



Pacific Century
Premium Developments
盈科大衍地產發展

STOCK CODE: 00432



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ABOUT PCPD'S SUSTAINABILITY REPORT

This is the fourth sustainability report published by Pacific Century Premium Developments Limited (hereinafter referred to as "PCPD" or "the Group") (Stock Code: 00432). This report aims to communicate non-financial information on PCPD's sustainability commitments and performance.

REPORTING SCOPE

This report covers the period from 1 January to 31 December 2019. Consistent with our previous Sustainability Reports, this report covers PCPD's operations in Hong Kong and Indonesia, project developments in Japan and Thailand, as well as hospitality and leisure services in Japan.

The scope of this report reflects PCPD's role as a property developer, investor, manager and operator.

The report discloses qualitative and quantitative information regarding our priorities, approach and initiatives in managing material sustainability issues. Details on corporate governance is covered in the Corporate Governance Report section on p.15 of the [2019 Annual Report](#).

REPORTING STANDARDS

This report is prepared in accordance with the 'comply or explain' provisions of the Environmental, Social and Governance Reporting Guide (the "ESG Reporting Guide") in Appendix 27 of the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (the "HKEX"). To provide our stakeholders with ESG information that is instrumental to their decision-making, this report is prepared according to the reporting principles set out in the ESG Reporting Guide.

REPORTING PRINCIPLES

Materiality

Stakeholder engagement exercises were conducted to review the materiality of various sustainability issues to PCPD. This forms the basis for determining what key information shall be disclosed in this report.



Balance

Both our achievements and areas of improvement in sustainability are discussed in this report to give stakeholders a fair view of PCPD's actual performance.



Quantitative

Where applicable, year-to-year comparative data on our environmental and social performance is disclosed with discussion on the trends observed. Changes to the scope and boundary of figures, if any, are indicated in the remarks of the Data Tables.



Consistency

This report adopts consistent methodologies to allow fair comparison of our performance over time. Unless specified, percentage changes presented in this report refer to the comparison of 2018 and 2019 data.



This report has been reviewed and approved by PCPD's board of directors (the "Board"). This report, available in Chinese and English, can be accessed at [HKEX's website](#) and the [Sustainability section](#) on PCPD's website.

Stakeholders' feedbacks and suggestions are the drivers for PCPD's continuous improvement. Please let us know your thoughts or questions on our ESG management and reporting through contacting our Investor Relations Department via:
Mail: 8th Floor, Cyberport 2, 100 Cyberport Road, Hong Kong
Email: ir@pcpd.com

MESSAGE FROM NON-EXECUTIVE CHAIRMAN



Dear Stakeholders,

Sustainable development is a global challenge which the private sector should share responsibilities to address. As we continue to grow our business, we endeavour to continue our emphasis on sustainable commitments and enhance to create values for the environment and society.

CREATING A SUSTAINABLE BUILT ENVIRONMENT

As a premium real estate developer and operator with global presence, PCPD adopts a holistic approach to pursuing environmental stewardship.

Environmentally-friendly features are incorporated into the planning and design of our development projects. Pacific Century Place, Jakarta (“PCP Jakarta”), our LEED-certified Grade A office building in Indonesia, is a landmark in Jakarta featuring its green designs and various amenities that seeks to enhance the wellness of our occupants and visitors. In addition to being the first ever office building certified final LEED Platinum Certification in Indonesia, PCP Jakarta was awarded the Indonesian GreenShip New Building V.1.2 Platinum Certification. It is now in the process of application for Singapore Building and Construction Authority (BCA) Green Mark (Gold Grade) certification.

Recognising the significant contribution of building operations to its lifecycle energy use and carbon emissions, we also strive to engage our tenants, residents and suppliers in various environmental initiatives. Frequent two-way communications will continue to empower us to unlock more environmental values.

THRIVING WITH THE COMMUNITY

We do not limit our sustainability responsibilities merely to our own properties and developments. In all our business decisions, we take into account the wellbeing of people who work or reside in our properties, as well as other stakeholders in the local communities where we operate.

Health and safety controls are in place for our projects under development as well as our management and operations. Our team keeps close monitoring of the effectiveness of the engineering and management controls through regular assessments and audits by dedicated safety professionals. We also actively collect feedbacks from residents, tenants and guests through multiple channels on aspects such as environmental safety and quality, so as to address and enhance customer experience and wellness.

To deliver long term values, we continue to provide support to organisations in various operating locations that promote youth empowerment and social inclusion. Students are the agents of change in our future society. Through a series of career education activities under the Business-School Partnership Programme, we promoted knowledge and experience sharing from our team of property development and management professionals to local students. We also supported initiatives that foster equal opportunities for the physically-challenged, contributing towards an inclusive community where all individuals can participate equally in different aspects of life.

COMMUNICATION AND COLLABORATION AS THE WAY OUT

This year, sustainability issues remain high on public agenda in the international community. Corporates, the society and the environment are interdependent on the road to sustainability and have become more connected than ever with globalisation and digitalisation.

As a responsible and sustainable business, we are mindful of our role as a global citizen and we have always regarded our stakeholders as partners on our sustainability journey. We will continue to strengthen our engagement with our customers, neighbouring communities, non-governmental organisations and local governments. Looking forward, we will continue to integrate sustainability considerations in our business activities. Together with our stakeholders, we aim to harness the power of collaboration and bring greater positive changes to the future which we all share.

A handwritten signature in black ink, appearing to read 'R Lee', written in a cursive style.

Robert Lee
Non-Executive Chairman

MESSAGE FROM THE DEPUTY CHAIRMAN AND GROUP MANAGING DIRECTOR



Dear Stakeholders,

PCPD is renowned for our unique positioning as a property developer, manager and investor with diverse portfolio focusing on premium products and customer experiences. While we continue to pursue product and service excellence, we are aware that the continual growth of our global portfolio would bring a bigger responsibility to global sustainability.

A SHARED VALUE APPROACH

On managing sustainability issues and risks, it is our strategy to keep close communications with our stakeholders, so as to conduct a more comprehensive review of our performance and to stay diligent and responsive to challenges that may arise over time.

Through building trustful and collaborative relationships with our stakeholders, we can amplify the values created and share the same with our employees, shareholders and the wider community. Entering the fourth year of publishing the Sustainability Report, we are increasingly aware of how sound sustainability management can create opportunities to bring direct and indirect benefits to our business as well as the society and community within which we operate.

PROGRESS IN 2019

In 2019, PCP Jakarta, our LEED-certified Grade A office building in Jakarta has recorded a steady growth in occupancy and continues to be a hub for multinational companies and financial institutions. This has demonstrated that the leading green and wellness focused designs adopted by PCP Jakarta have vast appeal to multinational companies and financial institutions which have emphasis on sustainability, wellness and building functionality.

Island South Property Management Limited (“ISPML”), our property management arm, has been continuously exploring means to reduce energy consumption while maintaining exceptional services. During the year, after consulting with our residents through questionnaire, we implemented measures to optimise the temperature of the indoor swimming pool in Bel-Air which on one hand improves energy use whilst also enhances occupants’ living experience.

As an organisation, our Sustainability Committee (“the Committee”) continues to steer the Group’s sustainability strategies and coordinate group functions and frontline operational teams to monitor our progress on sustainability agenda. This year, we conducted a detailed review on our material sustainability issues. This was performed based on an extensive stakeholder engagement survey where our management, staff members, suppliers, business partners and other community partners were engaged to identify various sustainability issues and prioritise them in terms of the level of importance and materiality. The results of this engagement have allowed the Committee to review our management priorities and ensure our strategies and practices are aligned with stakeholders’ expectation and industry latest development.

LOOKING AHEAD

It is clear that sustainability issues bring challenges to government, corporates and the livelihood of every single one of us. We truly believe that in long run, a company that conducts business with environmental and social good at heart would outperform and achieve sustainable growth. To every business, this needs to be built upon the long-term support from our stakeholders — agile and professional workforce, satisfied customers, healthy communities, as well as a green and sustainable environment.

I would like to express my sincere gratitude to our stakeholders for joining PCPD to drive sustainable development in our environment and community. In future, we will continue to identify opportunities to push forward sustainability integration in every part of our business.

A handwritten signature in black ink, appearing to read 'Benjamin Lam', written in a cursive style.

Benjamin Lam
Deputy Chairman and Group Managing Director

PCPD AT A GLANCE

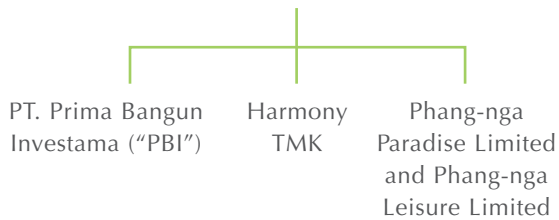
PCPD is majority-owned by PCCW Limited (Stock Code: 00008). Founded and headquartered in Hong Kong, PCPD is principally engaged in developing and managing properties with investments in premium-grade buildings, luxury resorts and hotels. Our property portfolio spans across Hong Kong and the Asia Pacific region.

Global and regional economic, social and environmental landscapes are evolving. As we integrate sustainability practices into our operations, we also maintain close monitoring of our performance over time to ensure we stay abreast of and effectively address the latest challenges.

OUR BUSINESS



Property Investment & Development



Indonesia

Japan

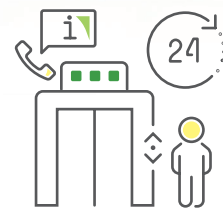
Thailand



Recreation & Leisure



Japan



Property Management Services



Hong Kong

Japan

OUR PERFORMANCE

CUSTOMER SATISFACTION

Customer satisfaction rate at
ISPML 98%



↑ 28%

Increase in rate of customer compliments
at ISPML



↓ 48%

Decrease in rate of customer
complaints at ISPML



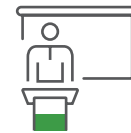
TALENT DIVERSITY AND DEVELOPMENT

Total number of employees
group-wide
1,123



1.55:1 Male to female employees

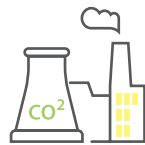
4.2 hours of training received
per employee



