

Sustainability Report 2022

# Together for a sustainable future



TSIM SHA TSUI PROPERTIES LIMITED









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## About this Report

Tsim Sha Tsui Properties Limited (“Tsim Sha Tsui Properties” or the “Company”) is pleased to present this financial year’s Sustainability Report (the “Report”), covering the period from 1 July 2021 to 30 June 2022. This Report outlines the environmental, social and governance (“ESG”) policies, initiatives and performance of the Company and its subsidiaries (collectively, the “Group”).

The operations under Sino Land Company Limited (“Sino Land”) represent a substantial portion of the operations of the Group as a whole. Therefore, for discussion purposes, this Report focuses on the sustainability performance and initiatives of Sino Land, including its headquarters, managed properties and construction sites in Hong Kong, as well as the hotels under The Fullerton Hotels and Resorts in Hong Kong, Singapore and Sydney.

This Report has been prepared in accordance with the Global Reporting Initiative (“GRI”) Standards: Core option, in conjunction with the GRI G4 Construction and Real Estate Sector disclosures. It also addresses the requirements outlined in the Environmental, Social and Governance Reporting Guide under Appendix 27 of the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (“HKEX ESG Reporting Guide”), the World Economic Forum (“WEF”) Stakeholder Capitalism Metrics and the Sustainability Accounting Standards Board (“SASB”) Standard for the Real Estate Sector. In addition, our climate actions are disclosed with reference to the Task Force on Climate-related Financial Disclosures (“TCFD”) recommendations. Methodologies and reporting scope adopted for the preparation of this Report are consistent with previous years unless otherwise noted.

## About Tsim Sha Tsui Properties

Tsim Sha Tsui Properties Limited (HKSE: 0247), headquartered in Hong Kong, is one of three companies of Sino Group whose shares are listed on The Stock Exchange of Hong Kong Limited.

As an extensive portion of the operations of Tsim Sha Tsui Properties is included under Sino Land, we focus on the business and sustainability initiatives and activities of Sino Land in this Report. Sino Land’s core business encompasses the development of residential, office, industrial and retail properties for sale and investment in Mainland China, Hong Kong, Singapore and Sydney. Our business is complemented by property management, security, car park operations and environmental services. The Group is also a key player in hotel investment and management.

The Group is committed to “Creating Better Lifescapes”, which we bring to life through our three interconnected pillars of Green Living, Innovative Design and Community Spirit.

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### Our Vision and Mission

#### Vision

To make Sino the preferred choice for customers, investors and employees.

#### Mission

To achieve excellence by fully understanding the needs of customers and consistently surpassing their expectations.

#### Core Values

Integrity | Customer First | Quality Excellence | Respect | Teamwork | Continuous Improvement | Preparedness | Sense of Urgency

Tsim Sha Tsui Properties Limited (HKSE: 0247), headquartered in Hong Kong, is one of three companies of Sino Group whose shares are listed on The Stock Exchange of Hong Kong Limited.

### Property Development

We develop properties for sale and investment, including residential, industrial and retail properties and offices. As at 30 June 2022, Sino Land had a land bank of approximately 20.4 million square feet ("sq. ft.") of attributable floor area in Mainland China, Hong Kong, Singapore and Sydney within our portfolio. We incorporate environmentally responsible designs, features and initiatives in all our projects.

### Investment Properties

We have built a rental portfolio that generates a solid stream of recurrent income and cash flow. Our balanced portfolio of investment properties comprises residential, retail, office and industrial properties as well as car parks. We carry out asset enhancement initiatives, including energy efficiency improvements, to remain environmentally responsible and economically competitive.

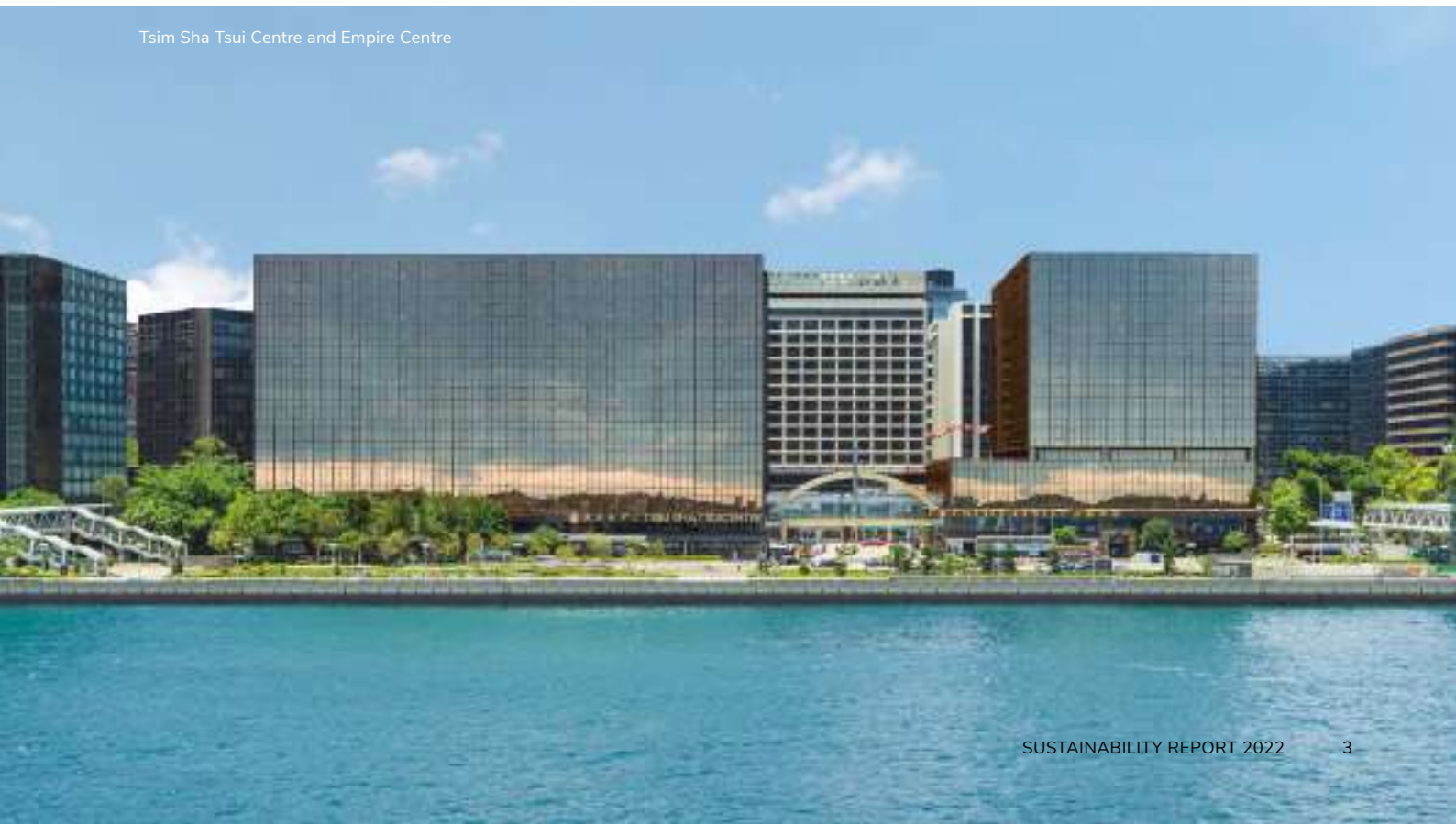
### Hotel Business

We own and manage hotels, including those under The Fullerton Hotels and Resorts in Singapore and Sydney. In Hong Kong, we own The Conrad Hong Kong, The Olympian Hong Kong and The Fullerton Ocean Park Hotel Hong Kong, a new oceanfront resort that integrates sustainability attributes. More information about The Fullerton Ocean Park Hotel Hong Kong can be found in the Sustainable Buildings section of this Report on p.78-83 [🔗](#).

### Property Management and Other Services

The Group's fully integrated property management service is provided by Sino Property Services ("SPS"). SPS currently manages 190 projects with an aggregate floor area of 55.2 million sq. ft. We provide a comprehensive range of professional property management services, including maintenance, security and professional environmental services, ranging from specialist cleaning to environmentally responsible cleaning solutions. Additionally, we manage clubhouses, related facilities and car parks.

Tsim Sha Tsui Centre and Empire Centre



# Message from the Chairman of the ESG Steering Committee

At Sino, we are committed to building a healthier and better future together. We have integrated sustainability into all aspects of our business and operations while deploying innovative solutions as we seek to create value for our stakeholders for a healthier and better future.

## Together for a Sustainable Future

“Together for a Sustainable Future” is the theme of this Report, and it aptly highlights the Group’s commitment to sustainability. Sustainability is fully integrated into our business and operations under our newly introduced Value Creation Framework, in which we seek to create long-term value for stakeholders and the communities in which we operate, and to ensure that we grow more resilient together.

During the reporting period, 15 new goals have been formulated for our Sustainability Vision 2030 (“SV2030”) across the three strategic pillars of Green Living, Innovative Design and Community Spirit. The management approach, key goals, initiatives and performance for each of these pillars are described in detail in this Report.

Effective and responsible corporate governance facilitates long-term organisational success. Credibility and transparency in ESG disclosures are essential to monitoring our performance, and help us to identify potential risks and opportunities. We align our reporting with leading standards of the GRI, The Stock Exchange of Hong Kong Limited, TCFD and the United Nations Global Compact. In this Report, we have included additional disclosure metrics from the SASB Standard for the Real Estate Sector, and have become the first developer in Hong Kong to join the global coalition of business leaders in implementing the Stakeholder Capitalism Metrics, advocated by WEF and the International Business Council. We are thankful that our efforts have been recognised in sought-after international and local honours awarded to us, motivating us to do more and better.

Extreme weather conditions globally are a clarion call to act on climate change. Like many other places around the world, Hong Kong faced a scorching summer with the “Very Hot Weather Warning” issued more frequently than in previous years. Decarbonisation and climate resilience have long been foci of the Group’s sustainability efforts. In addition to creating a positive influence on the overall sustainability of the built environment, we seek to develop a climate-resilient portfolio through collective efforts and to improve resilience against climate-related risks.





Achieving net zero carbon, which is crucial to tackling climate change, is at the top of our agenda as we believe that businesses play a key role in decarbonisation. In our most recent effort, we have unveiled our Decarbonisation Blueprint to achieve net zero carbon by 2050 following extensive research with the academia. This holistic roadmap outlines the Group's long-term strategies and approaches to carbon reduction, including a new approach in line with Science Based Targets Initiative ("SBTi") methodology – to reduce Scope 1 and Scope 2 GHG emissions per square metre by 53.1% from our 2018 baseline and to work to incorporate Scope 3 GHG emissions into this target. This enables us to better understand how we can contribute to decarbonisation while continuing to explore opportunities to reduce our carbon footprint.

Taking a further step, the Group adopts a circular economy approach to help to reduce carbon emissions and municipal waste. We have joined hands with a home-grown start-up, EcoBricks, on a breakthrough solution to upcycle all the seven types of plastic, including mixed and composite plastic, into sustainable construction materials,

presenting a viable circular economy solution to urban waste issues. This epitomises our firm belief that sustainability drives business opportunities.

We are heartened that our sustainability efforts have received recognition from local and international communities. We have been honoured as a Regional Top-rated ESG Performer by Sustainalytics, and assigned an "A" rating in the MSCI ESG Indices. In addition to these latest honours, we continue to be included in the Hang Seng Corporate Sustainability Index Series, a position we have held since 2012.

