularly

governed by our internal quality assurance policies.

Conduct customer satisfaction survey regularly

customer satisfaction survey is conducted annually. The management will analyse findings and timely respond to the customers' feedback in a written form.

Provide trainings to our staff

property service trainings are provided to our staff in Guangzhou, covering language, phone etiquette, communication skills and complaint handling procedures; quality-related sessions are conducted in Guangzhou and Nanhai to enhance staff competencies.

Handle customers' complaints promptly

in our Shenzhen office, we classify and handle complaints received depending on its level of severity such as ordinary, important and material. Ordinary complaints are to be handled within 2 working days while important and material complaints are to be handled within 5 working days.



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

Safeguarding customer health and safety

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

To make sure our employees can respond well during an emergency and safeguard the safety of our customers, regular safety meetings are arranged in Mainland China and are compulsory. Induction programmes for new hires also include sessions of fire safety and protection training. We regularly conduct fire drills, emergency drills, flood gate installation and safety management practices so that employees' understanding of emergency response measures are refreshed regularly. During the Reporting Year, we organised fire safety management training, covering practical fire drill exercises in Guangzhou and Nanhai while a fire drill was held in Shenzhen.

Protecting customer data privacy

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

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

Supply chain management

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

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

Promoting innovation through collaborations with industry participants

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

Case Study

Participating In Industry Forums

The Group places great importance on industry development and actively participates in various industry events to foster collaboration and knowledge sharing. Throughout the Reporting Year, the Group sponsored a number of the industry events across Hong Kong and different cities in Mainland China.





GBA Cooperation Opportunities and New Economy Investment Forum



Hon Kwok was the Presenting Sponsor for the University of Washington Converge Hong Kong 2024

Case Study

HKGFA-KPMG Scaling Up Green Tech Adoption and Investments in Real Estate Sector

Mr. James Sing-Wai Wong, the Group's Chairman, was invited to be a keynote speaker at the panel discussion on "Scaling Up Green Tech Adoption and Investments in Real Estate Sector", jointly organised by the Hong Kong Green Finance Association and KPMG.



Case Study

Pioneering the Low-Altitude Economy in Greater Bay Area

The Group remains committed to investing in promising startups and harnessing innovative technologies to drive transformation. Recognising the potentials of the low-altitude economy, the Group strategically entered this emerging sector five years ago, aligning with Hong Kong Government's 2024 Policy Address.

As a founding investor in Alef Aeronautics Inc, a U.S.-based innovator of flying vehicles, the Group became its Greater China strategic partner, driving the development of smart mobility solutions such as drone delivery and urban air transport. To deepen its collaboration with Alef Aeronautics Inc, the Group will be leading the current round of US$20 million Asia tranche of Series A funding. In this round of fund raising, the key milestones are to reach a transition flight of a full-size model and achieving a vertical takeoff with a human being within.



This year, the Group brought together industry associations to co-host the forum "How Flying Cars Will Reshape the Future of Cities" at Shenzhen Hon Kwok Centre, demonstrating the possibilities of the low-altitude economy. The Group believes that low-altitude economic navigation is an inevitable trend for the future. We aim to provide greater mobility by expanding touch points, easing traffic congestion and improving quality of life through these innovations.





Caring for the Community

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

The SDG(s) addressed in this chapter



Community investment

During the Reporting Year, we made numerous donations to the local communities where we operate, totalling approximately HK$218,000. We also coordinated and supported various volunteering activities, including visiting the underprivileged and distributing lucky bags. We recorded participation from a total of 58 volunteers and 130 volunteering hours.