ENVIRONMENTAL MANAGEMENT

5,183 GJ

energy saving achieved in Bel-Air,
equivalent to planting >46,000 trees



2,215 tonnes

of waste diverted from landfill
through recycling



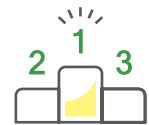
GREEN BUILDING CERTIFICATIONS

Final LEED Platinum-certified property -
PCP Jakarta, Indonesia



GreenShip New Building V.1.2
Platinum Certification -

PCP Jakarta, Indonesia



OUR PRESENCE

LEGEND



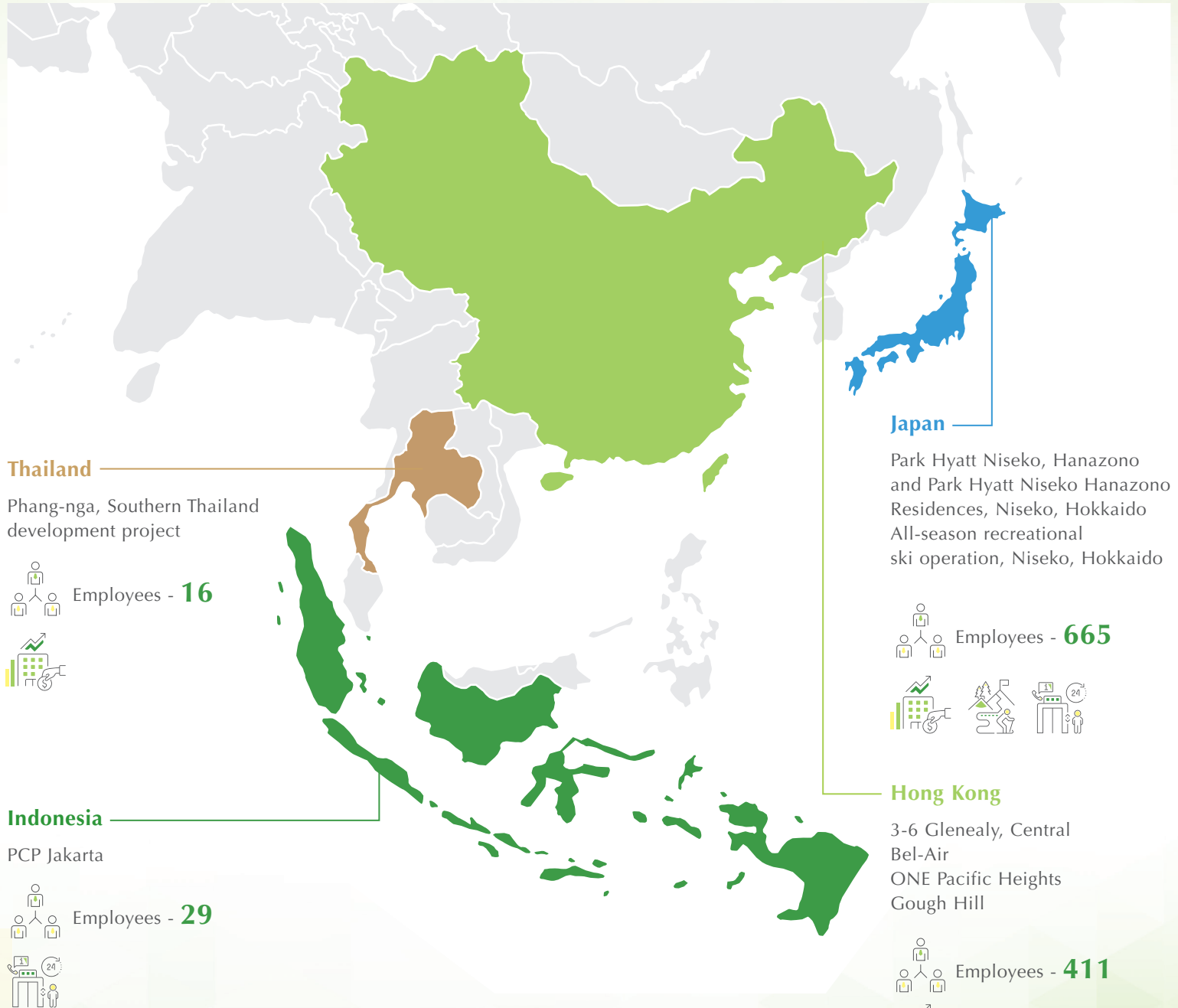
Property Investment & Development



Recreation & Leisure






Property Management Services






* In addition to our presence in Hong Kong, Japan, Indonesia and Thailand, there are 2 employees working in other locations for business development.

PROPERTIES UNDER DEVELOPMENT

	Project	Usage	Size	Year of completion
	Park Hyatt Niseko Hanazono Residences, Hokkaido	Residential / hospitality	Medium - more than 100 units	Late 2019 / Early 2020
	Phang-nga, Southern Thailand	Residential and hospitality	Site area approximately 1,700,000 square metres	Golf and country club to be completed by end 2020; First phase of residential development to be completed in stages from 2021 onwards
	3-6 Glenealy, Central, Hong Kong	Residential / commercial	Total gross floor area of over 9,300 square meters	Planning stage

PROPERTIES UNDER MANAGEMENT

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

Size:

Small (fewer than 100 units) Medium (between 100 to 2,000 units) Large (more than 2,000 units)

AWARDS AND RECOGNITION

Our efforts in environmental, social and governance are widely recognised by local and international organisations. The following list summarises our major achievements in 2019.

Category	Awards, Charters and Memberships	Organisation	Awardee
Corporate sustainability	Hong Kong Sustainability Award 2018/2019 - Certificate of Excellence	The Hong Kong Management Association	ISPML
Environmental stewardship	Final Platinum Certification for LEED BD+C: Core and Shell Version 2009	U.S. Green Building Council	PCP Jakarta
	Greenship New Building V.1.2 Platinum Certification	Green Building Council Indonesia	
	Highly Commended Best Green Development	South East Asia Property Awards	
	Winner of Best Green Development	Indonesia Property Awards	
	Highly Commended Best Office Development	Indonesia Property Awards	
	Special Recognition in Sustainable Development	Indonesia Property Awards	
	Highly Commended Best Office Architectural Design	Indonesia Property Awards	ISPML / Bel-Air
	Hong Kong Green Organisation Certification - Energywi\$e Certificate Excellence Level	Environmental Campaign Committee	
	Hong Kong Green Organisation (Awarded in 2018, expires in 2021)	Environmental Campaign Committee	
	Hong Kong Green Organisation Certification - IAQwi\$e Certificate Excellence Level	Environmental Campaign Committee	
	Hong Kong Green Mark Certification Scheme	Hong Kong Q-Mark Council Federation of Hong Kong Industries	ISPML
	Green Office Awards label	World Green Organisation	Cyberport Office
Eco-Healthy Workplace label	World Green Organisation		
Community care	10 Years Plus Caring Company Logo (Years of Award: 2007-2019)	Hong Kong Council of Social Service	ISPML
Product and service excellence	Professional Facility Management Establishment	The Hong Kong Institute of Facility Management Limited	ISPML
	Excellence in Facility Management Award 2019 (Large-Scale Residential) - Excellence Award		
	Quality Water Supply Scheme for Buildings - Fresh Water (Management System) - Blue, Silver, Gold	Water Supplies Department	ISPML / Bel-Air
	Quality Water Supply Scheme for Buildings - Flushing Water (Gold)		
	Indoor Air Quality Certificate (Excellent Class)	Environmental Protection Department	

APPROACH TO SUSTAINABILITY

The Group regards sustainability central to our long-term success. Delegated by the Board, the Sustainability Committee is responsible for the management of the Group’s sustainability performance. Through a robust governance system, we put forth efforts to align our sustainability values with corporate strategy and pursue opportunities to maximise the potential environmental and social benefits of our projects.

SUSTAINABILITY GOVERNANCE STRUCTURE



The Group is headed by the Board who holds overall responsibility for our ESG strategy and performance. The Board is also responsible for the maintenance of appropriate and effective risk management and internal control systems of the Group to ensure compliance with the applicable rules and regulations. To ensure the Group’s sustainability visions and missions are integrated in our operations, the Sustainability Committee (“the Committee”) was established with terms of reference approved by the Board.

With this management structure in place, all members of PCPD share roles and responsibilities in managing sustainability matters. Directly reporting to the Board and senior officers including the Group Managing Director, the Chief Financial Officer and the Project Director, the Committee exercise duties including -

- Reviewing the Group’s sustainability strategy, principles and policies;
- Reviewing and monitoring the Group’s sustainability risk exposures;
- Reviewing the integration of the Group’s ESG controls and procedures with its enterprise risk management programme;
- Setting guidance, direction and overseeing practices and procedures;
- Monitoring progress on the Group’s sustainability related activities;
- Making recommendations to the senior officers and the Board on sustainability matters; and
- Producing necessary periodic public disclosure in compliance with regulatory requirements.

The Committee is currently chaired by General Counsel and Company Secretary and comprises department heads or representatives from 12 different functional units across the Group. This composition enables us to better coordinate the sustainability efforts across functions and regions.

Implementation is as important as planning. We invest resources and mobilise our people across teams to execute our environmental and social initiatives under the directions of the Committee. Meetings with senior officers are held when necessary to discuss our sustainability performance and review the progress of related activities.

For more information on the composition and responsibilities of the Board and its committees, please refer to the Corporate Governance Report on p.15 of the [2019 Annual Report](#) and the [Corporate Governance section](#) on PCPD’s website.

SUSTAINABILITY VISION AND POLICY

PCPD envisions to conduct our business in a responsible manner that protects the environment, benefits the communities that we operate in, creates value for our customers, partners and employees while enhancing the long-term success of our business.

Beyond meeting a premium standard of building design, construction and management, we are committed to creating and maintaining a sustainable built environment that promotes environmental stewardship and social well-being.

Our Sustainability Policy sets out the Group's five sustainability commitments and defines our approaches to attaining them. It also guides our teams in different locations to incorporate local sustainability issues into our operations. The policy has been instrumental for us to delivering consistent sustainability performance as our business continues to grow in the Asia Pacific region.



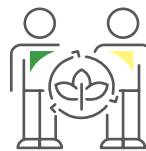
Protect the natural environment and respect the local culture



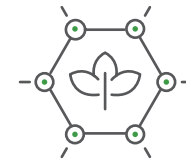
Minimise any adverse environmental and social impact in operation



Empower employees to take responsibilities for our sustainability commitments



Engage and work with our stakeholders to improve our sustainability performance



Collaborate with governments and local forums to promote industry best practices

KEY AREAS OF MANAGEMENT AND RELEVANT POLICIES

Adhering to the five fundamental sustainability commitments, various management systems, policies and procedures have been implemented and maintained as shown below:



The Group adopts the principles of ISO 31000:2018 Risk Management – Principles and Guideline and the “Three Lines of Defence” model for risk management. The effectiveness of risk management and internal control systems of the Group is regularly reviewed and reported to the Board. Directors are kept regularly apprised of significant risks that may impact on the Group’s performance. Appropriate policies and controls have been designed and established to manage such risks.

For more information regarding our risk management, internal control system and principal risks and uncertainties identified, please refer to the Corporate Governance Report on p.15 of the [2019 Annual Report](#).

STAKEHOLDER ENGAGEMENT AND MATERIALITY

Communications with stakeholders allow us to understand and respond to their expectations and identify opportunities for continuous improvement. The Group highly values their views and suggestions. Regular engagement exercises through multiple channels are therefore of paramount importance to us and are incorporated into our decision-making process.

This year, we continued to explore opportunities to expand our existing engagement channels. At PCP Jakarta where the operation is still in relatively early stage, weekly walkthroughs and communications with tenants are now conducted to timely receive feedbacks and improve our property management practices.

EXTERNAL STAKEHOLDERS



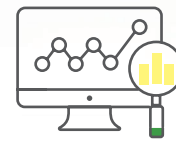
Customers

- Customer satisfaction surveys
- Newsletters and magazine
- Weekly walkthroughs
- Mobile app



Suppliers and business partners

- Newsletters
- Direct communication
- Supplier trainings, workshops and forums



Investors and analysts

- Meetings
- Annual general meetings
- Annual, interim and sustainability reports
- Circulars and press releases
- Direct communication



Government and regulators

- Issue-specific collaboration



NGOs

- Corporate volunteering
- Collaborative projects



Community

- Newsletters to residents of our managed properties
- Press releases
- Collaborative projects

INTERNAL STAKEHOLDERS



Management

- Employee satisfaction surveys
- Internal communication
- Communication with employee representatives



General staff

MATERIALITY ANALYSIS

In 2019, the Group commissioned an independent third-party consultant to review the materiality of various sustainability issues. Through an online survey, external and internal stakeholders were asked to rate the importance of the identified issues and to provide feedbacks on our sustainability performance.



Taking into account the international and industry reporting practices, we have updated the list of sustainability issues for materiality analysis.¹ A total of 25 sustainability issues were identified this year. The issues were then analysed and mapped onto the materiality matrix to reflect their importance to stakeholders and the Group. As a result, 12 sustainability issues were considered material in 2019.