Sustainability is central to our mission of Creating Better Lifescapes. Thank you for your wonderful support, which has made all these developments possible, and we look forward to your continued support. With collective efforts, we shall continue to create shared value for our stakeholders and build a sustainable future together.

**Daryl Ng**  
Chairman, ESG Steering Committee

# Performance Highlights

We continued to progress towards **Creating Better Lifescapes through various initiatives during the reporting period**. We have summarised some of our results across our three pillars and governance focus area below.

## GOVERNANCE Promoting Sustainability Transparency

Sino Land became the first property developer in Hong Kong to join the global coalition of business leaders implementing WEF's Stakeholder Capitalism Metrics.

## GREEN LIVING Progressing Towards Net Zero Emissions

We exceeded our initial target of, by 2030, reducing GHG emissions by 30% from our 2012 baseline\* and were one of the first property developers in Hong Kong to announce a holistic decarbonisation blueprint to achieve net zero carbon.

Formulated a holistic decarbonisation blueprint



## INNOVATIVE DESIGN Creating Sustainable and Healthy Environments

The Fullerton Ocean Park Hotel Hong Kong became the first hotel in Hong Kong and Mainland China to attain the internationally acclaimed WELL v2™ Precertification.

First hotel in Hong Kong and Mainland China to attain WELL v2™ Precertification

\* Covering the common areas of 51 properties under our management.



# First property developer in Hong Kong to implement the Stakeholder Capitalism Metrics

## COMMUNITY SPIRIT

### Caring for the Community

Sino Caring Friends, our volunteer initiative, organised over 320 activities providing services for over 299,000 less-resourced elderly, children and youth and over 5,500 families. In total, we performed over 186,530 hours of volunteer service in Hong Kong.

> 186,530

hours of volunteer service contributed

> 299,000

less-resourced elderly, children and youth served



## Key ESG Ratings

Sino Land is humbled to have our efforts recognised by multiple ESG rating organisations.



### CDP

B in Climate Change 2021 Assessment



**Greater Bay Area (GBA) Business Sustainability Index**  
Top 10 (Achiever)



Hang Seng Corporate Sustainability Index Series Member 2021-2022

**Hang Seng Corporate Sustainability Index Series**  
AA Rated



**Hong Kong Business Sustainability Index**  
Top 10 (Achiever)



**MSCI ESG Ratings**  
A Rated

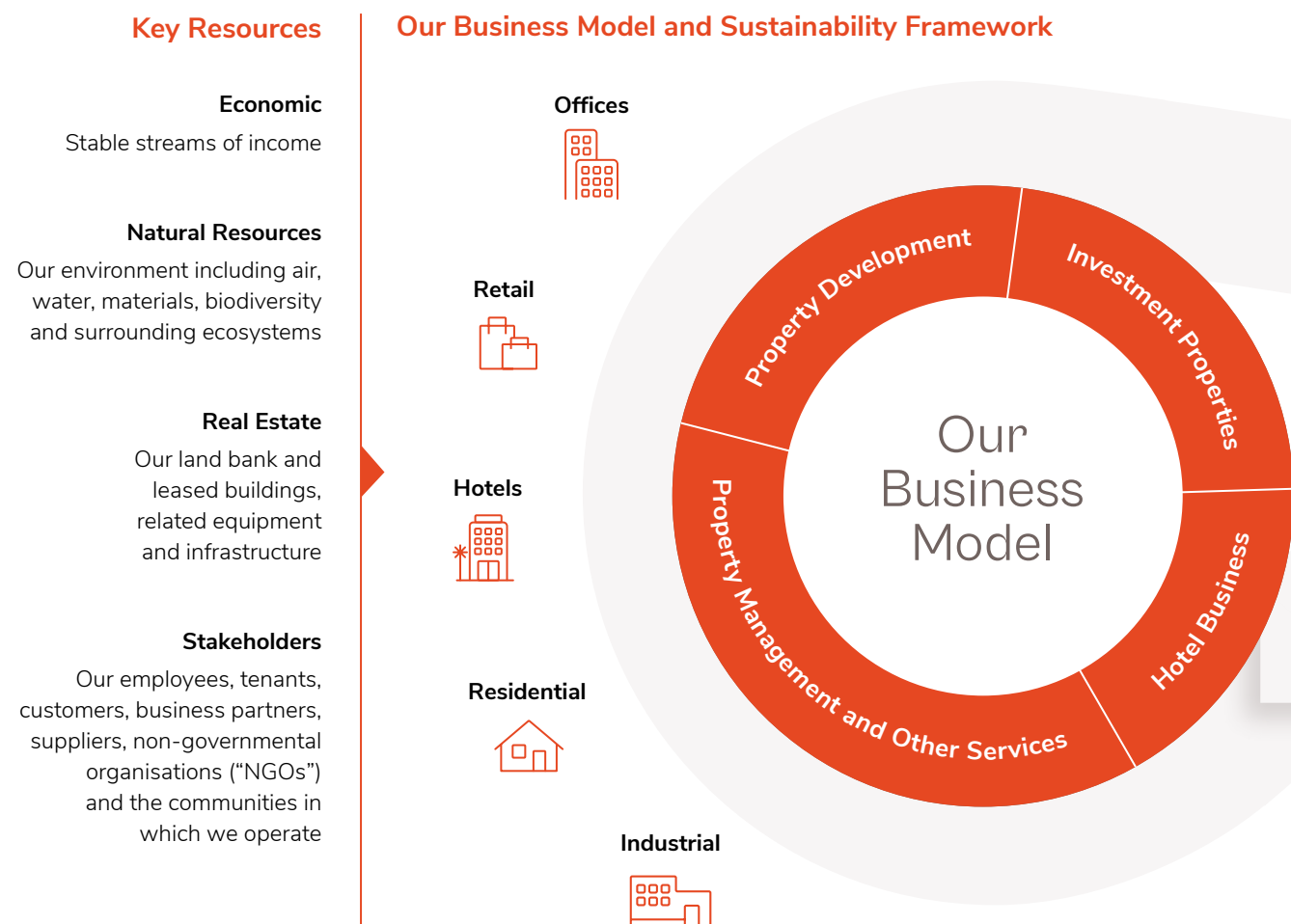


**Sustainalytics**  
ESG Regional Top Rated 2022

# Value Creation Framework

Our Value Creation Framework integrates sustainability into all aspects of our business and operations.

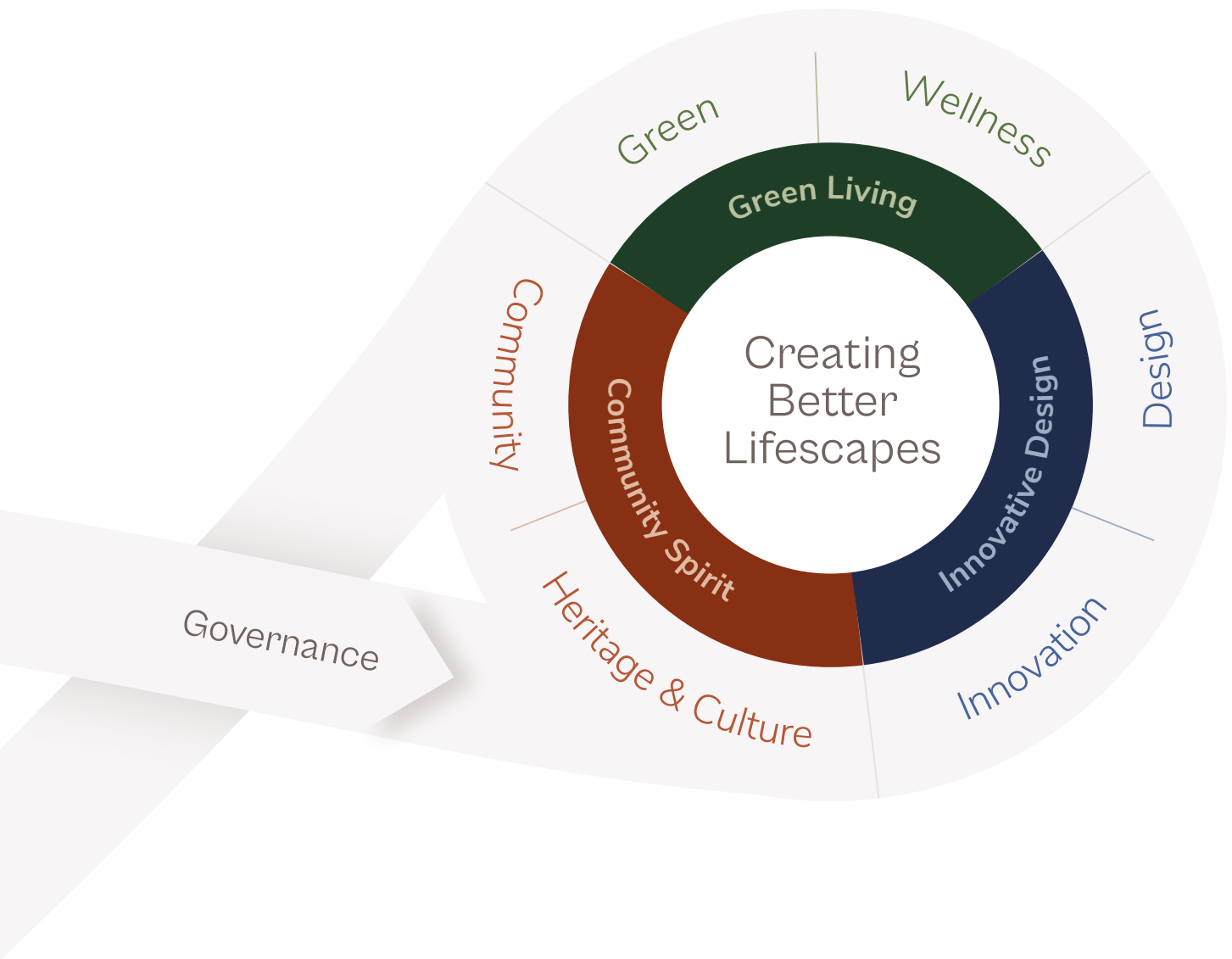
Guided by effective and responsible governance, we unite our business model and our sustainability strategy of Creating Better Lifescapes to turn key resources into long-term ESG value for our stakeholders. Sino Land's sustainability targets contribute to the broader goals under Sino Group's SV2030 initiative.



## Alignment with the United Nations Sustainable Development Goals ("UNSDGs")







## Value Created

### Environmental

Environments that nurture sustainability and balance, with design elements that contribute to health and wellness and help our stakeholders implement sustainable practices

### Social

A fair, positive and motivating working environment, health and safety measures of the highest standards, innovative solutions for a more sustainable future and bonds and friendships with all around us while honouring our heritage, knowledge and identity

### Governance

Policies and systems that enable us to design and deliver quality products and services, improve efficiencies and meet our sustainability goals as we strive to achieve steady economic performance

# Sustainability Vision 2030

Sino Land's sustainability targets contribute to the broader goals under Sino Group's SV2030 initiative. Aligning with international best practices, we map our approach to governance and each of our pillars to UNSDGs.

During the reporting period, we set 15 new goals across our three pillars and our governance focus area. Going forward, colleagues across our business lines will work together in meeting our 38 SV2030 goals, reflecting our intention to make every aspect of our operations a driver of sustainability for a better future.