Charity Event and Donation in Hong Kong

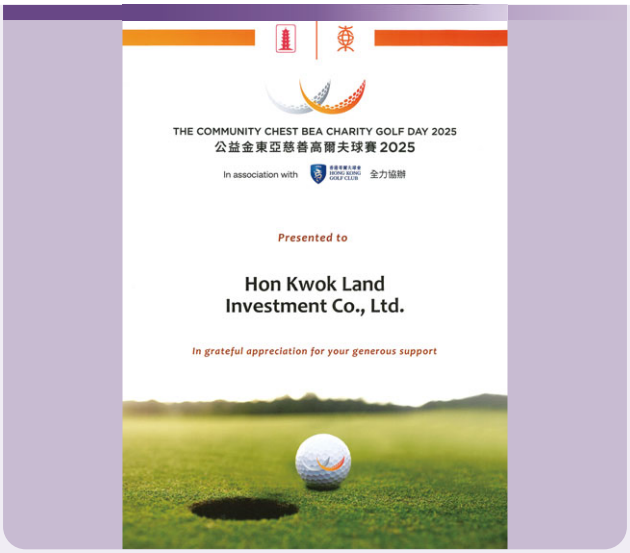








Our volunteers supported an elderly sightseeing tour to Tsz Shan Monastery, offering care and companionship to elderly residents from Shek Kip Mei and Lai Chi Kok.



The Group sponsored The Community Chest BEA Charity Golf Day 2025.

Charity Event and Donation in Guangzhou





We received a banner from Housing Authority of Yue Xiu District in recognition of our community contributions.



We distributed Mid-Autumn gifts to nursing homes and elderly living alone.



We delivered rice dumplings to nursing homes.

Key Performance Table

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

Environmental Performance			
	Unit	**2024/25[v]**	**2023/24[vi]**
Emission			
Greenhouse gas (GHG) emissions			
Direct GHG emissions (scope 1)	tonnes of CO_2 equivalent (tonnes CO_2e)	69	64[vii]
Indirect GHG emissions (scope 2)	tonnes CO_2e	18,920	19,920[vii]
GHG emission intensity			
Offices	tonnes CO_2e/m^2 GFA	0.0253	0.0256[vii]
Property management	tonnes CO_2e/m^2 GFA	0.0158	0.0167[vii]
Serviced apartment	tonnes CO_2e/room night	0.0089	0.0096
Waste generation			
Hazardous waste	tonnes	0.25	0.24
Non-hazardous waste	tonnes	3,241	3,153
Energy consumption			
Petrol consumption			
Offices	L	25,867	23,901[vii]
	kWh	240,987	222,673[vii]
Electricity consumption			
Total	kWh	35,636,899	35,336,917[vii]
Offices	kWh	325,774	318,721[vii]
Property management	kWh	34,093,462	33,810,046
Serviced apartment	kWh	1,217,663	1,208,150
Energy consumption intensity			
Offices	kWh/m^2 GFA	57.81	55.22[vii]
Property management	kWh/m^2 GFA	29.50	29.32[vii]
Serviced apartment	kWh/room night	23.29	24.30

v The reporting scope does not include properties under development. Digital Realty Kin Chuen (HKG11), The Bauhinia Hotel (Central) and our investments in Japan are excluded in the scope of 2024/25 due to the lack of operational control and data availability. The Bauhinia Hotel (Shenzhen) is also excluded as the hotel was not in operation in 2024/25. In 2024/25, we began collecting data from Hilder centre. Therefore, the data in 2024/25 and 2023/24 are not directly comparable.

vi The reporting scope did not include properties under development. Digital Realty Kin Chuen (HKG11), Hilder Centre and The Bauhinia Hotel (Central) were excluded in the scope of 2023/24 due to the lack of operational control and data availability. The Bauhinia Hotel (Shenzhen) was also excluded as the hotel was not in operation in 2023/24.

vii The data has been restated to reflect the actual situation of the year.

Environmental Performance			
	Unit	**2024/25[v]**	**2023/24[vi]**
Water consumption			
Total water consumption	m^3	317,032	314,830[vii]
Offices	m^3	2,079	2,425[vii]
Property management	m^3	304,379	301,910
Serviced apartment	m^3	10,574	10,495
Water consumption intensity			
Offices	m^3/m^2 GFA	0.33	0.38[vii]
Property management	m^3/m^2 GFA	0.26	0.26[vii]
Serviced apartment	m^3/room night	0.20	0.21