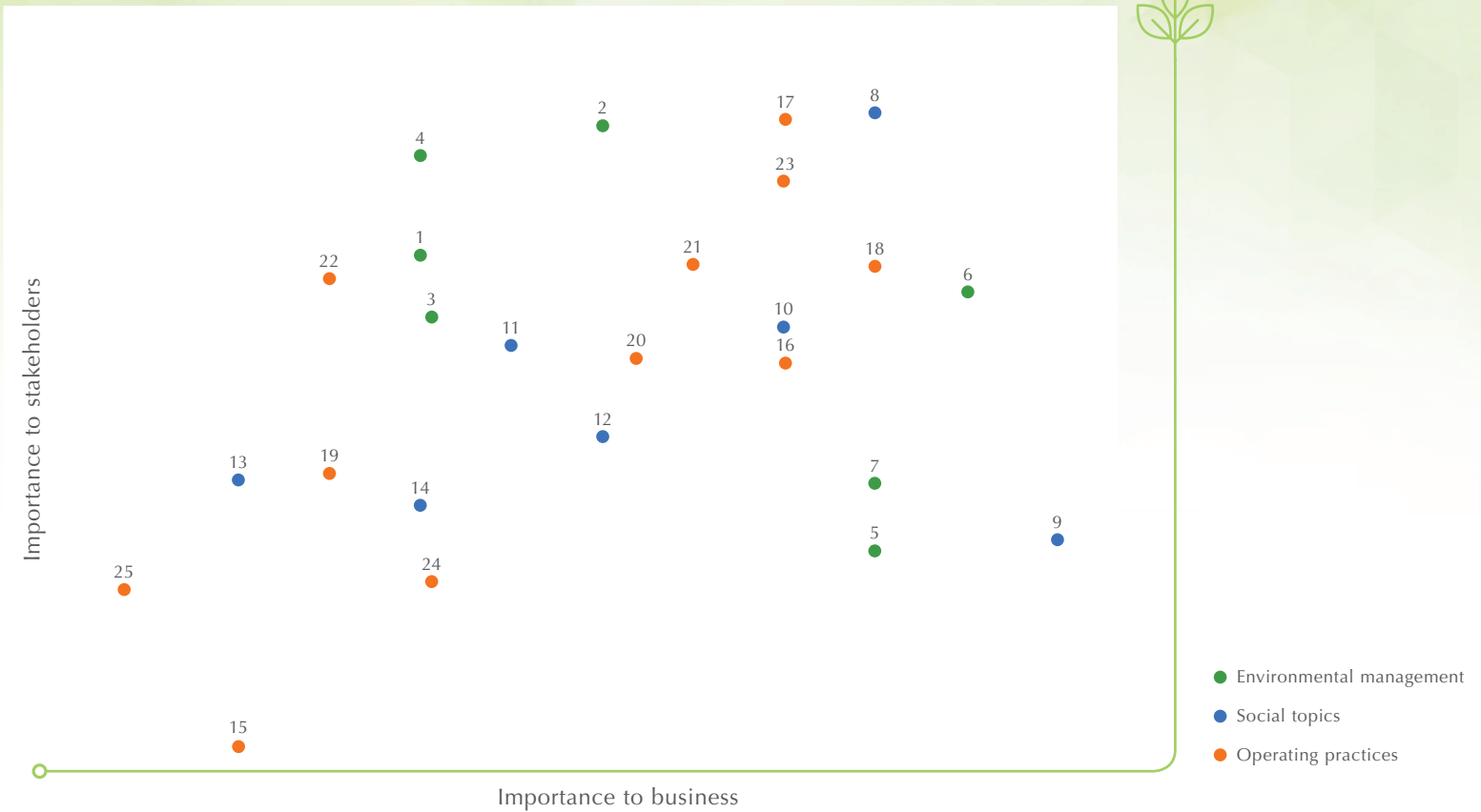
Compared to last year, the results of materiality analysis reflect the increasing demand for better health and safety management as we expand our business. It also shows stakeholders' expectations on the robustness of the Group's corporate risk management, as well as the effort to tackle climate change and other environmental issues.

The materiality matrix has been validated by the Committee and serves as the basis of our report.

¹ "Human rights and non-discrimination", "Customer health and safety", "Anti-competitive behaviour" and "Indirect economic impacts" were added to the list. "Economic value generated" was renamed to "Economic performance" and "Supply chain management" was renamed to "Procurement and supply chain management". "Employee welfare" was incorporated into "Talent attraction and retention".

PCPD MATERIALITY MATRIX 2019

PCPD's Materiality Matrix 2019



Category	No.	Sustainability issues
Environmental management	1 ●	Greenhouse gas emissions
	2 ●	Energy consumption
	3 ●	Water consumption
	4 ●	Waste
	5 ●	Environmental impact of construction
	6 ●	Sustainable buildings development
	7 ●	Use of materials
Social topics	8 ●	Occupational health and safety
	9 ●	Labour standards in supply chain
	10 ●	Talent attraction and retention
	11 ●	Inclusion and equal opportunities
	12 ●	Human rights and non-discrimination
	13 ●	Community engagement
	14 ●	Community investment

Category	No.	Sustainability issues
Operating practices	15 ●	Customer engagement in environmental issues
	16 ●	Training and development
	17 ●	Legal compliance
	18 ●	Anti-corruption
	19 ●	Procurement and supply chain management
	20 ●	Customer satisfaction
	21 ●	Customer privacy
	22 ●	Economic performance
	23 ●	Customer health and safety
	24 ●	Anti-competitive behavior
	25 ●	Indirect economic impacts

MATERIAL SUSTAINABILITY ISSUES



Environmental management

Energy consumption



Greenhouse gas emissions



Sustainable buildings development



Waste



Social topics

Labour standards in supply chain



Occupational health and safety



Talent attraction and retention



Operating practices

Anti-corruption



Customer health and safety



Customer privacy



Legal compliance



Training and development



VALUE CHAIN SUSTAINABILITY

Recognising the importance of holistic planning and execution to attaining sustainability, we have mapped the identified sustainability issues into different stages of a project based on their relevance and major impacts. We strive to address stakeholders’ needs and concerns in our decision-making process throughout the project lifecycle.



Planning and Development



Construction



Pre-sale / Sales / Leasing / Pre-handover



Post-handover Operations / Asset Management

Material

Category	No.	Sustainability issues	Planning and Development	Construction	Pre-sale / Sales / Leasing / Pre-handover	Post-handover Operations / Asset Management	Material
Environmental management	1	Greenhouse gas emissions	*	*		*	*
	2	Energy consumption	*	*		*	*
	3	Water consumption	*	*		*	
	4	Waste	*	*		*	*
	5	Environmental impact of construction		*			
	6	Sustainable buildings development	*	*		*	*
	7	Use of materials	*	*		*	
Social topics	8	Occupational health and safety	*	*	*	*	*
	9	Labour standards in supply chain		*		*	*
	10	Talent attraction and retention	*	*	*	*	*
	11	Inclusion and equal opportunities	*	*	*	*	
	12	Human rights and non-discrimination	*	*	*	*	
	13	Community engagement	*	*		*	
	14	Community investment				*	
Operating practices	15	Customer engagement in environmental issues			*	*	
	16	Training and development	*	*	*	*	*
	17	Legal compliance	*	*	*	*	*
	18	Anti-corruption	*	*	*	*	*
	19	Procurement and supply chain management	*	*	*	*	
	20	Customer satisfaction	*	*	*	*	
	21	Customer privacy			*	*	*
	22	Economic performance	*	*	*	*	
	23	Customer health and safety	*	*		*	*
	24	Anti-competitive behavior	*	*	*	*	
	25	Indirect economic impacts	*	*	*	*	

CUSTOMER

We are committed to delivering high-quality services and products to our diverse customer portfolio which includes owners of residential properties, residential occupants, commercial tenants and guests at our ski operation. We constantly pursue service and product excellence through proactive customer engagement and rigorous quality management mechanisms to understand and address their needs and expectations.



Owners of residential properties



Residential occupants



Commercial tenants



Resort guests

SERVICE EXCELLENCE

Connecting with Occupants and Resort Guests

At PCPD, we place great emphasis on connecting and developing long-term relationships with our customers. By regular and proactive engagement, we strive to maintain high-level of customer satisfaction.

We highly value our customers' feedback on our product and service offerings with the endeavour to pursue continuous improvement. At ISPML, annual customer satisfaction survey is conducted to collect residents' feedback on our general property management services, staff performance, resident communication channels, as well as environmental aspects including recycling facilities and green area management.

Customer satisfaction rate

ISPML 98%



In addition to customer satisfaction surveys, we consult our occupants prior to implementing changes that may affect their living experience. For instance, in 2019, ISPML conducted ridership surveys at Bel-Air with aims to optimise its services and better accommodate occupants' needs.

Besides, we publish newsletters and magazines regularly to communicate with occupants on our environmental and social initiatives and trending lifestyles. Bel-Air mobile app has been developed to efficiently support digital publications such as Bel-Air Newsletter and Bel-Air Magazine in addition to communication enhancement.

At our ski operation, guests receive post-visit feedback form through which they can write a review on their experience. We

also take reference of the visitor satisfaction survey conducted by RoomBoss, our partnering booking platform, to understand guests' satisfaction ratings on their visit to Niseko and the suggested areas for improvement. As members of the Niseko Promotion Board (NPB), NHR and NMS encourage guests to respond to NPB's Tourist Survey, which helps us obtain an overall picture of the tourist mix in the Niseko region and their preferences. Leveraging the power of internet, our marketing team also monitors our guests' feedbacks around the globe on social media and travel agency platforms. Both positive and negative comments are directed to our relevant departments for follow-up and handling.

Quality Management System

The Group adopts a well-structured approach to manage our service quality. We understand the importance of providing the right resources and building the capacity of our staff to delivering quality services. Thus, we offer our staff a wide variety of in-house training on a regular basis, covering topics such as complaint handling, telephone manner, orientation and grooming, customer service, operational procedures on property management, as well as language training. At our ski operations, our instructors receive specialised trainings on topics such as skiing and snowboarding demonstration and teaching techniques.

At organisational level, ISPML implements an Integrated Management System ("IMS") which complies with the requirements of ISO 9001:2015 Quality Management System, ISO 14001:2015 Environmental Management System and OHSAS 18001:2007 Occupational Health and Safety Management System. Guidance documents are also in place for staff to attain our service pledge that defines the quality standards across services, utilities, club, customers, environment, security and safety.

In line with the IMS, the complaint handling procedures for Bel-Air Hotline and frontline staff of ISMPL comply with ISO 9001:2015 Quality Management System and ISO 10002:2014

Complaints Handling Management System. It is our objective to acknowledge and respond to complaint cases within one and seven working days respectively. To ensure complaints are handled professionally, our management representatives undertake the responsibilities of evaluating complaints, monitoring the implementation of complaint handling procedures and reporting to top management with improvement recommendations.

At our ski operation, we have over 100 snow sports instructors at Niseko International Snowsports School. There are strict requirements on their qualifications, where all instructors are required to complete International Ski Instructors Association (ISIA) certification in addition to local trainings. We employ a diverse team of instructors to accommodate different skill levels and coaching style preferences of our guests. Whenever our guests make class bookings, our team provides assistance in finding the best-fit instructors and service packages based on their needs.