The following pages set out our goals by pillar and for our governance focus area. We describe our strategic pillars, management approach, key goals, initiatives and performance in more detail in the relevant sections throughout this Report.



## Governance



### Sustainable and Ethical Supply Chain



**100%** of approved suppliers are governed by our Contractor/Supplier Code of Conduct ("SCoC")\*



By 2025, **100%** of approved suppliers to adhere to our Sustainable Procurement Policy\*



By 2030, **50%** of approved suppliers to obtain recognised ISO/ESG/EHS standards\*

## Green Living



### Climate Resilience and Greenhouse Gas ("GHG") Emissions



By 2030, achieve a GHG emission reduction of **30%** from our 2012 baseline†#



By 2030, reduce Scope 1 and 2 GHG emissions per square metre by **53.1%** from our 2018 baseline and set a new target to reduce Scope 3 GHG emissions in line with SBTi methodology\*



By 2030, conduct **climate risk assessment** at our wholly-owned new development projects where applicable\*



## Energy Consumption and Efficiency



By 2030, reduce electricity consumption by **30%** from our 2012 baseline† #



By 2030, achieve renewable energy generation of **6,000,000 kWh** from the 2012 level<sup>△</sup>



By 2030, reduce electricity intensity by **30%** from our 2018 baseline\*

## Material Use, Waste Reduction and Management



By 2025, purchase **60%** of seafood served at the Group's hotels from sustainable sources#



By 2030, purchase **100%** of seafood served at the Group's hotels from sustainable sources\*



By 2022, reduce single-use plastic consumption by **50%** across all business lines from our 2017 baseline#



Eliminate **all** single-use plastic items by 2035 across our core operations\*



By 2030, reduce water consumption intensity by **20%** from our 2018 baseline†



By 2030, divert **50%** of commercial waste from landfill

## Urban Biodiversity



By 2030, **all** new development projects to implement tree assessment surveys to protect and promote urban biodiversity\*

## Labour Practices



Increase total training hours by **50%** by 2025 and **100%** by 2030 from the 2019 level



Embrace **diversity and inclusion** to ensure equal opportunities in all our people related practices



By 2030, maintain gender pay ratio at **1:1**\*



By 2030, maintain a **gender balance** in all management positions\*



By 2030, maintain a lost-time injury rate ("LTIR") at or below **2.5 per 100 employees**\*



By 2025, **100%** of employees to receive ESG training\*

## Wellbeing



Deliver **products and services** that enhance the wellness of our stakeholders



Improve the wellbeing of our employees through **wellness programmes** covering work and family life, physical health and mental health

\* This is a new target set during the reporting period.

† Covering the common areas of 51 properties under our management.

△ Sino Group's goal is to generate 8,000,000 kWh of renewable energy from the 2012 level by 2030.

# Our progress during the reporting period has exceeded this target.

## Innovative Design



### Sustainable Buildings



Achieve **BEAM Plus** certification for all of our new buildings in Hong Kong



By 2030, obtain BEAM Plus Gold or above certification at **100%** of our wholly-owned new development projects where applicable\*



Seek to achieve **WELL™** certification for all of our new buildings in Hong Kong



Continue to adopt **sustainable building standards** and invest in improvements across our portfolio

### Investment in Innovation



Foster a **culture of innovation** that enables colleagues and external innovators to test out new ideas and build a mechanism to apply new technologies in our business operations



Obtain **ISO 27001** (Information Security Management) certification by 2025

## Community Spirit



### Heritage and Culture



Support communities' **arts and cultural events and programmes** to enrich everyday life

### Community Investment and Engagement



By 2025, improve the wellbeing of **5,000** less-resourced families



By 2025, establish a **wellness education programme** to promote health education in the community



By 2025, support **150** primary schools and enhance the school environment by providing wellness education



By 2025, collaborate with local NGOs to promote **social inclusion**



By 2025, collaborate with NGOs to **help women from less-resourced families** contribute to the community



By 2030, develop long-term, mutually beneficial relationships aimed at enhancing the **quality of life** of all our stakeholders, including individuals, groups and the wider community, and promoting social inclusion



By 2030, increase volunteer service hours by **15%** from the 2020 level\*

\* This is a new target set during the reporting period.





Our Decarbonisation Blueprint includes increasing renewable energy generation and guides all of our actions.

## A Blueprint for a More Sustainable Future

Climate change has emerged as one of the global community's most critical issues. In May 2021, Sino Land demonstrated our commitment to addressing this issue and achieving net zero carbon emissions by 2050, by joining the Business Ambition for 1.5°C. We then embarked on a year of research with HKUST and, in June 2022, we announced a holistic roadmap to strive to fulfil our commitment: our Decarbonisation Blueprint.

This new roadmap is the result of extensive collaboration with the HKUST research team on in-depth research and data collection. Together, we have devised specific decarbonisation strategies to achieve significant reductions in the carbon emissions associated with our business, focusing on three key areas:

- **Development:** Working with our partners, suppliers and contractors to optimise our properties and construction sites for energy efficiency and climate resilience
- **Operations:** Operating our managed properties in ways that minimise carbon emissions
- **Collaboration:** Managing our resources and inspiring our tenants and customers to join our decarbonisation journey

Initiatives in the areas we have identified in our Decarbonisation Blueprint will help us decrease our environmental impact and contribute to a more sustainable, low-carbon future. We have also established new interim targets to guide us on the path towards meeting our 2050 commitment, including targets to reduce GHG emissions and electricity intensity, achieve sustainable building certifications at more of our properties and to assess climate-related risk at our development projects.

An increased focus on climate risk assessments is a key aspect of our Decarbonisation Blueprint. During the reporting period, we engaged PricewaterhouseCoopers Limited ("PwC"), to evaluate the resilience of Sino Land's properties under different climate scenarios in alignment with recommendations from the TCFD. Going forward, we will assess and monitor both transition and physical risks by quantifying climate-related financial impacts under multiple climate scenarios and develop climate-related analytical insights. Through conducting climate risk assessments, Sino Land will be able to make better-informed decisions, plan a forward-looking business strategy, and enhance our climate-related information disclosures.

We are pleased to present our Decarbonisation Blueprint on the following pages. Our approach to climate change, more broadly, is described in the Climate Resilience and GHG Emissions section of this Report on p.43-45 [📄](#).

# Our Decarbonisation Blueprint

## INITIATIVES TO MEET OUR 2030 TARGETS AND IMPROVE CLIMATE RESILIENCE

### Development

#### Low-Carbon Construction



##### Climate-Resilient Design

- Procure low-carbon construction materials
- Achieve sustainable building certifications for new builds
- Assess and mitigate climate-related risk for new buildings

##### Sustainable Construction Sites

- Deploy more efficient construction equipment
- Reduce reliance on diesel generators

### Operations

#### Energy Reduction & Transition



##### Smart Management

- Install Huawei's iCooling@AI platform and CLP PlantPro smart platform for chiller plants
- Conduct retro-commissioning
- Implement energy management systems

##### Renewable Energy

- Install photovoltaic panels, solar-wind turbines, and energy-generating paving and fitness exercise equipment

##### Energy Efficiency

- Replace chillers and primary air handling units
- Modernise lifts
- Expand green roofs

##### Electrification

- Install EV charging stations

### Collaboration

#### Stakeholder Engagement



##### Resource Management

- Establish community recycling network
- Install reverse vending machines and food decomposers
- Implement smart food waste and surplus food collection
- Reduce single-use plastic items

##### Tenants & Customers

- Offer green leases
- Offer green mortgages
- Implement Green Fit-out Guides
- Operate sustainability-related programmes for tenants and customers

2020



## Interim Target Highlights



Reduce Scope 1 and 2 GHG emissions per square metre by **53.1%** from our 2018 baseline and set a new target to reduce Scope 3 GHG emissions in line with SBTi methodology



Reduce electricity intensity by **30%** from our 2018 baseline



Conduct **climate risk assessment** at our wholly-owned new development projects where applicable



Obtain BEAM Plus Gold or above certification at **100%** of our wholly-owned new development projects where applicable

## EXPAND SOLUTIONS

Scale and innovation will help expand our solutions to achieve deeper reductions.



### Scale

We will scale our initiatives to move towards achieving our 2050 target for even greater impact.



### Innovation

We will invest in new and innovative decarbonisation technologies and implement them as they come to market.

## A MORE SUSTAINABLE FUTURE

Sino Land joined the Business Ambition for 1.5°C in May 2021, demonstrating our commitment to achieve net zero carbon emissions by 2050.

In line with our commitment, we will contribute to a more sustainable, low-carbon future through our holistic approach to decarbonisation, realistic plans to scale our solutions and investment in innovation.

# Net Zero Carbon

2030

2050





We are exploring possibilities to deploy the innovative EcoBricks technology at more of our properties.

# A Breakthrough Solution to Plastic Waste

We invest in innovative, sustainable building materials, like EcoBricks, not only to mitigate environmental impact, but also to support start-ups developing new solutions that benefit the industry.

As part of our continued effort to drive sustainable building practices, the Group, along with local start-up EcoBricks Limited, have jointly inaugurated a breakthrough building material in Hong Kong that addresses one of our most pressing environmental challenges.

\* Hong Kong Environmental Protection Department, Monitoring of Solid Waste in Hong Kong, Waste Statistics for 2020, p.10 [🔗](#)



In 2020, 2,312 tonnes of waste plastic were disposed of in Hong Kong's stressed landfills each day.\* EcoBricks provides a circular economy-aligned solution to this problem by upcycling all seven types of plastic waste, including mixed and composite plastic that are currently impossible to recycle, into sustainable construction materials.

The resulting material is tested to both Hong Kong and international standards. It is lightweight and, as it is produced locally, the transportation costs and GHG emissions associated with it are lower than those of traditional bricks that must be imported from outside of Hong Kong.

Sino Inno Lab began supporting this innovative idea in 2021. Since then, we have collaborated with EcoBricks to test its product in real-world scenarios for application in our business. EcoBricks were first introduced at Gold Coast Piazza in Tuen Mun, while a second project at Olympian City used bricks made from 14.6 tonnes of upcycled plastic.

The Group continues to deploy EcoBricks at other suitable properties, including The Fullerton Ocean Park Hotel Hong Kong. We are also exploring the potential to use the local EcoBricks production system through community recycling centres. We look forward to continuing to explore possibilities to use this innovative technology to contribute to the circular economy and benefit the environment, society and our business.

## The EcoBricks Solution

100%

cold production process with no heating or melting of plastic waste, producing no harmful emissions or pollutants

Up to 50%

of the natural aggregates in concrete bricks replaced with unwanted plastic waste

Up to 2,000 kg

of plastic waste diverted from landfills for every 100 square metres of EcoBricks produced, equivalent to

200,000

plastic bottles



The solution upcycles all seven types of plastic waste, including mixed and composite plastic that are currently impossible to recycle, into sustainable construction materials.

# Defining our Material Topics

We strive to assess and improve our sustainability strategy through ongoing stakeholder engagement and periodic materiality assessments. Together, these processes help us define the focus areas for our strategy and reporting.

## Ongoing Stakeholder Engagement

We continually engage our stakeholders to understand their expectations of the Group's sustainability strategy and the issues that matter most to them. We summarise our key stakeholder groups,\* and our methods of ongoing engagement with each of them, below.