Social Performance			
	Unit	**2024/25[viii]**	**2023/24**
Workforce profile			
Total workforce	no. of people	372	369
Total workforce by gender			
Male	no. of people	214	210
Female	no. of people	158	159
Total workforce by employment category			
Full time	no. of people	365	369
Part time	no. of people	7	0
Total workforce by age group			
Under 30	no. of people	51	51
30–50	no. of people	231	231
51 or above	no. of people	90	87
Total workforce by geographical region			
Mainland China	no. of people	278	298
Hong Kong	no. of people	94	71
Employee turnover[ix]			
Employee turnover rate	%	17.74	7.32
Employee turnover rate by gender			
Male	%	17.29	8.10
Female	%	18.35	6.29
Employee turnover rate by age group			
Under 30	%	23.53	17.65
30–50	%	12.99	6.06
51 or above	%	26.67	4.60
Employee turnover rate by geographical region			
Mainland China	%	17.27	8.39
Hong Kong	%	19.15	2.82
Occupational health and safety			
Lost days due to work injury	days	7	10
Work-related fatalities[x]	number	0	0
Rate of Work-related fatalities	%	0	0

viii In 2024/25, we began collecting data from Hilder centre.
ix The change in employee turnover rate in 2024/25 was due to changing labour market, evolving business needs and retirement.
x The number and the rate of work-related fatalities occurred in each of the past three years including the Reporting Year was 0.

Social Performance			
	Unit	**2024/25[viii]**	**2023/24**
Development and training			
Percentage of employees trained	%	85	91
Percentage of employees trained by gender			
Male	%	82	90
Female	%	88	92
Percentage of employees trained by employee category			
Executives	%	80	79
Managers	%	99	93
Frontline and general staff	%	79	93
Average training hours completed per employee by gender			
Male	hours	11	8
Female	hours	14	13
Average training hours completed per employee by employee category			
Executives	hours	10	9
Managers	hours	15	14
Frontline and general staff	hours	12	9
Supply chain management			
Number of suppliers by geographical region			
Mainland China	number	152	147
Hong Kong	number	4	5
Anti-corruption			
Concluded legal cases	number	0	0

Appendix – HKEx ESG Reporting Guide Content Index

General Disclosures and KPIs		Reference/Remarks
A. Environmental		
Aspect A1 Emissions		
General Disclosure 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.		Caring for the Environment
KPI A1.1	The types of emissions and respective emissions data.	Not disclosed. The Group generated no significant emissions during the Reporting Year.
KPI A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Key Performance Table – Environmental Performance
KPI A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Key Performance Table – Environmental Performance
KPI A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Key Performance Table – Environmental Performance
KPI A1.5	Description of emission target(s) set and steps taken to achieve them.	Caring for the Environment – Reducing energy consumption and greenhouse gas emissions
KPI A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.	Caring for the Environment – Reducing waste

General Disclosures and KPIs		Reference/Remarks
Aspect A2 Use of Resources		
General Disclosure Policies on the efficient use of resources, including energy, water and other raw materials.		Caring for the Environment
KPI A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).	Key Performance Table – Environmental Performance
KPI A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	Key Performance Table – Environmental Performance
KPI A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	Caring for the Environment – Reducing energy consumption and greenhouse gas emissions
KPI A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them.	Caring for the Environment – Saving water resources There were no water sourcing issues within the Group.
KPI A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	Not disclosed. The Group generated no significant packaging material during the Reporting Year due to the business nature.
Aspect A3 The Environment and Natural Resources		
General Disclosure Policies on minimising the issuer's significant impacts on the environment and natural resources.		Caring for the Environment
KPI A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Caring for the Environment
Aspect A4 Climate Change		
General Disclosure Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.		Sustainability Governance Caring for the Environment – Climate change mitigation and adaptation
KPI A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them.	Sustainability Governance Caring for the Environment – Climate change mitigation and adaptation

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

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

General Disclosures and KPIs		Reference/Remarks
Operating Practices		
Aspect B5 Supply Chain Management		
General Disclosure Policies on managing environmental and social risks of the supply chain.		Caring for Our Customers – Supply chain management
KPI B5.1	Number of suppliers by geographical region.	Key Performance Table – Social Performance
KPI B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored.	Caring for Our Customers – Supply chain management
KPI B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	Caring for Our Customers – Supply chain management
KPI B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	Caring for Our Customers – Supply chain management

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

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