INTERNATIONAL SKI INSTRUCTORS ASSOCIATION
 INTERNATIONALER SKILEHRERVERBAND
 ASSOCIATION INTERNATIONALE DES MONITEURS DE SKI

Management Engagement

We believe the involvement of management is crucial to continuous enhancement in targeting with unsurpassed service quality of excellence. At ISPML, our management conducts regular evaluation through property inspections. ‘Walk management’ approach is adopted to provide the management team with first-hand experience and information, allowing them to effectively identify areas for improvement and develop appropriate resolutions. Glitch reports are also compiled to investigate and identify root causes, so as to enact effective preventative actions to minimise future recurrences.

Besides, unscheduled checks are carried out by ISPML regularly to ensure our staff are performing up to standards. Findings are discussed with our management team and the Owners’ Committee members to identify underperforming areas, explore potential solutions and develop management enhancement plans.

PRODUCT QUALITY AND RESPONSIBILITY

Supply Chain Management

As a responsible company, PCPD extends our high expectations on social and environmental performance to our contractors, subcontractors and business partners. Sustainability considerations are embedded into our procurement practices. To communicate our requirements to our supply chain partners, we incorporate our environmental and social policies into the tender documents and organise workshops for these parties.

At the tendering stage, we perform prequalification assessment to evaluate the capability and suitability of contractors. The criteria focus not only on the financial and technical abilities, but also sustainability performance assessed based on their quality assurance and site safety plan, records of work-related accidents, injuries and fatalities, as well as the attained environmental certifications. A scorecard system is in place with weighting allocated to each of these assessment criteria.

During the planning and design stage, as per the requirements stated in our Managing Environmental and Social Risk of Supply Chain Policy, we collate information on the supply chain and environmental and regulation requirements on parameters such as quality, quantity, material selection, production technologies, production policies, regulation and laws.

We also perform regular performance assessment on our contractors. For instance, at ISPML, contractors and suppliers are assessed quarterly on aspects including compliance, safety operation, workmanship, quality and environmental protection performance.

Customer Health, Safety and Well-being

Safety of our occupants, tenants and guests is always of our first priority. At our ski operation, we uphold the principle that prevention is better than cure. As the process of loading and unloading guests onto ski lifts is one of the accident black spots, trainings on equipment operations and emergency handling are provided to frontline staff. Daily inspection of our ski lifts and scheduled regular maintenance for the lifts’ components are also in place to prevent equipment from malfunctioning.

Apart from providing safer equipment, we believe customer education is key to preventing injuries and building public awareness of winter sport safety is part of our routine work. We promote the skier responsibility code and the Niseko Local Rules through various channels, namely signage on ski lifts, trail maps, brochures, village magazines and public announcement system. We also supported the development of the Niseko mobile app initiated by the NPB, which provides users with information such as weather forecast, snow report and interactive trail map with live ski lift and ski run opening status. Through the app, our guests can have a better planning for their journey and obtain real-time locations in the ski area. In case of emergency, we will arrange ski patrols to evacuate the injured for medical treatment and will prepare comprehensive incident report for management review.

For our properties under management, we constantly monitor and mitigate health and safety risks. After conducted risk assessment and safety inspection, measures for improving road safety such as the installation of railings and water barriers along pedestrian pavements were implemented. Indoor air quality is another concerned factor for the health and comfort of our occupants. We conduct regular monitoring and annual overhaul cleaning for indoor conditioning system in accordance with maintenance plan to ensure healthy performance. Club Bel-Air Bay Wing attained the Indoor Air Quality Certificate (Excellent Class) in recognition of our efforts in maintaining good indoor air quality. At PCP Jakarta, we are planning to develop a customer satisfaction questionnaire which will include health and well-being related topics to collect tenants' feedbacks and communicate our endeavours for better services.

During the reporting year, we have complied with laws and regulations related to customer health and safety and product responsibilities in our operating locations. These include the Buildings Management Ordinance (Cap. 344) in Hong Kong, and Building Standards Act, Real Estate Brokerage Act, Hotel Business Act, Food Sanitation Act and Railway Business Act in Japan. In Indonesia, our operations complied with licensing requirements including the Minister of Manpower and Transmigration Regulations, Minister of Energy and Mineral Resource Regulations, Minister of Public Works Regulations, and Minister of Youth and Sport Regulations. Our operations in Thailand also complied with the building specification, permit and Environmental Impact Assessment Report requirements stipulated by local authorities and organizations.

Protecting Customers' Privacy

PCPD safeguards data privacy of our customers in all business operations. We strictly follow the 'Six Data Protection Principles' as stated in the Hong Kong Personal Data (Privacy) Ordinance (the "Ordinance"), which guide us to handle sensitive customer information in an appropriate manner. At ISPML, we have developed the Standard Working Instruction on Procedures for Handling Personal Data, Residents' Information and Confidential Documents and CCTV Surveillance Records in compliance with ISO 9001:2015 Quality Management System. Annual internal and external audits are conducted to ensure proper implementation of the procedures. To acquire understanding of the requirements in data privacy protection on the Ordinance, the representatives of ISPML management team are assigned regularly to attend seminars organised by the Privacy Commissioner for Personal Data, Hong Kong.

During the reporting year, we have complied with the Ordinance in Hong Kong and other relevant laws and regulations in our operating locations.

ENVIRONMENT

PCPD strives to integrate sustainability into our daily business to unleash more environmental values. Our commitment and management approach to environmental sustainability is set out in the Sustainability Policy. We actively identify the environmental impacts arisen from our business activities and address our stakeholders' concerns and interests throughout the building lifecycle. Optimisation of our environmental performance in energy, waste and water management are our priorities.

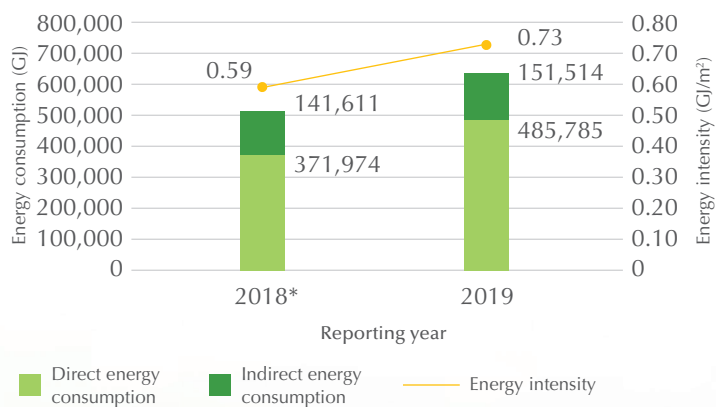
ENERGY AND GREENHOUSE GAS EMISSIONS

Managing energy consumption and greenhouse gas (GHG) emissions is key to combating climate change. The Group's Energy and Water Management Policy and Emission Policy guide our operations in Hong Kong and overseas to improve energy efficiency and reduce emissions among all premises and projects.

Energy Performance

Our Energy and Water Management Policy defines the management responsibilities and provides actionable guidelines for our business units and employees, covering machinery and equipment operation, procurement, green building certifications and green office practices. Business units across different regions are tasked to develop and implement energy reduction initiatives that take into consideration the local contexts including regulatory requirements, geographical and climatic factors and stakeholder expectations. Progress of the initiatives are regularly reviewed by our management.

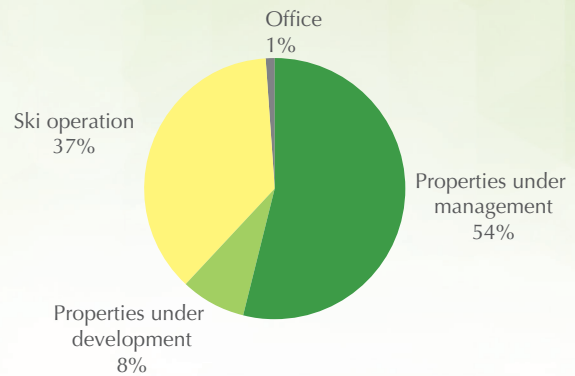
Total Energy Consumption and Intensity by Year



* To ensure alignment with methodology adopted in 2019, energy data of 2018 was reviewed and restated.

The increase in total energy consumption in 2019 was mainly due to the opening of food pavilion at PCP Jakarta in mid-2018.

Overall Energy Use by Division in 2019



As property management remained the major source of our energy consumption, in the reporting year, we continued to explore opportunities for energy efficiency through facility upgrades and operational controls.

In the lobby of each residential tower concierge and clubhouse of Bel-Air, solar film was installed on glass windows and doors to reduce heat gain from sunlight. Lobby lighting is switched off during daytime and is only turned on at specific period adjusted according to seasonal sunset times. ISPML also continued its installation of more energy-efficient LED lighting or fluorescent lamps and minimised lighting in common area such as lift, lobby, staircases and the carpark of Bel-Air and ONE Pacific Heights. This year, an energy conservation review was conducted for Bel-Air to identify rooms for further energy saving while not affecting residents' living experience.

Energy saving achieved by system retro-commissioning, replacement work and installation of high-efficiency equipment in Bel-Air

	% of Total Energy Cost Saved	Annual Total Energy Saving	CO ₂ Emission Reduction	Equivalent to Planting
Purchased Electricity	2.3%	1,276,513 kWh	1,059 tCO ₂ e	>46,000 additional trees per year
Town Gas for Club Bel-Air Bay Wing	24.7%	587,587 MJ		

Similarly, our property management team of PCP Jakarta has implemented various measures to optimise the use of natural light and regulate indoor temperature. Daylight sensors are installed along the perimeter of the building to better utilise sunlight. These sensors, together with the motion sensors installed in the staircases and toilets, help to reduce unnecessary power consumption. Water-cooled air-conditioning system with high efficiency chiller plant is also adopted. To step up our efforts in energy management, we are planning to establish an energy saving target when occupancy rate reaches a higher level.

Greenhouse Gas Emissions

To attain progressive emission reduction in the long-term, we have established the Emission Policy which is applicable to all functional units and extends to suppliers as best practice. This policy guides us to develop strategies beyond local and overseas laws and regulations to reduce the emissions of different types of GHG and air pollutants. For instance, use of locally or regionally-sourced materials in development and renovation projects is encouraged to cut GHG emissions from logistics. In 2019, the total GHG emission is 64,672 tonnes of carbon dioxide equivalent.

Extensive greening has been incorporated in both our properties under management and under development to help offset our GHG emissions.

Bel-Air, Hong Kong:
330,000 m² of landscape area
 (about 85% of green coverage)



Phang-nga project, Thailand:
 coconut trees, pine trees, bamboo and different species of shrubs and grasses will be planted around the site over the new golf course, along the vehicle access, around the country club and residential developments

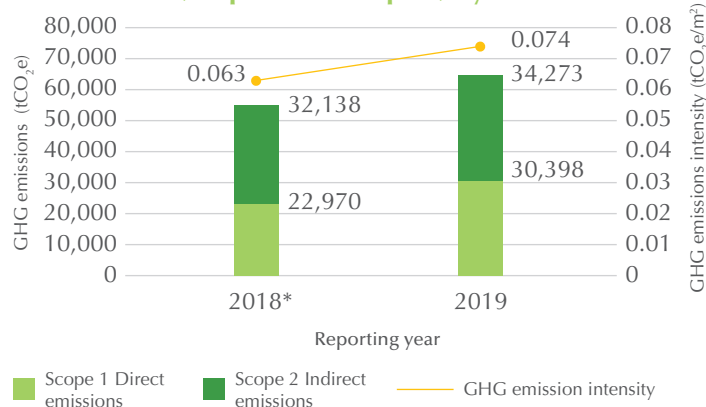
Apart from energy-saving measures, we also endeavour to reduce emissions generated from occupants' transportation. It is our strategy to promote the use of green transport in our projects.