## Stakeholder Priority Concerns

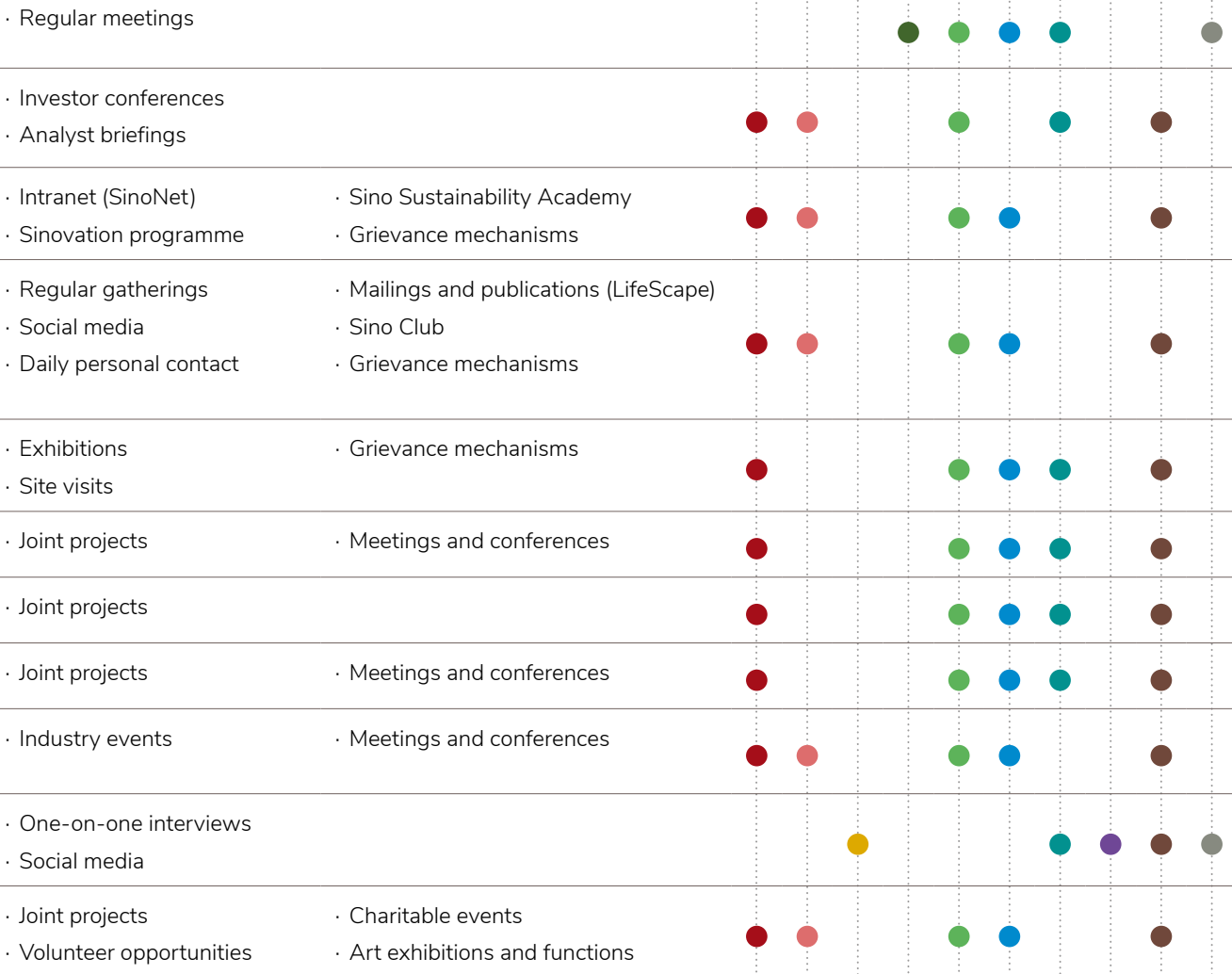
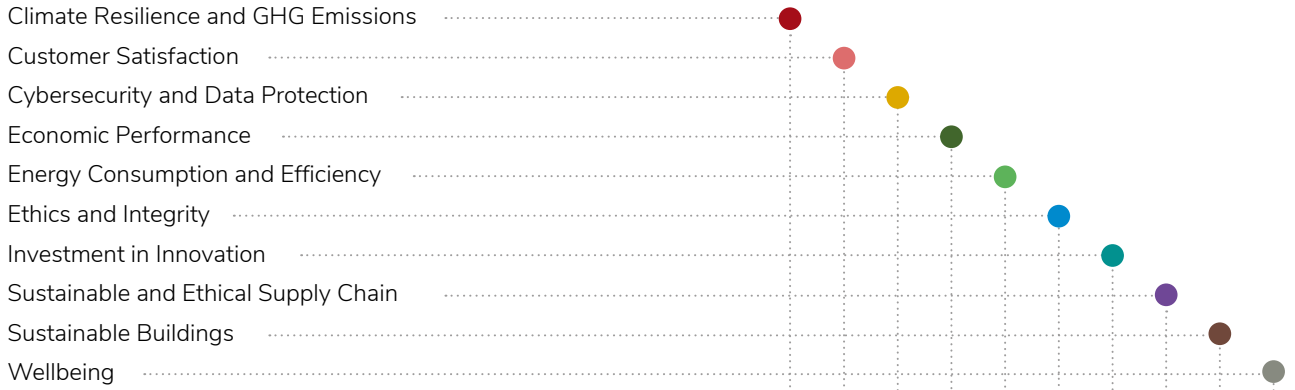
In addition to our ongoing stakeholder engagement efforts, we obtain valuable feedback about stakeholder priority concerns through a periodic materiality assessment process. During the reporting period, that process revealed increasing alignment across all stakeholder groups, resulting in a consolidation of priority sustainability concerns from 14 in our Sustainability Report 2021 to ten in this Report. Our periodic materiality assessment process is described in more detail on the following page.

STAKEHOLDER GROUPS	METHODS OF ONGOING ENGAGEMENT	
Executive Board Members	· One-on-one interviews	· Surveys
Investors/Analysts/Shareholders	· Surveys · Annual general meetings	· Annual and interim reports · Press releases, announcements and circulars
Employees	· Surveys · Town hall and mini-town hall meetings	· Staff magazine and app (InSino) · New hire orientation
Tenants/Customers/Residents	· One-on-one interviews · Surveys · Handover service surveys (property buyers)	· Customer satisfaction surveys · Home visits by property management teams · Customer service hotline
Partners/Suppliers/Contractors	· One-on-one interviews · Surveys	· Tendering process · Meetings and conferences
Peers	· Surveys	· Industry events
Academia	· One-on-one interviews	· Surveys
Government	· One-on-one interviews	· Surveys
Trade Associations/Industry Organisations	· One-on-one interviews	· Surveys
Media	· Surveys · Press releases	· Media briefings, conferences and luncheons
NGOs/Local Communities	· One-on-one interviews · Surveys	· Regular meetings with green and community partners

\* Our stakeholder groups are identified using guidelines provided in the AA1000 Stakeholder Engagement Standard (2015).



## PRIORITY CONCERNS



## Materiality Assessment

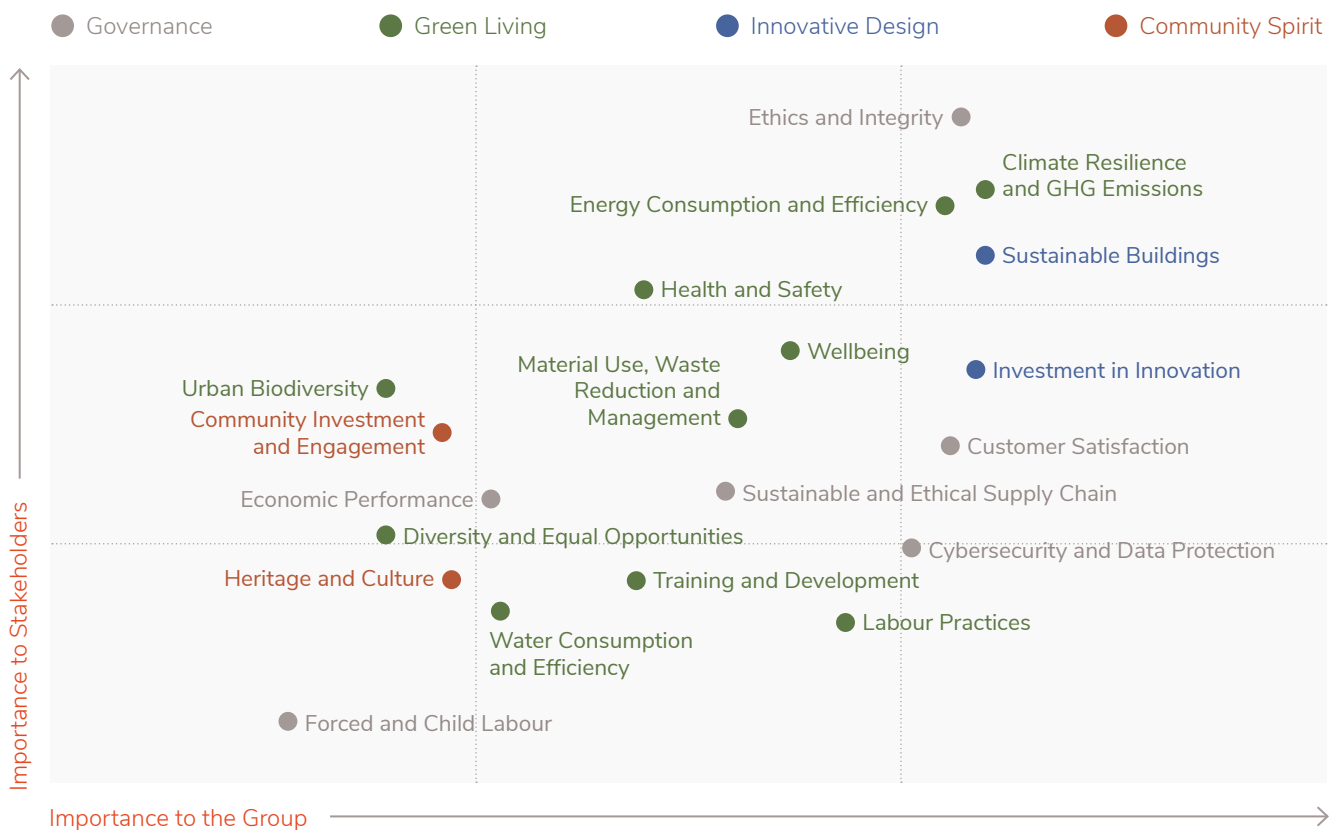
Our material topics represent the issues that are most important to our stakeholders and significant to the Group, relative to the Company’s economic, environmental and social impacts. To determine our material topics, we engaged an independent consultant, Sedgwick Richardson, to conduct an in-depth materiality assessment in 2021. That process involved desk research, peer reviews and a comprehensive stakeholder engagement exercise to understand stakeholder views on our sustainability issues and performance. This was followed by the evaluation and prioritisation of these issues at a workshop with management representatives enabling us to identify the topics material to the Group, according to the principles of stakeholder inclusivity and materiality. To complete the assessment, the Group’s management validated and reviewed our material topics. More information about that exercise and assessment can be found in our Sustainability Report 2021 [\[link\]](#).

For the purposes of this Report, and to better understand how our material topics may change over time, we again engaged Sedgwick Richardson to perform an updated stakeholder engagement

exercise in 2022. This exercise aimed to identify whether our key stakeholders’ shifting views necessitated any updates to our existing materiality assessment and material topics.












































Over 700 individuals representing 11 key stakeholder groups, including senior management, participated in the exercise by either completing an online questionnaire or participating in interviews with Sedgwick Richardson. Participants ranked 20 sustainability issues according to their perceived importance, identified risks and opportunities that may be important to our business, and assessed our sustainability performance and communication strategies. Sustainability issues were then grouped into 14 material topics to enhance the clarity and conciseness of our reporting.

As a result of this undertaking, we were able to refine our understanding of our material topics and better align this Report with stakeholder expectations by highlighting a new material topic, Urban Biodiversity. We also emphasised the increasing importance of cybersecurity and supply chain topics to our stakeholders.



# Impacts along the Value Chain

The following table indicates the connections between the 14 material topics and our extended value chain. We are committed to engaging with our key stakeholders to improve and embrace sustainable practices along the value chain.

IMPACT AND INTENSITY			
	UPSTREAM Contractors and Suppliers	ONSITE The Group's Operations	DOWNSTREAM Tenants and Customers
MATERIAL TOPICS			
Economic Performance			
Ethics and Integrity			
Sustainable and Ethical Supply Chain			
Customer Satisfaction			
Climate Resilience and GHG Emissions			
Energy Consumption and Efficiency			
Material Use, Waste Reduction and Management			
Urban Biodiversity			
Labour Practices			
Wellbeing			
Sustainable Buildings			
Investment in Innovation			
Heritage and Culture			
Community Investment and Engagement			



# ESG Risk Management

Our sustainability strategy focuses on identifying potential ESG risks related to material topics and transforming these into opportunities for positive impact. During the reporting period, we engaged an independent consultant to conduct an in-depth ESG risk assessment. The results were discussed with key representatives from various business

units at a workshop in May 2022. Some of our key potential ESG risks and opportunities are outlined below. More information about our approach to climate-related risks and opportunities can be found on p.44-45 [↗](#) and p.128-131 [↗](#) of this Report.

## Economic Performance

p.29 Governance [↗](#)

### POTENTIAL RISKS/OPPORTUNITIES

- Our economic performance impacts the interests of our stakeholders
- Focusing on our service quality, brand and market positioning as well as disaster preparedness, is essential for the Group and our value chain to thrive

### OUR RESPONSE

- Selective land bank replenishment to optimise earning potential
- Diversification of investments
- Established budgetary control mechanism and analysis, along with benchmarking of construction and operating costs
- Ongoing assessment of risks and preparedness
- Contingency plans developed for critical business processes/ functions and accounting system recovery drills performed
- Comprehensive insurance coverage for our properties and business operations

## Ethics and Integrity

p.30-32 Governance [↗](#)

### POTENTIAL RISKS/OPPORTUNITIES

- Enhancing training and communication on our core value of “Integrity” will build capacity in preventing fraud and provide assurance to all stakeholders regarding our commitment to transparency
- Minimising cybersecurity threats by strengthening our information security measures is imperative for the long-term resilience of the Group

### OUR RESPONSE

- Policies and procedures enforcing solid commitment to ethical values and incorporating clear segregation of duties with checks and balances
- Regular staff training and communication on ethics and integrity
- Internal training and communication on cyberattacks and the setting up of an emergency incident response team
- Ongoing review of infrastructure and systems, and the engagement of an independent consultant to assess cybersecurity risks

## Sustainable Buildings

p.78-83 Design [↗](#)

### POTENTIAL RISKS/OPPORTUNITIES

- A more competitive market as investors, tenants and customers increasingly seek out buildings with sustainable design elements
- Reduced operating costs from energy-efficient and climate-resilient buildings

### OUR RESPONSE

- Attain recognised sustainable building certifications for new and existing buildings
- Implement innovative sustainable design features to attract investors, tenants and customers

## Climate Resilience and GHG Emissions

p.43-45 Green [↗](#)

### POTENTIAL RISKS/OPPORTUNITIES

- Adopting climate-related risk management measures, from implementing energy-efficient and renewable technology to addressing physical and transition risks, including costly regulatory mechanisms, is important for the Group

### OUR RESPONSE

- Climate-proofing buildings by incorporating environmentally responsible designs/facilities
- Utilising technology to minimise emissions and pursuing innovative solutions
- Establishing and updating our approach to climate-related risk mitigation and adaptation
- Budgetary control mechanism and planning to manage costs

## Material Use, Waste Reduction and Management

p.49-54 Green [↗](#)

### POTENTIAL RISKS/OPPORTUNITIES

- Expectation of stringent regulations to manage waste, given trends towards circular economy practices and pressure on landfills
- Greater efficiencies and cost savings by managing our business more effectively, using more resilient building materials and producing less waste

### OUR RESPONSE

- Goals to reduce waste production, including eliminating single-use plastic in our core operations by 2035
- Implementing waste management systems for our business, tenants and customers at our managed properties and for other stakeholders
- Investing in innovative and sustainable building materials

## Wellbeing

p.69-72 Wellness [↗](#)

### POTENTIAL RISKS/OPPORTUNITIES

- Stringent health and safety practices could help prevent the spread of disease in view of the pandemic
- Consistent and diligent health and safety measures will improve the wellbeing of people

### OUR RESPONSE

- Creating a safe, equitable and favourable workplace for our employees
- Measures to safeguard the health and safety of customers and employees, including occupational health and safety ("OHS") policies and health and safety training
- Engaging stakeholders to identify new ideas and best practices for implementation to enhance wellness

## Community Investment and Engagement

p.105-109 Community [↗](#)

### POTENTIAL RISKS/OPPORTUNITIES

- Active community engagement could help the Group understand and effectively respond to the needs of our communities
- By collaborating with like-minded partners, we can strive to create shared value and long-term prosperity for all

### OUR RESPONSE

- Supporting community needs through volunteering, donations and sponsorship
- Engaging with community partners to understand their needs and to build relationships and mutual trust

# Governance

## RELATED MATERIAL TOPICS

- 29 Economic Performance
- 30 Ethics and Integrity
- 33 Sustainable and Ethical Supply Chain
- 34 Customer Satisfaction



## Management Approach

### Corporate Governance Structure

The Group places great importance on corporate integrity, business ethics and good governance. Our governance systems and processes are designed to reflect these values at all levels, including Tsim Sha Tsui Properties' Board of Directors (the "Board"). The Board provides overall leadership and control for the Company, in an effective manner, to maximise the financial performance of the Company and shareholder value. The Board sets overall direction, strategies and policies and evaluates financial performance.

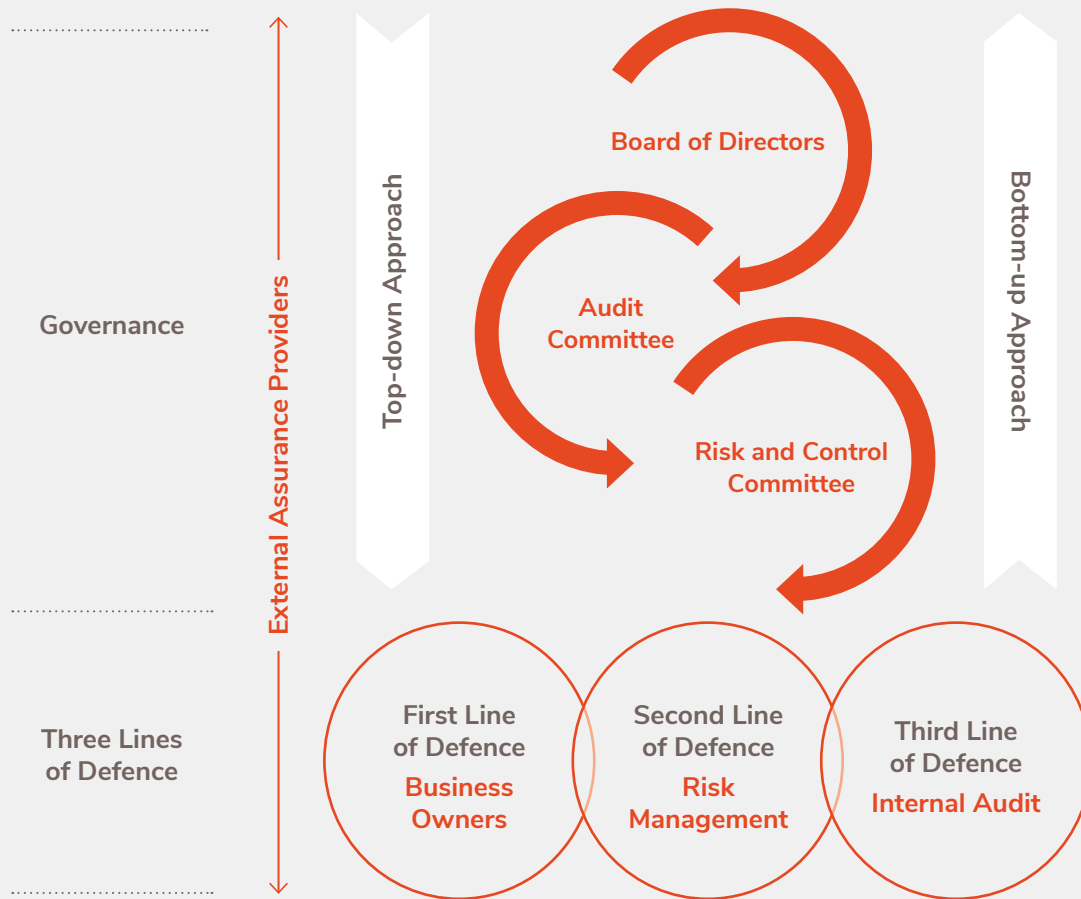
As at 30 June 2022, the Board had six Directors comprising two Executive Directors, including the Chairman and Deputy Chairman of the Board, one Non-Executive Director and three Independent Non-Executive Directors. Non-Executive Directors, including Independent Non-Executive Directors, play a crucial role by bringing independent views, advice and judgment on important issues relating to the Company's strategy, policy and financial performance, and taking the lead on matters where potential conflicts of interest arise. The balance between the number of Executive and Non-Executive Directors is considered effective in ensuring independent judgment is being exercised effectively

to provide sufficient checks and balances to safeguard the interests of the Company and its shareholders. The Board's work is supported by regular reports from its committees including the Audit Committee, Compliance Committee, Remuneration Committee and Nomination Committee.

The Company considers diversity at the Board level as an essential element in supporting the attainment of its strategic objectives and its sustainable development. Our Board Diversity Policy sets out a range of factors for the Nomination Committee to consider including gender, age, ethnicity, cultural and educational background, professional or industry experience, skills, knowledge and other relevant qualities when deciding on new appointments or re-appointments.

The Company is committed to maintaining a high degree of corporate transparency and communicating regularly with our stakeholders. Accordingly, information about our business is disseminated through various channels including press releases, the corporate website, results briefings, onsite visits and investor conferences, among others. More information about our approach to corporate governance is provided in our Annual Report 2022 [🔗](#).





## Risk Management

Robust and effective management of risks, including ESG risks, is an essential and integral part of our approach to corporate governance. The Board has the overall responsibility for evaluating and determining the nature and extent of the risks it is willing to take in achieving the Group’s strategic objectives. The Board is also actively engaged in overseeing and maintaining effective risk management and internal control systems to address ESG risks, including climate risks. The Board further authorises the Audit Committee to oversee risk management and internal control systems.