For our ski operation, we continued to progressively upgrade our vehicle fleets to reduce emissions from mobile combustion. We have had 40% of our snow groomers and 80% of our buses upgraded to models using AdBlue®, which can breakdown nitrogen oxides in the exhaust to nitrogen and water to mitigate environmental impact. We are also phasing out 2-stroke engines. Currently, almost 90% of our snow mobiles have been upgraded to 4-stroke model which produces less direct air emissions. For future procurement, only low-emission models will be considered.

In response to the Presidential Regulation 55/2019 in Indonesia that supports the local EV production, we have installed charging facilities in the carpark of PCP Jakarta to cater for future growing demand. The building is also designed to be bicycle-friendly with 100 bicycle parking spaces and shower facilities to encourage zero-carbon commuting. To further advocate for greener mobility, our team has initiated discussion with the district management office to explore possible solutions to improve the accessibility to local public transport network.

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

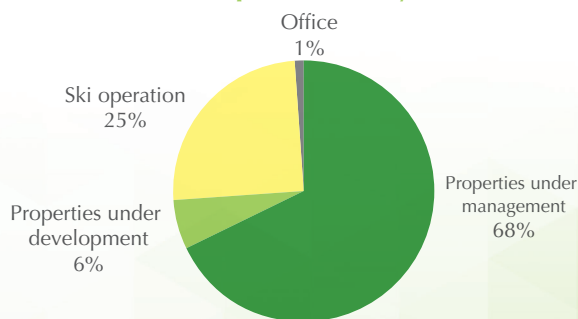
Total GHG Emissions and Intensity (Scope 1 and Scope 2) by Year



* To ensure alignment with methodology adopted in 2019, GHG emission data of 2018 was reviewed and restated.

The increase in total GHG emissions in 2019 was mainly due to the opening of food pavilion at PCP Jakarta in mid-2018.

GHG Emissions (Scope 1 and 2) by Division in 2019



WASTE MANAGEMENT

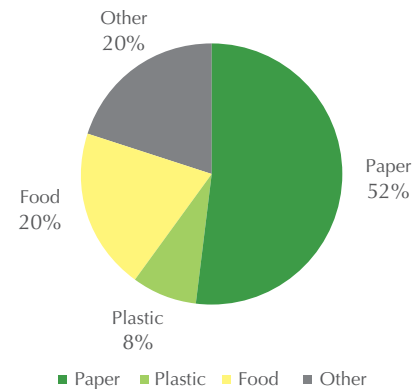
PCPD believes the importance of waste management at source and therefore actively promotes recycling. We also maintain close monitoring of the latest regulatory development in all our operating markets and adjust our waste management strategies accordingly from time to time. In 2019, 13,068 tonnes of waste were generated and sent to landfills, and 2,215 tonnes of wastes were recycled.

In Hong Kong, recycling bins or stations are provided in all properties managed by ISPML. Plastic, paper, metals, batteries, clothing and food waste are examples of the nine types of recyclables collected. At Bel-Air, items such as Christmas trees and mooncake tins are also collected during the festive seasons. In 2019, we continued to run the “Recycle & Get Rewarded!” programme where residents can bring recyclable materials to designated collection points and collect stamps to redeem gifts sourced from business partners. These recycled wastes were then diverted from landfills to local recyclers or charities. To comply with the Hong Kong Government’s Producer Responsibility Scheme, we also work closely with our suppliers to collect and dispose obsolete regulated electronic equipment.

In other regions, we strive to adopt various waste reduction measures that fit the business nature and local context. At our ski operation, wastes are sorted into recyclables, non-recyclables, combustible and compostable before disposal in accordance with the local laws. At PCP Jakarta, tenants are provided with recycling bins on every floor. All recyclables including organic wastes collected from the premise are handled through a centralised process. We are now planning new initiatives with our neighbouring community to further raise tenants’ waste management awareness.

During the reporting year, we have complied with the Waste Disposal Ordinance (Cap. 354) in Hong Kong, the Waste Disposal Law, Construction Recycling Law in Japan, the Indonesian Environment Waste Management and Disposal Law — Act 32/2009, the Ministerial Regulation No. 51 in Thailand and other relevant laws and regulations in our operating locations.

Non-hazardous Wastes Recycled by Type in 2019



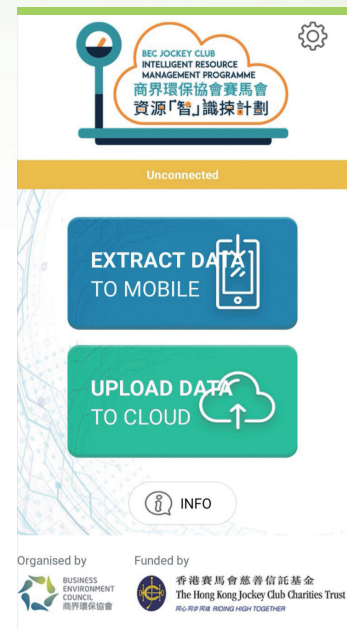
WASTE REDUCTION THROUGH EDUCATION AND PRECISE MANAGEMENT

Exhaustion of landfills has been a monumental challenge to Hong Kong. To alleviate the saturation, it is expected that the Amendment Bill on Municipal Solid Waste Charging will come into force in the near future. Participation of corporates and households are indispensable to tackling this challenge.

Learning recycling through experience

In 2018, ISPML took the lead to implement food waste recycling program at Bel-Air, where residents were given dedicated containers to store food waste, which would in turn be composted into fertilizers in our food waste processors. The fertilizers are used in our on-site organic farm for growing fresh seasonal produce, which the Food and Beverage department turns into delicacy that residents can enjoy.

As we noticed the increasing awareness among occupants on the correct ways of waste sorting and recycling, we stepped up the efforts this year. Instead of having collection service at their doorsteps, occupants are now more engaged in the process and need to bring their food waste to the collection points by themselves. A workshop was also organised this summer in collaboration with Greener Action to educate residents about organic farming.



- Screenshots of mobile application for data extraction (Source: Business Environment Council Limited)

Contributing to the city's waste management targets

Bel-Air and ONE Pacific Heights have participated in the BEC Jockey Club Intelligent Resource Management Programme in the fourth quarter of 2019. Smart scales were installed in the waste collection stations to weigh the wastes for disposal to landfill and for recycling. These scales are connected to a cloud-based platform, allowing instant transmission of categorised waste data and display in a smartphone app. Through this programme, we are able to obtain reliable data on our waste streams and identify rooms for further improvement, so as to better prepare for the city's upcoming regulatory requirements in advance.

WATER CONSERVATION

Irrigation, flushing and construction works are the major sources of water consumption at PCPD. While we have not identified any issues in sourcing water in our operating locations, PCPD has established the Energy and Water Management Policy to guide our water efficiency strategies.

At Bel-Air, garden irrigation is not by automatic sprinkler system. Instead, the timing and amount of watering is precisely controlled by our professional landscaping contractor to minimise water wastage with considerations to the micro-climate, weather and the plant species. Water efficient taps and water closets are also installed in the clubhouse. In terms of awareness raising, water-saving tips and fun challenges are included in our newsletter to Bel-Air residents.

Similarly at PCP Jakarta, all washrooms are equipped with water-efficient fittings. Rainwater, condensate water and treated greywater from showers, faucets and washbasins are reused for irrigation and flushing. As occupancy continues to grow, the team will look into the possibility of setting a water reduction target in the future. At our Phang-nga project, on-site treatment system has been incorporated in our design to recycle waste water for irrigation.

With the water-saving fixtures in place and active occupant engagement, in 2019, 310,065 m³ water was used by our operations.

During the reporting year, we have complied with the Water Pollution Control Ordinance (Cap. 358) in Hong Kong, the Water Pollution Control Law in Japan, the Indonesian Water Pollution and Quality Management Law — Act 82/2001, the Announcement of the Nation Environment Committee No. 8 in Thailand and other relevant laws and regulations in our operating locations.

SUSTAINABLE BUILDING DEVELOPMENT

As a property developer, investor and manager, PCPD is aware of the increasing extreme weather risks caused by climate change. We regard sustainable building development as our key strategy to increase the climate resilience of our property portfolio.

We are proud that PCP Jakarta has achieved the first ever final LEED Platinum Certification for office building in Indonesia and recently the Indonesian GreenShip Certificate. Its application of Singaporean Greenmark Certificate is also in progress.

To adapt to future climate change challenges, we are incorporating retention pond at our Phang-nga project to manage stormwater runoff as well as infra lakes to harvest rainwater, further catering to the high demand of irrigation for the golf course. Extensive greening and locally-sourced materials are adopted whenever possible to mitigate the environmental impacts. We will continue to explore more sustainable building features, including digging deep wells for alternative water sources and installing solar panels in our future projects.

OCCUPANTS AND TENANTS ENGAGEMENT

The participation and support of occupants and tenants are central to the success of our sustainability initiatives. In our various properties, dedicated communication channels, programmes and activities on environmental themes are set up to keep them informed and engaged.

ISPML embeds information, reminders and notices related to environmental sustainability in the environment of Bel-Air and ONE Pacific Heights. In each edition of Bel-Air newsletters, the “Sustainable Living” section highlights our latest resident activities related to environmental protection, as well as some practical tips on topics such as going plastic-straw-free and low-carbon lifestyles. Digital newsletters are issued and accessible to occupants on [Bel-Air website](#) and Bel-Air App.

Bel-Air Recycling Points
貝沙灣回收點

where you can recycle used clothes, fluorescent lamps, rechargeable batteries, paper items, bottles (glass and plastic) and containers (glass, metal and plastic).

您可將舊衣、熒光燈、充電池、紙張、樽(玻璃及塑膠)和容器(玻璃、金屬及塑膠)分類回收

Used Clothes Collection Bins 舊衣回收箱
Phase 1 - 3: Next to Shuttle Lift Lobby at Podium Level
第1至3期: 平台近穿梭電梯大堂
Phase 4: Carpark on Podium Level near Motorcycle Space No.1
第4期: 停車場近平台電單車1號位之附近位置

Fluorescent Lamps Recycling Boxes 熒光燈(燈電管及光管)回收箱
Phase 1 - 3 and Phase 4 - 5 (Bel-Air on the Peak)
Service Centre
第1至3期及第4至5期(南灣)服務中心

Rechargeable Battery Recycling Boxes 充電池回收箱
All Tower Lobbies
所有大堂大堂

Recyclable Paper Items / Bottles (glass and plastic) / Containers (glass, metal and plastic) 可回收紙品/樽(玻璃及塑膠)/容器(玻璃、金屬及塑膠)回收箱
All floors inside Refuse Storage and Material Recovery Room
各樓層垃圾儲藏及物料收車房

*As always, please rinse containers. No Plastic bags or Styrofoam.
回收前請先清洗容器，除去膠袋或保潔膠等物料。

Let's join hands to promote Green Living, enhance environmental education and help collect different types of recyclables in the Bel-Air Community.
攜手推動綠色生活，於貝沙灣社區內加強保護環境教育，及收集可循環再用物品。
Get the Bel-Air Mobile App 下載貝沙灣應用程式

SAVE the PLANET

Recycle Now! 珍惜資源，支持回收

- Recycling facilities location map and Bel-Air newsletter are available on the [Bel-Air website](#)

This year, ISPML supported the Earth Hour movement organised by WWF and No Air Con Night by Green Sense. By switching off lighting and air-conditioning in the selected public area of Bel-Air and ONE Pacific Heights, we hope to engage residents and staff members to join our efforts on shaping a sustainable living space.