The Group adopts an Enterprise Risk Management (“ERM”) approach to assist the Board in discharging its risk management responsibilities and individual business units in managing the key risks they face. ERM is a process through which risks, together with the relevant controls, are identified, assessed, evaluated and reviewed on an ongoing basis. An ERM Policy and Framework based on International Standard ISO 31000:2018 Risk Management – Guidelines, has been established and is reviewed regularly.



In May 2022, management representatives attended a workshop on ESG risks and opportunities, including climate-related risks, and discussed potential mitigation actions.

The Group utilises the Three Lines of Defence model, with direction from the Board, the Audit Committee and the Risk and Control Committee. This model combines a top-down strategic view and a bottom-up operational risk assessment conducted by each department. This combined approach provides a holistic view and ensures proper identification and management of all significant risks.

For the year ended 30 June 2022, the Audit Committee, with the assistance of the Risk and Control Committee, reviewed the effectiveness of risk management and internal control systems covering strategic, financial, operational, compliance and ESG-related risks. The Audit Committee oversaw the risk management system on an ongoing basis through various activities including, but not limited to, reviewing the ERM Policy and Framework and ERM reports.

In May 2022, the Group engaged an independent consultant to organise a workshop on ESG risks and opportunities for our management representatives. During the workshop, participants reviewed ESG risks and opportunities, including climate-related risks, and discussed potential mitigation actions. The results of the workshop are now guiding the enhanced integration of ESG risks into our ERM Policy and Framework.

More information about our risk management systems can be found in our Annual Report 2022 [🔗](#).

### Sustainability Governance

The Board oversees the management of the overall sustainability strategy and reporting of the Group through regular updates from the Environmental, Social and Governance Steering Committee (“ESG Steering Committee”), which reports to the Board twice a year. The ESG Steering Committee is chaired by Mr Daryl Ng, Deputy Chairman, and comprises key executives who support the Board in overseeing our approach to sustainability by:

- observing and highlighting ESG trends, risks and inherent opportunities
- identifying and addressing the expectations of stakeholder groups
- planning and implementing programmes and policies to support the sustainability strategy
- monitoring and enhancing the management approach to our material topics to create shared value
- reporting on sustainability performance and progress at regular board meetings
- reviewing and approving the Company’s sustainability reports



During the reporting period, the ESG Steering Committee also oversaw the target-setting process for the new SV2030 targets described in more detail on p.10-12 [🔗](#) of this Report, and the alignment of the Company's sustainability disclosures with international standards from SASB and WEF. The Company is committed to reaching its sustainability targets and delivering consistent, transparent and fulsome information on our progress to stakeholders.

Under the ESG Steering Committee, sub-committees with representatives from various business units focus on developing roadmaps and championing initiatives to deliver the goals and targets under our three pillars — Green Living, Innovative Design and Community Spirit. These sub-committees ensure sufficient resources are allocated to achieve the goals and targets under each material topic. Additionally, our sub-committees assess any feedback, concerns or grievances raised through multiple channels and recommend actions or new initiatives for the ESG Steering Committee to consider. Sub-committees play an integral role in evaluating and improving the Company's management approach for each material topic through annual review and assessment exercises, stakeholder surveys and peer and best practice benchmarking. They meet regularly and track key performance indicators aligned with our SV2030 targets to identify areas for improvement.

### ESG as a Goal-setting Area

The Group's commitment to sustainability governance extends from management to frontline employees. To reinforce the Group's ethos of Creating Better Lifescapes and to raise our ESG performance, ESG became one of our annual goal-setting areas during the reporting period. Employees at Assistant Manager level and above are expected to set KPIs related to sustainability topics and incorporate sustainability practices in their daily work.

### Key Policies and Guidelines

We regularly review the ESG Policies and Guidelines [🔗](#) that enable us to design and deliver products and services while meeting our sustainability goals. During the reporting period, the Group sought to update and enhance these policies and guidelines and make them more consistent with the shifting expectations of our stakeholders. These documents are covered in more depth under the relevant material topic sections of this Report.

## ESG Steering Committee Members

### Mr Daryl Ng

Deputy Chairman

### Mr David Ng

Group Associate Director

### Ms Nikki Ng

Group General Manager

### Mr Thomas Tang

Group Chief Financial Officer

### Ms Bella Chhoa

Director – Asset Management

### Ms Elaine Liu

Group Associate Director &  
Chief Human Resources Officer

### Ms Vivian Lee

Group General Manager – Corporate  
Marketing & Communications

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### Our ESG Policies and Guidelines [🔗](#)

- Anti-Corruption Policy
- Biodiversity Policy
- Climate Change Policy
- Contractor/Supplier Code of Conduct
- Cybersecurity Policy
- Diversity and Inclusion Policy
- Energy Policy
- Environmental Policy
- Green Office Policy
- Health and Safety Policy
- Human Rights Policy
- Stakeholder Engagement Guidelines
- Sustainable Building Guidelines
- Sustainable Procurement Policy
- Waste Management Policy
- Whistleblowing Policy



### Sino Sustainability Academy

We launched the Sino Sustainability Academy in 2020 to ensure that the ethos of championing sustainability practices permeates from our leadership to frontline staff. The Academy is a Group-wide platform engaging staff in the building of sustainability capabilities throughout our business.

The Academy communicated with our employees on a diverse range of sustainability topics through multiple channels during the reporting period. We introduced new employees to our sustainability initiatives during their orientation and offered programmes and webinars to continue the dialogue with all our employees.


A foundational “ESG in Sino” webinar provided general ESG knowledge and explained why ESG is important to the Group and to individuals. Employees were also introduced to our sustainability pillars, strategies, key projects, goals and targets. External guest speakers were invited to deliver webinars on decarbonisation and ESG market trends.

The Academy held additional topic-specific sessions for employees throughout the reporting period. Webinars introduced tips for low-carbon living, tree management and plant-based diets. Representatives from NGOs and other organisations participated in these sessions to share their knowledge and increase understanding about green living. The Academy also communicated “Green Tips” via email and on-screen pop-up messages to regularly remind staff of the importance of green living.

Staff accumulated 3,198 learning hours through the Academy during the reporting period, an increase



Sino Sustainability Academy has been nurturing a sustainability mindset among employees since 2020.

of approximately 83% over the last reporting period. We are committed to continuing to provide ESG education internally, and recently set a new SV2030 target  to ensure all of our employees receive ESG training.

### Accelerating Sustainable Finance with Green Deposits

Following last year’s conversion of five-year, HK\$1 billion loan to a sustainability-linked loan, Sino Land continues to seek opportunities to engage with sustainable finance. During the reporting period, Sino Land deposited over HK\$500 million into innovative “green deposits” with local banks in Hong Kong to contribute to this growing ecosystem. These funds support projects involving green buildings, renewable energy, pollution prevention and more, promoting the transition to a low-carbon, climate-resilient and sustainable economy.

## Highlights

- 1 Sino Land is recognised as a Regional Top-rated ESG Performer by Sustainalytics
- 2 Enhanced our sustainability reporting by aligning disclosures with additional standards from SASB and WEF’s Stakeholder Capitalism Metrics

# Economic Performance

Our aspiration to create better lifescapes for all goes hand-in-hand with achieving steady economic performance within changing global markets. With this in mind, we will continue to operate our business pragmatically in response to market changes. We maintain a policy of selectively and continuously replenishing our land bank and delivering top-quality products and best-in-class services to our customers. Our property leasing and management services, as well as our hospitality activities, will continue to support the Group by contributing a good and steady stream of income.

As at 30 June 2022, Sino Land had a total land bank of approximately 20.4 million sq. ft. of attributable floor area in Mainland China, Hong Kong, Singapore and Sydney. In terms of the land bank breakdown by status, 6.8 million sq. ft. were properties under development, 12.1 million sq. ft. were properties for investment and hotels, together with 1.5 million sq. ft. of properties held for sale. With our strong financial position and sustainable business growth strategy, the Group is well placed to meet the challenging economic environment and to grasp opportunities as we progress. More information about our economic performance can be found in our Annual Report 2022 [🔗](#).

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For financial year ended 30 June 2022

> HK\$15.5 billion  
revenue

> HK\$3.5 billion  
underlying profit from operations

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Sino Land had a total land bank of approximately 20.4 million sq. ft. of attributable floor area in Mainland China, Hong Kong, Singapore and Sydney

6.8 million sq. ft.  
properties under development

12.1 million sq. ft.  
properties for investment and hotels

1.5 million sq. ft.  
properties held for sale

# Ethics and Integrity

Our commitment to good governance is enshrined in our core value of “Integrity”. We adhere to high ethical standards and do not allow any form of corruption or bribery in our business transactions.

We have outlined the high ethical standards that all staff must meet, as well as strict penalties for violation, in our Code of Conduct (“CoC”). We train all new employees on our CoC and require existing employees to review it at least annually. We also require our contractors and suppliers to adhere to ethically, socially and environmentally responsible practices in their business dealings with us, as outlined in our SCoC [📄](#).

## Anti-Corruption

We have established our Anti-Corruption Policy [📄](#) to ensure all employees conduct themselves with integrity and in an ethical and proper manner. This policy clearly describes prohibited activities

and procedures relating to the prevention of bribery, solicitation and acceptance of advantages, conflicts of interest, forging of documents or presenting false accounting records, as well as the acceptance of gifts and entertainment from third parties. In all aspects of our business, the Group complies with all applicable laws and regulations, including the Prevention of Bribery Ordinance of Hong Kong and equivalent laws and regulations in Mainland China, Singapore and Sydney.

We conduct internal monitoring and risk assessment quarterly to ensure continual compliance with our stringent ethical standards. In addition, we provide anti-corruption training for our employees, including Executive Directors, in collaboration with the Independent Commission Against Corruption (“ICAC”) on an annual basis. This training covers issues such as integrity in property management, construction and work supervision. Employees are also regularly reminded to avoid situations that may lead to a potential conflict of interest through reminder emails and notices regarding our Anti-Corruption Policy [📄](#).

Senior management takes full responsibility for upholding regulations to prevent bribery and corruption. A Tender Committee monitors contractor/supplier selection to ensure fairness in the tendering process.




## Open Communication Channels

### Addressing Grievances

We seek to understand our stakeholders' concerns and respond as efficiently as possible. We maintain policies and mechanisms to address grievances formally raised and ensure matters are resolved in a considerate and timely manner. For employees, a dedicated phone line, email and site for file storage have been established with procedures to ensure complaints and related records are received, logged, securely saved and are not subject to unauthorised processing or disclosure.

We also have a dedicated channel to collect the views of other stakeholders, including those from the communities in which we operate. All grievances are managed according to established procedures, which are designed to provide a safe, accessible and effective platform for all parties. We regularly review our practices to continually improve our grievance handling mechanisms.

### Whistleblowing

The Group's Whistleblowing Policy  enables employees and other stakeholders to raise issues about any suspected case of misconduct without fear of retaliation. Issues raised are fully examined by a dedicated investigation team and the results of such investigations are reported to the Business Ethics Committee, which in turn reports to the Risk and Control Committee and the Board (via the Audit Committee) on any ethical issues. The Business Ethics Committee comprises a member of the Board, the Head of the Human Resources Department and the Head of the Internal Audit Department.

Employees can make a report to the Business Ethics Committee using our established Unethical Conduct Notification ("UCN") Policy and Procedures. Our UCN Policy and Procedures provide employees with a proper channel for reporting and investigating complaints. Once a report is made, an investigation will be conducted by a dedicated investigation team and all complaints are dealt with promptly and fairly. In addition, regular reviews and ongoing monitoring of the UCN Policy and Procedures are carried out to ensure its effectiveness.