地球一小時 EARTHHOUR.HK 2019
30Mar 8:30PM
立即簽名支持 SIGN UP NOW

醒的 REDUCE
醒的 RETHINK
改變生活·變好世界
CHANGE THE WAY WE LIVE

WWF

環保開鑿 Green Sense

第10屆無冷氣夜 2019
10th No Air Con Night
2019 - 10 - 5
Turning Off the Air Con Cooling the Earth
關掉冷氣，為地球降溫

報名及詳情: <http://greensense.org.hk/noaircon>

Island South Property Management Limited 承諾支持世界自然基金會
南灣物業管理有限公司 IS COMMITTED TO WWF'S EARTH HOUR

10th Anniversary Special
The Day and Night of No Air Con
Date: 2019 - 10 - 5 (Sat)
Time: 13:00 - 21:00
Venue: Vessel 01, Kwun Tong Promenade
Activities: Game, Workshop, Exhibition...

As part of our continued commitment to sustainable living, the air conditioning at 3/F Lift Lobby & Club House Reception Area will be switched off from 7:00 p.m. on 5 October 2019 (Saturday) to 7:00 a.m. the next morning. You are also encouraged to switch off the unnecessary air-con during the period.
為配合我們致力推動可持續生活的承諾，3樓電梯大堂及會所接待處的冷氣將於10月5日(星期六)晚上7時至翌日上午7時關閉。您亦可於活動期間關上家裡不必要的冷氣設備，一起為地球降溫出一分力!

GreenLife 盈峰一號 ONE Pacific Heights

At PCP Jakarta, we target to co-create a healthier workplace by improving the indoor environment together with our tenants. Tenant Fit-out Guidelines are in place to outline the required practices on aspects such as interior lighting, the use of daylight sensors and indoor pollutant source control based on LEED requirements. These specific sustainability requirements are incorporated as part of the standard conditions in our leasing agreements with tenants. Weekly walkthroughs of the property are also performed to reach out to occupants for their feedbacks on facilities management and indoor environmental management.

PEOPLE

Employees are the most important assets to the delivery of quality services and products. We believe a professional and dedicated team forms the foundation of our long-term business success.

PCPD currently employs over 1,100 people. Being a multi-national employer, we are committed to creating a safe, inclusive and rewarding workplace for all our employees and people who work with us, including construction workers in our project sites. We attach great importance to occupational health and safety, employee welfare, training and development, and respect for labour standards.

Go beyond basic compliance requirements, we care not only about our employees' health and safety but also their well-being through encouraging work-life balance and promoting an inclusive and diverse workplace that is free from all forms of discrimination. By maintaining visible career prospects, rewarding remuneration, performance-based awards, and learning opportunities, we aim to attract and retain talents for PCPD's sustainable growth.



Workforce made up of **25** nationalities



A total of **4,321** training hours provided to employees



39% of staff are female

HEALTH AND SAFETY

Occupational health and safety (OHS) are one of our top priorities in people management. Our group-wide Occupational Safety and Health Policy clearly delineates the roles and responsibilities of our line managers and staff regarding OHS hazard identification and injury prevention. Guided by the policy, a range of systems and measures are in place to ensure effective OHS management.

At ISPML, our Health and Safety Committee is responsible for ensuring effective implementation of our OHS management system, including safety work procedures, instructions and trainings. A third-party safety consultant is engaged in the quarterly committee meetings to review our OHS performance based on the international standard OHSAS 180001:2007 Occupational Health and Safety Management System. In addition to our annual risk assessments, the committee conducts monthly audits with the consultant to identify hazards and formulate rectification plans. Findings are communicated with all frontline staff members through staff communication forums. Performance of our key contractors, including security services, cleaning services and construction, are also reviewed annually to ensure compliance with OHSAS 180001:2007 standard.

At our Phang-nga project, strict OHS controls are implemented at the construction sites. Health and safety requirements are incorporated in our tender documents. As part of the due diligence exercise, contractors are required to submit documents such as safety management plan to prove their site OHS controls. In compliance with the local laws and regulations, we have employed dedicated licensed safety officer who has completed statutory training. On weekly basis, our project management team, site manager and safety officer conduct site visits for safety inspection, where the identified risks and mitigation plans are discussed in their subsequent meeting.

Enhancing OHS awareness of staff and workers is key to preventing work-related injuries. In properties managed by ISPML, regular trainings and drills are arranged to increase employees' safety awareness and emergency preparedness. In 2019, a total of 25 training sessions were held for different departments and 15 drill sessions were conducted. At Phang-nga, talks and morning calls on OHS topics are organised for site workers.

In our operations, working at height is one of the major safety concerns. In the properties managed by ISPML, suspended elevated platforms are frequently used in maintenance works such as lighting fixtures repairment and glass cleaning. Prior to using the equipment, operators must undergo training on safe use of the elevated platform. and the operators themselves are physically capable, equipped with suitable personal protective equipment, and not working in a hot environment with high risk of heat stroke.



- Worker on suspended elevated platform with proper protective equipment

Our team is proactively monitoring other factors that could intensify OHS hazards. We are aware that climate change can pose new threats to the workplace. For instance, growing number of hot days can increase outdoor workers’ exposure to heat strokes. In this regard, in properties managed by ISPML, our contractors are required to provide their employees with anti-heat stress uniforms made of breathable materials. We will continue to regularly review our drill and training plans and discuss appropriate preventive measures in our annual review.

We place importance on employees’ physical fitness and mental well-being through the promotion of balanced lifestyle. We will continue to arrange regular health check-ups and inoculation for staff members as part of our employee medical package. Work injury care program is provided to support injured employees for doctor consultations and treatments during their recovery.

To further enhance staff health awareness, in May 2019 we organised a BUPA Health Lounge where our staff received preliminary check-ups including electrocardialgram tests, spinal assessments, blood tests, body mass and fat assessments and vision screening. Health advisory services such as dietitian assistance and Chinese doctor consultation were also offered.

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

TALENT MANAGEMENT

PCPD believes that our talents contribute directly to our competitiveness and long-term business success. We place great emphasis in attracting the right talents and dedicate resources to develop their full potentials.

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

Training and Development

To foster the personal and professional growth of our employees, PCPD offers subsidies on training programmes and professional development schemes to our full-time staff of different levels and functional units. This year, we continued to provide job rotation programme for second-tier employees to broaden their exposure to various aspects of property management.

We also support employees’ continuous learning to acquire skills, knowledge and qualification that are in line with our business development needs through our Educational and Training Sponsorship Scheme. Under this scheme, eligible colleagues receive training subsidies for enrolling part-time education courses to foster career advancement. To encourage professional accreditation, ISPML offers three full scholarships to colleagues who intend to obtain either bachelor’s or master’s degree in property management.

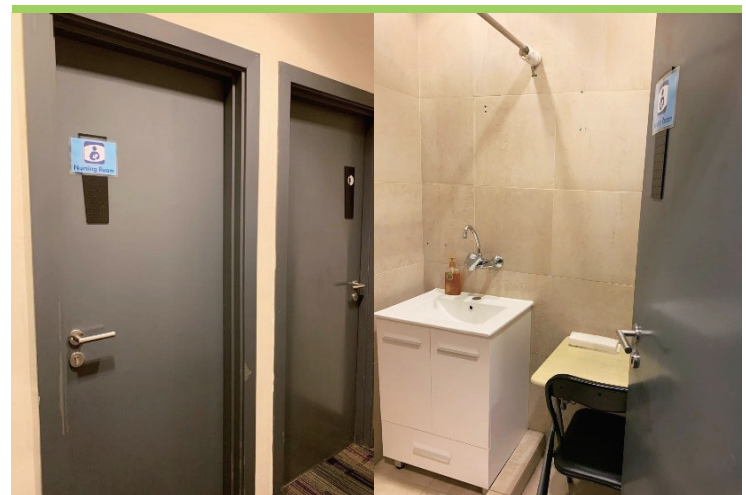
Recognising the importance of good management to the development of our employees, as well as to the success of the Group, tailored training programmes are offered for our supervisors and managers across all functional units. Our Supervisory Development Programme is composed of two modules to promote team diversity and to introduce various staff motivation tactics and constructive feedback tools. On the other hand, the Managerial Development Programme aims to help managers to understand fundamental leadership skills and practice appropriate delegation, to gain practical tips to groom team members, and to apply coaching skills to boost staff performance.

We also provide specialised trainings that aim to equip staff with skillsets required to excel in their roles. This year, we arranged dedicated orientation programme for the sales team of ski operation to familiarise with our products, operational environment and customers’ expectations. Besides, in 2019 our snow sports instructors on average received 20 hours of trainings on free-skiing, freeriding skiing and etc. One-on-one trainings are provided when necessary to further enhance their skills and to ensure that we deliver the most to our guests.

Talent Attraction and Retention

PCPD recognises our employee’s contribution and rewards outstanding performance through equitable and competitive remuneration. In our Annual Performance and Development Review, we evaluate the performance of our employees. Employees with exceptional performance will be prioritised for career advancement. To attract right people for the Group, employee referral programme is in place to encourage our staff to recommend new talents for our frontline operation.

Creating an inclusive and fulfilling work environment is also fundamental to retaining talents. PCPD strives to be a family-friendly employer. Ahead of the proposed amendment in the Employment Ordinance in Hong Kong, we have updated our policy to provide 14-week maternity leave. Facilities including a designated breastfeeding room are available in the head office to support working mums. We also offer a range of special leaves, such as paid exam leave, volunteer leave, compassionate leave and marriage leave, to promote all-round development of our talents.



- Nursery room provided for working mums

EQUAL OPPORTUNITIES

We strive to provide equal opportunities in various aspects of the workplace including employment, training, career development and reward management. We set out and constantly review our requirements in the terms and conditions of employment.

We commit to promote workplace diversity and inclusiveness and do not tolerate harassment behaviour. This is communicated clearly to our staff through our Human Resources Manual, which lays out our expectations for all staff to be valued and treated with respect and dignity. PCPD has zero tolerance towards any type of discrimination, including gender, disability, pregnancy, family status, race, colour, descent, national or ethnic origins, religion, age, sexual orientation, trade union membership and other conditions recognised under the law.

Reports of suspected discrimination cases are handled based on the complaint notification and handling system stipulated in our Human Resources Manual. Employees are encouraged to discuss with their supervisors regarding any employment concerns. To safeguard their rights to be heard, if the discussion results are unsatisfactory, employees can request to further discuss with the management team. Representative from human resources can also be requested as a third-party witness.

LABOUR STANDARDS

PCPD is committed to complying with all relevant laws and regulations and maintaining labour standards across our operations. At PCPD, we strictly adhere to the minimum wage requirements and stringently prohibit the use of child labour and forced labour in our business operations. To ensure that we abide by all relevant laws and regulations, we constantly pay attention to new regulatory development regarding labour and human rights in our global operations.

Besides, we strive to go beyond compliance of laws and regulations and refer to global best practices when reviewing and enhancing our labour policies. We also perform due diligence to identify, prevent, minimise and alleviate the risk of human right non-compliances.

Any person who has reasonable evidence of actual or suspected improper labour conduct is encouraged to make a report to the Group. Follow-up investigation would be carried out by an independent senior staff member of the Group on behalf of the Audit Committee. Results of the investigation, including final disposition, impact, implications, and recommendations for improvement, will be reported to Audit Committee and other directors of the Group as they deem appropriate.

ANTI-CORRUPTION

PCPD maintains our high ethical and governance standards across our operations through various policies and measures. Our Bribery, Gifts and Entertainment Policy provides an outline on the requirements and practices regarding the prevention, identification and handling of alleged and proven bribery and corruption.

Prior to the commencement of work, we ensure all our employees are well-educated on PCPD's anti-corruption measures. To continuously raise our employees' awareness on anti-corruption, two anti-corruption talks held by the Independent Commission Against Corruption ("ICAC") were arranged in Hong Kong in 2019.

PCPD's Improper Conduct Notification Policy delineates our whistleblowing procedures and allows employees and business partners to report and raise concerns regarding suspected unethical conduct. Reported cases are handled confidentially to protect relevant parties from retaliation. The whole investigation process and results are diligently monitored by and reported to the Audit Committee. Further details on our related policies and procedures can be found on our [website](#).

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

COMMUNITY

PCPD values long-term partnerships with the local communities where our operations take root. Through the collective efforts with our employees and other stakeholders, we strive to create a harmonious, dynamic and liveable environment and generate social value that the community can share.

Our Community Engagement Policy and Sustainability Policy define our areas of focus and delineate an overarching framework for our community investment and engagement initiatives. These policies provide us actionable guidance on how PCPD maintain a strong level of community involvement.

In 2019, we continued our philanthropic efforts with focus on youngster empowerment and social inclusion through participation in various community programs. In recognition of our efforts towards community development, we are honoured to receive the 10 Years Plus Caring Company Logo 2018/19.

CULTIVATING THE YOUNG GENERATION

Young people are the backbone of our society and the future leaders of tomorrow. Through career education, PCPD aims to establish an environment where students could expand their knowledge and explore career interests.

PROMOTING SOCIAL INCLUSION

PCPD recognises its role in promoting social inclusion by proactively providing support for under-represented groups. In the reporting year, we continued to support initiatives that serve the disadvantaged.

In 2019, our ski operation in Japan donated 100 uniform sets to Disabled Wintersport Australia, an organisation that aims to provide equal opportunities for disabled individuals to participate in winter sports. In Hong Kong, PCPD also continued our sponsorship to the Hong Kong Society for Rehabilitation (“HKSR”) to support Barrier Busters 2019. As an event to promote social inclusiveness, participants could experience the barriers faced by the physically-challenged through city orienteering and score of exciting group tasks. The funds raised will support HKSR to help persons with disabilities or chronic illnesses, and the elderly live a more fulfilling life.

EMPOWERING THE FUTURE TALENTS THROUGH CAREER EDUCATION

The Business-School Partnership Programme organised by the Hong Kong General Chamber of Commerce offers the participating students an opportunity to obtain an early taste of the commercial world, where companies are invited to share sectorial information and insights.

This year is the third consecutive year PCPD supporting the programme. 25 students from SKH Lui Ming Choi Secondary School joined us in a series of career education activities. Not only did we introduce the property development and management industry to the students, but also motivated them to plan ahead for their future.

In March 2019, our programme kickstarted by an introduction to PCPD’s latest branded residences and hotel project in Japan and a show suite tour. Students were also brought to visit Club Peak Wing at Bel-Air, where we presented various environmentally-friendly features and initiatives such as the food waste recycling scheme. Through these activities, students were able to gain a better understanding of luxury property management practices in Hong Kong and overseas, as well as how PCPD incorporates sustainability in our operations.

Aiming to improve students’ interpersonal skills, career talk was organised to cover topics such as job interview tips and the important attributes that employers in the industry may look for when recruiting talents. Eight students also attended our etiquette training on courteous manner, dress code, personal grooming and postures.

SUPPORTING INFORMATION

DATA TABLES

Environmental performance

	Unit	Total	Properties under development		Properties under management		Ski operation	Offices			
			Phang-nga, Southern Thailand	Hotel and Branded Residence at Niseko	PCP Jakarta	ISPML	NHR / NMS	Hong Kong	Tokyo	Thailand	Jakarta
Air emissions from gaseous fuel consumption											
KPI A1.1 The types of emissions and respective emissions data											
NOx emission ¹	kg	1,666.2	—	—	824.5	13.6	828.2	—	—	—	—
SOx emission ¹	kg	8.3	—	—	4.1	0.1	4.1	—	—	—	—
Energy and carbon emissions											
KPI A1.2 Greenhouse gas emissions in total and intensity											
KPI A2.1 Direct and/or indirect energy consumption by type in total (kWh in '000s) and intensity											
Diesel	litres	1,469,737.4	512,523.0	807,629.0	12,939.0	2,050.0	113,867.4	18,828.6	—	1,900.4	—
Petrol	litres	118,533.6	—	59,230.2	—	—	29,611.0	26,892.1	—	167.5	2,632.8
Kerosene	litres	170,341.2	16,063.5	—	—	—	154,277.7	—	—	—	—
Fuel oil	litres	127,700.0	—	—	—	—	127,700.0	—	—	—	—
Liquified Petroleum Gas	m ³	16,062.9	—	—	8,300.0	—	7,762.9	—	—	—	—
Town Gas	m ³	197,018.3	—	10.8	—	195,354.0	—	—	1,653.5	—	—
Direct energy use²	GJ	485,785.4	20,372.9	32,497.5	205,588.5	3,452.9	221,983.6	1,646.5	74.4	79.1	90.0
Direct CO₂e emissions (Scope 1)³	tCO ₂ e	30,398.3	1,380.2	2,253.2	13,115.5	184.8	13,335.1	115.4	1.5	5.4	7.1
Electricity purchased	kWh	42,087,172.6	12,180.0	239,193.0	16,577,600.0	20,332,846.0	4,463,408.0	282,301.0	79,289.2	69,306.0	31,049.4
Indirect energy use⁴	GJ	151,513.8	43.8	861.1	59,679.4	73,198.2	16,068.3	1,016.3	285.4	249.5	111.8
Indirect CO₂e emissions (Scope 2)⁵	tCO ₂ e	34,273.1	7.1	156.9	14,538.6	16,305.9	2,928.0	225.8	43.3	40.3	27.2
Total energy consumption	GJ	637,299.2	20,416.8	33,358.6	265,267.8	76,651.1	238,051.9	2,662.8	359.8	328.6	201.8
Total greenhouse gas emissions	tCO ₂ e	64,671.5	1,387.3	2,410.1	27,654.1	16,490.7	16,263.1	341.3	44.8	45.7	34.4
Total gross floor area (GFA) of all properties / premises	m ²	868,578.2	98,768.5	55,999.6	148,375.0	518,017	42,227.8	3,624.0	631.4	511.9	423.0
Energy intensity	GJ/m ²	0.73	0.21	0.60	1.79	0.15	5.64	0.73	0.57	0.64	0.48
Greenhouse gas emission intensity from buildings	tCO ₂ e/m ²	0.074	0.014	0.043	0.19	0.0318	0.39	0.094	0.071	0.089	0.081

¹ A revised methodology is adopted in 2019 in which the calculation of NOx and SOx for all locations are aligned with the HKEX's Reporting Guidance on Environmental KPIs. The emissions are from town gas and liquified petroleum gas consumption. According to Tokyo Gas Co.,Ltd., town gas is produced from natural gas, which emits minimal amounts of NOx, SOx and PMs resulting from our ski operation and Tokyo office.

² Calculation is based on conversion factors provided by governments and research institutions: University of California at Berkeley (Diesel: 0.0386 GJ/litre, Petrol: 0.0342 GJ/litre), Japan Ministry of the Environment (Kerosene: 0.0367 GJ/litre, Fuel Oil: 0.0391 GJ/litre, Diesel: 0.0377 GJ/litre, Petrol: 0.0346 GJ/litre), the Hong Kong and China Gas Company (Town Gas: 0.01727 GJ/m³), Toshi Gas (Town Gas: 0.045 GJ/m³, Liquified Petroleum Gas: 0.0508 GJ/kg) and the Carbon Disclosure Project (Liquified Petroleum Gas: 0.0473 GJ/kg).

³ A revised methodology is adopted in 2019 in which the calculation of direct CO₂e emissions (Scope 1) are aligned with the HKEX's Reporting Guidance on Environmental KPIs.

⁴ Energy consumption from electricity is calculated based on the conversion factor (1 kWh = 0.0036 GJ) sourced from Electrical and Mechanical Services Department of HKSAR Government.

⁵ Indirect CO₂e emissions (Scope 2) is calculated based on default factors provided by suppliers and governments: Indonesia – Faktor Emisi GRK Sistem Interkoneksi Tenaga Listrik (0.877 CO₂e kg/kWh), HK Electric (0.8 CO₂e kg/kWh), Thailand Greenhouse Gas Management Organization (0.5813 CO₂e kg/kWh), Hokkaido Electric Power Co., Inc. (0.656 CO₂e kg/kWh) and TEPCO (0.500 CO₂e kg/kWh). Indirect CO₂e emissions (Scope 2) also include indirect emissions from town gas consumption calculated based on the conversion factor provided by the Hong Kong and China Gas Company Limited (0.564 CO₂e kg/Unit) and Toshi Gas (2.21 CO₂e kg/m³).

	Unit	Total	Properties under development		Properties under management		Ski operation	Offices			
			Phang-nga, Southern Thailand	Hotel and Branded Residence at Niseko	PCP Jakarta	ISPML	NHR / NMS	Hong Kong	Tokyo	Thailand	Jakarta

Waste
KPI A1.3 Total hazardous waste produced and intensity
KPI A1.4 Total non-hazardous waste produced and intensity
Non-hazardous waste disposal to landfill

Construction and demolition waste	tonnes	1,284.6	—	1,282.3	2.3	—	—	—	—	—	—
Residential and domestic waste	tonnes	11,783.1	—	111.8	—	11,671.3	—	—	—	—	—
Grease trap waste	litres	24,213.0	—	—	22,053.0	—	—	2,160.0	—	—	—
Total weight of non-hazardous waste disposed to landfill⁶	tonnes	13,067.7	—	1,394.1	2.3	11,671.3	—	—	—	—	—

Non-hazardous waste collected for recycling

Paper	tonnes	1,161.4	—	6.8	984.2	115.1	52.3	2.1	0.3	0.5	—
Plastic	tonnes	170.8	—	40.2	103.1	9.2	18.4	—	—	—	—
Food	tonnes	444.4	—	—	372.9	22.0	49.6	—	—	—	—
Metal (aluminum)	tonnes	6.0	—	—	3.0	—	3.1	—	—	—	—
Metal (steel)	tonnes	8.1	—	0.3	—	3.9	3.9	—	—	—	—
Glass	tonnes	44.7	—	14.3	8.7	15.4	6.3	—	—	—	—
Concrete waste	tonnes	377.7	—	377.7	—	—	—	—	—	—	—
Toner cartridge	tonnes	0.3	—	—	0.1	—	0.1	0.03	0.02	—	—
Others recycled waste e.g. styrofoam, wood	tonnes	1.9	—	1.9	—	—	0.03	—	—	—	—
Weight of non-hazardous waste recycled	tonnes	2,215.3	—	441.1	1,472.0	165.7	133.6	2.2	0.3	0.5	—
Total non-hazardous waste produced	tonnes	15,283.1	—	1,835.2	1,474.3	11,837.0	133.6	2.2	0.3	0.5	—
Non-hazardous waste intensity	tonnes/m ²	0.0176	—	0.0328	0.0099	0.0023	0.0032	0.0006	0.0005	0.0010	—

Hazardous waste generated

Fluorescent light bulbs and tubes	tonnes	0.13	—	—	0.07	—	—	0.06	—	—	—
Battery	tonnes	0.91	—	—	0.91	—	—	0.003	—	—	—
Waste electrical and electronic equipment (WEEE)	tonnes	0.20	—	—	—	—	—	0.20	—	—	—
Total hazardous waste produced	tonnes	1.24	—	—	0.98	—	—	0.26	—	—	—
Hazardous waste intensity	tonnes/m ²	0.000001	—	—	0.000007	—	—	0.000072	—	—	—

Water
KPI A2.2 Water consumption in total and intensity (e.g. per unit of production volume, per facility)

Total fresh water consumption	m ³	310,065.1	2,217.0	46,313.0	132,540.0	88,310.0	39,933.2	172.9	6.0	521.0	52.0
Water Intensity	m ³ /sqm	0.36	0.02	0.83	0.89	0.17	0.95	0.05	0.01	1.02	0.12
Recycled water	m ³	—	—	—	92,441	—	—	—	—	—	—

⁶ Excluding grease trap waste (in litres).