Grand Central

Each reported case is handled by the Business Ethics Committee in confidence, except where the Group is required by law or regulation to disclose information, and followed through in accordance with the Group's UCN Policy and Procedures. The Group is committed to protecting the reporting person's identity; reports may be submitted anonymously if the reporting person is uncomfortable disclosing their identity.

### Whistleblowing Channels

Employees and other relevant parties can raise their concerns to the Group's Business Ethics Committee by email or phone:

Telephone **(852) 2132 8488**

Email [ethics@sino.com](mailto:ethics@sino.com) 

## Cybersecurity and Data Protection

We work to protect our information systems and manage cybersecurity risk appropriately to maintain business integrity. We have adopted several measures to protect our employees, customers and suppliers, as outlined in our Cybersecurity Policy [🔗](#). Risk assessments are regularly conducted by our Internal Audit Department and third-party auditors to ensure our cybersecurity programme is robust. These involve in-depth reviews of the Group's systems and relevant supporting IT operations, including secure network architecture, performance and capacity monitoring, data protection, licensed software management and anti-virus detection and management. During the reporting period, over 115 employees attended cybersecurity awareness training with an independent IT consultant. We also regularly shared information security tips to all staff via email, including tips on safeguarding mobile devices, preventing phishing scams and safely holding online meetings.

We have made progress towards our goal of obtaining ISO 27001 certification in information security management by 2025. During the reporting period, we completed our preparation phase, which included reviewing responsibilities, forming an Information Security Framework and governance model, and defining key performance indicators for information security. We have now moved into our implementation phase, in which we will refine

our information technology processes with security controls, implement our information technology process, conduct a risk review and establish monitoring and security measurement criteria.

We design information security efforts to protect our intellectual property and ensure the safe collection and usage of personal data. We register our trademarks and domain names in relevant jurisdictions to protect the intellectual property of the Group and make our expectations clear to our employees through our CoC, which requires all employees to treat customer data in strict confidence. We have also partnered with the Office of the Privacy Commissioner for Personal Data in Hong Kong to provide regular training for relevant employees on the protection of personal data in accordance with Hong Kong's Personal Data (Privacy) Ordinance. Employees in other jurisdictions where we operate are similarly trained in accordance with the privacy laws of their respective markets. We regularly review our personal data and privacy protection practices to ensure compliance with legal requirements and to identify any areas for improvement. Anyone who breaches intellectual property or customer privacy obligations is subject to disciplinary action, including termination of employment. We immediately act in cases of scamming, or infringing articles or materials, and report to the relevant authorities for further action.



Park Mediterranean

# Sustainable and Ethical Supply Chain

We engage our suppliers to help us deliver high-quality, sustainable products and services while upholding the same high governance standards that we expect of our Company.

Our Sustainable Procurement Policy [🔗](#) integrates our commitment to minimise our impacts on natural resource consumption and the environment into contractor/supplier selection, procurement processes and activities. In the procurement of products and services, we consider the entire lifecycle, including impacts related to the consumption of energy as well as water and other natural resources, waste generation, pollution and biodiversity. This policy also includes our commitment to purchase products from socially responsible sources.

Engagement with our contractors and suppliers is imperative to minimising any social and environmental impact across our value chain. Our tenders include our SCoC [🔗](#) and Sustainable Procurement Policy [🔗](#), which together cover areas including business ethics, regulatory compliance, anti-corruption, environmental performance, labour practices and occupational safety and health in our supply chain. We set a new SV2030 target [🔗](#) during the reporting period to ensure 100% of our approved suppliers are governed by the SCoC [🔗](#). The Group's prohibition of forced and child labour is clearly stipulated in our policies and applies to all contractors and suppliers.

We seek to ensure new and existing suppliers remain socially and environmentally responsible by undertaking risk assessments. During the reporting period, we completed a review of all suppliers of The Fullerton Hotel Sydney to identify opportunities to reduce the use of plastic in our supply chain. The review led to the removal of plastic wrapping from all purchased items and the elimination of products delivered in polyethylene terephthalate bottles. To strengthen our commitment to supply chain sustainability for the future, we set a new SV2030 target [🔗](#) to ensure at least 50% of our approved suppliers obtain recognised ISO/ESG/EHS standards by 2030.


We are committed to monitoring the performance of our suppliers on an ongoing basis and our Group Approved Contractors/Suppliers List ("GACSL") Working Team oversees a review of our contractors and suppliers every 12 months. In addition, relevant user departments review contractors and suppliers according to pre-determined criteria, including safety measures, quality of service, cleanliness and overall performance. Evaluations are consolidated in a Contractor Performance Assessment Report that is annually submitted to a panel for review. Any violations of our guidelines or suspected misconduct can be reported through communication channels described in the SCoC [🔗](#).



# Customer Satisfaction

We are dedicated to achieving high levels of customer satisfaction, guided by our core values of “Customer First”, “Quality Excellence” and “Continuous Improvement”. Engaging regularly with our customers, we endeavour to identify and understand their needs, and address significant findings for product and service excellence.

We collect customer feedback through multiple communication channels, including our annual customer satisfaction survey. In this survey, customers are invited to rate our services and facilities, including those related to our management, clubhouse, cleanliness and security. During the reporting period, our Hong Kong businesses achieved a customer satisfaction rating of 3.72 out of 4.

Our Stakeholder Engagement Guidelines  enable us to collect customer feedback in a fair, transparent and timely manner. Our quality management systems have received ISO 10002 certification, the international standard for customer satisfaction, which includes guidelines to manage customer complaints more efficiently and effectively. iPromise, the tailored web-based Complaint Handling System, monitors maintenance issues, customer enquiries and complaints while providing real-time tracking of all operational aspects to enable prompt responses to customer concerns. We review our Complaint Handling System regularly to identify trends and focus on areas for improvement.

In recognition of our customer service efforts, Olympian City promotional campaigns won five awards at the Loyalty & Engagement Awards 2021. Organised by Marketing Magazine, these awards recognise excellence in consumer-centric marketing activities that have grown and retained customers. Sino Malls also won seven awards at the Digital Ex Awards 2021 organised by Metro Finance Radio, including “Best Customer Experience” for Citywalk. Our S+ REWARDS programme, providing interactive activities for shoppers at five Sino Malls, received 13 digital marketing awards in 2021, including the Gold Award in RETAIL & E-TAIL at the International Echo Awards. Together, Sino Malls and the S+ REWARDS programme received a total of 78 awards during the reporting period.

## Quality Assurance

Our products and services must follow all relevant regulatory requirements and industry guidelines, not just for compliance purposes, but to ensure we maintain a high level of customer satisfaction. In promoting responsible marketing practices, our sales and information materials adhere to all applicable laws and regulations, such as the Residential Properties (First-hand Sales) Ordinance and the self-regulatory regime of the Real Estate Developers Association of Hong Kong. Accordingly, detailed information about fittings and fixtures is made available to customers and tenants during the sale and leasing process to ensure transparency and authenticity of information. Customer satisfaction surveys with our property buyers help us discover opportunities to enhance our sales and leasing practices.

Our dedication to food quality and safety significantly focuses on delivering the best experience for our customers within our hotel business. Our goal to purchase 100% of seafood served at our hotels from sustainable sources reflects our commitment to offering our customers high-quality food while minimising our environmental impact. We have

strict protocols to ensure our food supplies are safe, including requiring all hotel suppliers to adhere to our SCoC [🔗](#). More details on the SCoC can be found in the section on Sustainable and Ethical Supply Chain on p.33 [🔗](#).

To heighten service quality and the efficiency of our work processes within our properties, we have aligned our continuous efforts for improvement with recognised management system certifications. Management system certifications include ISO 9001 (Quality), ISO 14001 (Environmental), ISO 10002 (Customer Satisfaction), ISO 45001 (Occupational Health and Safety), ISO 41001 (Facility) and ISO 50001 (Energy) as well as Hygiene Control System Certification to ensure health risks associated with public hygiene are managed in a systematic manner.

Specific details on our approach to protecting customer information and health and safety can be found in the Cybersecurity and Data Protection and Health and Safety sections of this Report on p.32 [🔗](#) and p.70-71 [🔗](#), respectively.



Our core values guide our dedication to achieving high levels of customer satisfaction.

## Sino Club

We continuously engage our customers and develop long-term relationships with them through our membership-based loyalty programme, Sino Club. Members are offered bespoke experiences, such as artistic, cultural and lifestyle activities, along with various benefits from the Group and our affiliates. These include exclusive property-related privileges, local and international hotel packages, dining perks, parking facilities and many other offerings throughout the year.

### Farm Fam by the Sky

During the reporting period, Sino Club offered a seven-week “Farm Fam by the Sky” urban farming experience for members and their families at Skyline Tower’s Sky Farm. Every Saturday throughout autumn, a number of members experienced a hands-on opportunity to learn about the farming process with professional instructors from Smiley Planet. From field reclamation to soil turning, seeding, weeding, fertilising and harvesting, participants discovered the skills to plant a variety of crops and gained a greater appreciation for nature and sustainable lifestyles, as well as of the Group’s commitment to green living.

### Upcycling with Joy

Over 250 Sino Club members and their families and friends also joined us for “Upcycling with Joy” — an array of green activities at Skyline Tower to promote upcycling. Participants experienced the joy of upcycling through a number of eco-workshops in partnership with multiple green organisations. Activities also included green cooking demonstrations and other onsite activities.

### Raising Sustainability Awareness

Through Sino Club, we actively raise awareness of sustainability issues among stakeholders. We organised a “#StayPositive” wellness post series on our social media channels, encouraging viewers to stay healthy during the COVID-19 pandemic through yoga, meditation and following a healthy diet. An additional webinar in partnership with Mind HK, a mental health charity, provided Sino Club members with tips for managing mental health during the COVID-19 pandemic. During the handover of properties at Grand Central and Mayfair By the Sea 8, we informed owners about each property’s green spaces and sustainability-inspired community facilities, and encouraged them to live more sustainably with nature-themed welcome gifts.



“Upcycling with Joy” brought over 250 Sino Club members and their families together for green activities at Skyline Tower.





Ms Mary Lo, General Manager, Personal Digital Banking Product Department of BOCHK (second from left); Mr Thomas Tang, Executive Director & Group Chief Financial Officer of Sino Land (second from right); Ms Florence Chan, Deputy General Manager, Personal Digital Banking Product Department of BOCHK (first from left); and Mr Victor Tin, Executive Director of Sino Land (formerly Group Associate Director of Sino Land) (first from right), announced the launch of Hong Kong's first Green Mortgage Plan.

# Hong Kong's First Green Mortgage Plan Jointly Launched with BOCHK

We actively seek to inspire our customers on their own sustainability journeys. We are committed to providing new ways for them to do business with us while reducing our collective environmental impact. In September 2021, we partnered with BOCHK to support sustainable development and shape a green future together by launching Hong Kong's first Green Mortgage Plan. The Plan provides prospective purchasers with paperless and digital mortgage services for designated Sino Land residential projects that have received the BEAM Plus Platinum or Gold rating.