Social performance

Workforce profile

KPI B1.1 Workforce in total and by category

	Group		Hong Kong		Japan		Indonesia		Thailand		Other locations	
	Total	%	Total	%	Total	%	Total	%	Total	%	Total	%
By employment type												
Permanent full-time staff	729	64.9%	411	100.0%	271	40.8%	29	100.0%	16	100.0%	2	100.0%
Temporary staff	70	6.2%	0	—	70	10.5%	0	—	0	—	0	—
Seasonal part-time staff	324	28.9%	0	—	324	48.7%	0	—	0	—	0	—
By gender												
Male	682	60.7%	273	66.4%	385	57.9%	16	55.2%	8	50.0%	0	—
Female	441	39.3%	138	33.6%	280	42.1%	13	44.8%	8	50.0%	2	100.0%
By age group												
Under 30 years old	356	31.7%	46	11.2%	301	45.3%	8	27.6%	1	6.3%	0	—
30 to 50 years old	460	41.0%	157	38.2%	277	41.7%	19	65.5%	5	31.3%	2	100.0%
Over 50 years old	307	27.3%	208	50.6%	87	13.1%	2	6.9%	10	62.5%	0	—
By employee category												
Operational staff	871	77.6%	281	68.4%	578	86.9%	7	24.1%	5	31.3%	0	—
Administrative staff	241	21.5%	124	30.2%	82	12.3%	22	75.9%	11	68.8%	2	100.0%
Executive staff	11	1.0%	6	1.5%	5	0.8%	0	—	0	—	0	—
Total workforce	1,123	—	411	—	665	—	29	—	16	—	2	—
Percentage	—	100%	—	36.6%	—	59.2%	—	2.6%	—	1.4%	—	0.2%

Staff turnover

KPI B1.2 Number and rate of employee turnover

	Group		Hong Kong		Japan		Indonesia		Thailand		Other locations	
	Total	%	Total	%	Total	%	Total	%	Total	%	Total	%
By gender												
Male	70	15.5%	54	19.8%	11	7.1%	3	18.8%	2	25%	0	—
Female	34	12.3%	29	21.0%	3	2.6%	0	0%	0	0%	2	100%
By age group												
Under 30 years old	28	21.1%	22	47.8%	4	5.1%	0	—	1	100.0%	1	—
30 to 50 years old	49	14.5%	36	22.9%	10	6.5%	2	10.5%	1	20.0%	0	—
Over 50 years old	27	10.5%	25	12.0%	0	—	1	50.0%	0	—	1	—
Number of leavers	104	—	83	—	14	—	3	—	2	—	2	—
Total turnover rate*	—	14.3%	—	20.2%	—	5.2%	—	10.3%	—	12.5%	—	100%

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

Occupational health and safety

KPI B2.1 Number and rate of work-related fatalities

Employee by gender	Group		Hong Kong		Japan		Indonesia		Thailand		Other locations	
	Total	%	Total	%	Total	%	Total	%	Total	%	Total	%
Male	0	—	0	—	0	—	0	—	0	—	0	—
Female	0	—	0	—	0	—	0	—	0	—	0	—
Total work-related fatalities	0	—	0	—	0	—	0	—	0	—	0	—

Number and rate of work-related injuries

By gender	Group		Hong Kong		Japan		Indonesia		Thailand		Other locations	
	Total	Rate	Total	Rate	Total	Rate	Total	Rate	Total	Rate	Total	Rate
Male	12	17.60	10	36.63	2	5.19	0	—	0	—	0	—
Female	4	9.07	3	21.74	1	3.57	0	—	0	—	0	—
Total work-related injuries	16	—	13	—	3	—	0	—	0	—	0	—
Injury rate per 1,000 employees	—	14.25	—	31.63	—	4.51	—	0	—	0	—	—

KPI B2.2 Lost days due to work injury

Number of lost days for work-related injury	Group		Hong Kong		Japan		Indonesia		Thailand		Other locations	
	Total	%	Total	%	Total	%	Total	%	Total	%	Total	%
Male	59	—	59	—	0**	—	0	—	0	—	0	—
Female	4	—	4	—	0**	—	0	—	0	—	0	—
Total lost days for work-related injury	63	—	63	—	0	—	0	—	0	—	0	—
Lost day rate*	—	0.032%	—	0.053%	—	0%	—	0%	—	0%	—	0%

*Lost day rate = Total lost days for work-related injury/Total days scheduled to be worked for all headcount (days)

**As the nature of the injuries was minor, no sick leaves were taken by the staff members concerned.

Employee training

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

By gender	Group		Hong Kong		Japan		Indonesia		Thailand		Other locations	
	Total	%	Total	%	Total	%	Total	%	Total	%	Total	%
Male	240	35.2%	230	84.2%	5	1.3%	5	31.3%	0	—	0	—
Female	108	24.5%	95	68.8%	9	3.2%	1	7.7%	3	37.5%	0	—
By employee category	Total	%	Total	%	Total	%	Total	%	Total	%	Total	%
Operation staff	270	31.0%	265	94.3%	2	0.3%	3	42.9%	0	—	0	—
Administrative staff	76	31.5%	59	47.6%	11	13.4%	3	13.6%	3	27.3%	0	—
Executive staff	2	18.2%	1	16.7%	1	20.0%	0	—	0	—	0	—
Total trained employees	348	—	325	—	14	—	6	—	3	—	0	—
Percentage	—	31.0%	—	79.1%	—	2.1%	—	20.7%	—	18.8%	—	—

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

Number of training hours	Group		Hong Kong		Japan		Indonesia		Thailand		Other locations	
	Total	Average	Total	Average	Total	Average	Total	Average	Total	Average	Total	Average
By gender												
Male	3,270.3	4.8	3,049.3	11.2	55.0	0.1	166.0	10.4	0	—	0	—
Female	1,050.3	2.4	872.3	6.3	146.0	0.5	8.0	0.6	24.0	3.0	0	—
By employee category												
Operational staff	3,577.3	4.1	3,419.3	12.2	40.0	0.1	118.0	16.9	0	—	0	—
Administrative staff	706.3	2.9	482.3	3.9	144.0	1.8	56.0	2.5	24.0	2.2	0	—
Executive staff	37.0	3.4	20.0	3.3	17.0	3.4	0	—	0	—	0	—
Total and average training hours completed by employee	4,320.5	3.8	3,921.5	9.5	201.0	0.3	174.0	6.0	24.0	1.5	0	—

Supply chain**KPI B5.1 Number of suppliers by geographical region**

By geographical region	Group		Hong Kong		Japan		Indonesia		Thailand		Other locations	
	Total	%	Total	%	Total	%	Total	%	Total	%	Total	%
Local	412	90.5%	226	89.3%	33	91.7%	49	84.5%	104	96.3%	0	—
Non-local	43	9.5%	27	10.7%	3	8.3%	9	15.5%	4	3.7%	0	—
Total number of suppliers	455	100.0%	253	55.6%	36	7.9%	58	12.7%	108	23.7%	0	—

Community investment**KPI B8.2 Contributed resources**

	Unit	Group	Hong Kong	Japan	Indonesia	Thailand	Other locations
Financial contributions	HK\$	\$63,291	\$58,000	\$2,750	0	\$2,541	0
Non-governmental organization supported	No.	5	2	3	0	0	0
Local community supported	No.	2	1	0	0	1	0

HKEX REPORTING GUIDE CONTENT INDEX

* Newly added disclosure items of the HKEX's revised ESG Reporting Guide to be implemented from financial years commencing on or after 1 July 2020

General Disclosures and KPIs		Reference / Remarks
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.		Environment — Energy and Greenhouse Gas Emissions; Waste Management
KPI A1.1	The types of emissions and respective emissions data.	Supporting Information — Data Tables
KPI A1.2	Greenhouse gas emissions in total (in tonnes) and, where appropriate, intensity.	
KPI A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity.	
KPI A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity.	
KPI A1.5	Description of measures to mitigate emissions and results achieved.	Environment — Energy and Greenhouse Gas Emissions
KPI A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved.	Environment — Waste Management
Aspect A2 — Use of Resources		
General Disclosure Policies on the efficient use of resources, including energy, water and other raw materials.		Environment — Energy and Greenhouse Gas Emissions; Water Conservation
KPI A2.1	Direct and/or indirect energy consumption by type in total (kWh in '000s) and intensity.	Environment — Energy and Greenhouse Gas Emissions;
KPI A2.2	Water consumption in total and intensity.	Supporting Information — Data Tables
KPI A2.3	Description of energy use efficiency initiatives and results achieved.	
KPI A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved.	Environment — Water Conservation
KPI A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	This is not considered material to the Group as our finished products do not involved the usage of packaging.

General Disclosures and KPIs		Reference / Remarks
Aspect A3 — The Environment and Natural Resources		
General Disclosure Policies on minimising the issuer’s significant impact on the environment and natural resources.		Environment
KPI A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	
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.		People — Talent Management
KPI B1.1	Total workforce by gender, employment type, age group and geographical region.	Supporting Information — Data Tables
KPI B1.2	Employee turnover rate by gender, age group and geographical region.	
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.		People — Health and Safety
KPI B2.1	Number and rate of work-related fatalities.	Supporting Information — Data Tables
KPI B2.2	Lost days due to work injury.	
KPI B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored.	People — Health and Safety
Aspect B3 — Development and Training		
General Disclosure Policies on improving employees’ knowledge and skills for discharging duties at work. Description of training activities.		People — Talent Management
KPI B3.1	The percentage of employees trained by gender and employee category.	Supporting Information — Data Tables
KPI B3.2	The average training hours completed per employee by gender and employee category.	
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.		People — Labour Standards
KPI B4.1	Description of measures to review employment practices to avoid child and forced labour.	
KPI B4.2	Description of steps taken to eliminate such practices when discovered.	

General Disclosures and KPIs		Reference / Remarks
Aspect B5 — Supply Chain Management		
General Disclosure Policies on managing environmental and social risks of the supply chain.		Customer — Product Quality and Responsibility — Supply Chain Management
KPI B5.1	Number of suppliers by geographical region.	Supporting Information — Data Tables
KPI B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored.	Customer — Product Quality and Responsibility — 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.	Customer — Product Quality and Responsibility — Supply Chain Management; Environment — Energy and Greenhouse Gas Emissions; People — Labour Standards
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.		Customer
KPI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	This is not applicable to the Group's nature of operation.
KPI B6.2	Number of products and service related complaints received and how they are dealt with.	Customer — Service Excellence — Quality Management System
KPI B6.3	Description of practices relating to observing and protecting intellectual property rights.	This is not considered material to the Group.
KPI B6.4	Description of quality assurance process and recall procedures.	Customer — Service Excellence — Quality Management System
KPI B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored.	Customer — Product Quality and Responsibility — Protecting Customers' Privacy
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.		People — 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.	
KPI B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.	
KPI B7.3*	Description of anti-corruption training provided to directors and staff.	

General Disclosures and KPIs		Reference / Remarks
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.		Community
KPI B8.1	Focus areas of contribution.	Community
KPI B8.2	Resources contributed to the focus area.	Supporting Information — Data Tables