The first batch of Sino Land's projects eligible for the Green Mortgage Plan include Grand Central, Grand Victoria, ONE SOHO and Silversands, all of which have received the BEAM Plus Platinum or Gold rating. These projects have adopted sustainable building standards and incorporated energy-efficient features. With the new Plan, the entire process from mortgage application to bill management can be conducted online, allowing customers to reduce their carbon footprint, compared to the traditional mortgage process.



# Green Living

Green | Wellness

Respecting our relationship with nature and with one another, we create environments that nurture sustainability and balance.







# Green

## RELATED MATERIAL TOPICS

- 43 Climate Resilience and GHG Emissions
- 46 Energy Consumption and Efficiency
- 49 Material Use, Waste Reduction and Management
- 55 Urban Biodiversity



### GOALS



**-30%**

By 2030, achieve a GHG emission reduction of 30% from our 2012 baseline\*



**-30%**

By 2030, reduce electricity consumption by 30% from our 2012 baseline\*



**6,000,000 kWh**

By 2030, achieve renewable energy generation of 6,000,000 kWh from the 2012 level†



**60%**

By 2025, purchase 60% of seafood served at the Group's hotels from sustainable sources

### PROGRESS AS AT 30 JUNE 2022

**-39.68%**

We achieved these goals by reducing both our GHG emissions and our electricity consumption by 39.68% from our 2012 baseline.

**> 1,894,000 kWh**

We have generated 1,894,000 kWh of renewable energy from our 2012 level.

**63%**

We have achieved this goal by purchasing 63% of seafood served at the Group's hotels from sustainable sources.



Our Farm Together project promotes urban farming, social inclusion and biodiversity at 18 farms in Hong Kong and Singapore.

### GOALS

### PROGRESS AS AT 30 JUNE 2022



**- 50%**

By 2022, reduce single-use plastic consumption by 50% across all business lines from our 2017 baseline

**-64.74%**

We have achieved this goal by reducing single-use plastic consumption by 64.74% across all our business lines from our 2017 baseline.



**-20%**

By 2030, reduce water consumption intensity by 20% from our 2018 baseline\*

**-12.59%**

We have reduced water consumption intensity by 12.59% from our 2018 baseline.



**50%**

By 2030, divert 50% of commercial waste from landfill

**11.88%**

We have diverted 11.88% of commercial waste from landfill.

For more information about the new goals we set during the reporting period, see the Sustainability Vision 2030 section of this Report on p.10-12 [🔗](#).

\* Covering the common areas of 51 properties under our management.

† Sino Group's goal is to generate 8,000,000 kWh of renewable energy from the 2012 level by 2030.



## Management Approach

A thriving natural environment is vital for the health of both our society and stakeholders, and for the success of our business. We focus our sustainability efforts in this area on climate action, energy saving, the efficient management of resources and waste, and the protection and promotion of biodiversity in areas around our properties. During the reporting period, we took action towards implementing our pledge to achieve net zero carbon emissions by 2050, by developing our Decarbonisation Blueprint, described in more detail on p.13-15 [📄](#), and setting a new target to further reduce our GHG emissions. We have also set new SV2030 targets [📄](#) to reduce electricity intensity, eliminate single-use plastic items in our core operations and implement tree assessment surveys to protect and promote biodiversity. To meet our goals, we actively strive to implement technological innovations to improve the environmental performance of our products and services.

This year, we are solidifying our commitment to address this important issue through the addition of a new material topic within our sustainability framework, Urban Biodiversity, which we previously considered within the broader material topic of Sustainable Buildings, and extending our existing efforts in this area.

Our environmental approach is determined by the ESG Steering Committee and the Board with the support of the Green Living Sub-committee. This Sub-committee sets our objectives and targets, reviews and evaluates our environmental protection initiatives and identifies areas for improvement. Our environmental management system provides the framework for identifying and reducing significant environmental impacts in our business in terms of principles, scope, responsibilities and processes.

Guided by our Environmental Policy [📄](#), we are committed to integrating environmental protection and conservation into all aspects of our operations, exceeding statutory requirements. Our Green Office Policy [📄](#) and Green Office Management Guidelines further outline our expectations at the office level and promote more resource-efficient workplace practices. During the reporting period, we sought to raise environmental awareness among our stakeholders with regular messaging on topics including low-carbon living, sustainable food consumption and upcycling. Internally, we continued to share environmental information with all our colleagues through Sino Sustainability Academy to raise awareness and reduce our collective impact. Sino Sustainability Academy is described in more detail on p.28 [📄](#).

## Highlights

- 1 Continued to facilitate the transition to green transportation options by installing EV chargers at our managed properties, which now provide over 1,100 EV chargers in total
- 2 One of the pioneer developers to engage an external consultancy to use a climate risk assessment tool for performing ESG and climate risk assessment, covering over 170 existing and new buildings

# Climate Resilience and GHG Emissions

We must take collective action to minimise the impacts of climate change. We are committed to the global effort to minimise the amount of GHGs in our atmosphere, understand and mitigate climate-related risks affecting our business, adapt to the changing environment and transparently disclose our progress on this critical topic.


## How We Are Managing It

In 2021, we committed to developing an approach towards net zero emissions by 2050. This effort is guided by Sino Land's pledge to support the Business Ambition for 1.5°C, led by the SBTi in partnership with the United Nations Global Compact and We Mean Business Coalition, that calls on businesses to set science-based targets for GHG emission reductions. Our efforts to reach this goal are described in more detail in our Decarbonisation Blueprint on p.13-15 [🔗](#).

We are pleased to announce that, as at 30 June 2022, we achieved two of our climate-related goals by reducing both our GHG emissions and our electricity consumption by 39.68% from our 2012 baseline. Building on this momentum, we have announced a new SV2030 target [🔗](#) to reduce our Scope 1 and Scope 2 GHG emissions per square metre by 53.1% from the 2018 baseline by 2030. This target has been developed with HKUST academics in line with SBTi methodology, which reflects what the latest climate science deems necessary to meet the goals of the Paris Agreement. We are now working with HKUST to incorporate Scope 3 GHG emissions into this target.

We continue to engage our stakeholders and communicate our progress on climate issues. Sino Land was among the first to sign the Business Environment Council's Low Carbon Charter in March 2019, and Tsim Sha Tsui Properties discloses its GHG emissions in the Environmental Protection Department's Carbon Footprint Repository for Listed Companies in Hong Kong. During the reporting period, we supported Sino Group's participation in the Hong Kong Government's Carbon Neutrality Partnership to accelerate low-carbon transformation in the public and private sectors.

### Expanding Climate-related Risk Analysis


Our Climate Change Policy  provides guidelines for addressing climate-related risks across our operations. This year, we engaged an independent consultant to evaluate the resilience of over 170 existing and new buildings under different climate scenarios in alignment with recommendations from the TCFD. This analysis will help us assess and monitor both transition and physical risks by quantifying climate-related financial impacts under multiple climate scenarios and providing analytical insights. In addition, our management representatives participated in a workshop to review and discuss ESG risks and opportunities, including climate-related risks, and potential mitigation actions.

### Engaging Hong Kong’s Business Community on Climate Change

In October 2021, Sino Land sponsored ReThink HK, a conference programme that provided insight and inspiration for driving sustainable development. During the two-day event, Sino Land’s representatives shared their expertise and insights on Hong Kong’s transition to a net zero carbon future and discussed sustainable buildings and impact-driven partnerships with other participants.

### Supporting the TCFD

Since 2021, we have aligned our climate-related disclosures in this Report with the recommendations of the TCFD, the world’s leading framework for disclosing climate-related financial information. During the reporting period, we were one of the pioneering developers in Hong Kong to join the list of TCFD supporters and demonstrate that we are taking action on climate-related disclosure. Together with more than 2,500 organisations worldwide, we have formally pledged our commitment to increasing transparency on climate-related risks and opportunities, promoting more informed financial decision making and building a more resilient financial system.

The following summary highlights our approach to climate-related governance, strategy, risk management, metrics and targets in line with the recommendations of the TCFD. More details on our TCFD-aligned disclosures, including how we manage climate-related risks and opportunities, are set out on p.128-131  of this Report.

## Managing our Climate-related Risks and Opportunities

### Governance

Climate-related governance processes are integrated throughout our organisation, from the Board to our individual business units. The Board has overall responsibility for managing climate-related risks and opportunities, while day-to-day identification, assessment and management of these issues rests with the ESG Steering Committee. Senior managers from various business units consider climate-related risks and opportunities via the Green Living Sub-committee, which meets regularly and reports to the ESG Steering Committee and the Board.

### Strategy

Climate-related risks and opportunities shape different aspects of our business, from material selection to innovative products like green mortgages. Our Decarbonisation Blueprint guides our climate-related strategy and focuses our efforts on three principal areas:



Development

Optimising properties and construction sites for energy efficiency and climate resilience



Operations

Managing properties in ways that minimise carbon emissions




Collaboration

Managing resources and inspiring stakeholders to join our efforts

### Risk Management

We regularly review and monitor physical and transition climate-related risks, including through our environmental management system and ERM Policy and Framework. At our properties, we consider climate change impacts beginning early in the development process and seek to procure low-carbon construction materials. We are working to enhance the integration of climate-related risks into our ERM framework with the assistance of an independent consultant.

### Metrics and Targets

We monitor key climate-related metrics and publish them annually in this Report. Our SV2030 strategy includes numerous climate-related targets, including absolute and intensity-based GHG reduction targets and electricity-related targets. During the reporting period, we set a new SV2030 target  to conduct climate risk assessments at our wholly-owned new development projects where applicable.

We are committed to identifying the climate-related risks and opportunities affecting our business, assessing the financial implications and responding in line with the three focus areas of our climate-related strategy.



RISK/OPPORTUNITY	FINANCIAL IMPLICATIONS	OUR RESPONSES	Development	Operations	Collaboration
<b>Physical</b> Increasing frequency and severity of extreme weather events and rising average sea level	<ul style="list-style-type: none"> <li>Reduced asset value</li> <li>Increase in capital expenditure and operating expenses</li> <li>Potential increase in insurance premiums</li> </ul>	Adaptable and resilient building designs	●		
		Sustainability features and materials to increase resilience	●	●	
Increased frequency and duration of heatwaves and rising temperature	<ul style="list-style-type: none"> <li>Increased electricity cost</li> <li>Construction delays and reduced productivity</li> </ul>	Sustainable Building Guidelines	●	●	
		BEAM Plus and WELL™ certification for all new buildings in Hong Kong	●		
<b>Transition</b> Changing building codes and standards	<ul style="list-style-type: none"> <li>Increase in capital expenditure</li> <li>Reduced asset value</li> </ul>	Sustainable Building Guidelines	●	●	
		Green building target for all new buildings in Hong Kong	●		
Limited supply of low-carbon construction materials	<ul style="list-style-type: none"> <li>Increase in procurement costs</li> </ul>	Sustainable Procurement Policy	●	●	●
		EcoBricks collaboration	●		●
Renewable energy growth	<ul style="list-style-type: none"> <li>Increase in electricity cost</li> </ul>	Renewable energy generation target		●	
		Installing and monitoring photovoltaic panels in properties under management		●	
		Exploring new renewable energy sources		●	
Technology and innovation	<ul style="list-style-type: none"> <li>Increase in capital expenditure</li> <li>Increase in operational efficiency</li> </ul>	Investments in growth of innovation and PropTech industry			●
		IoT and AI in energy management and monitoring		●	
Consumer preference for sustainable properties	<ul style="list-style-type: none"> <li>Potential increase or decrease in market share</li> <li>Increase in capital expenditure</li> <li>Potential increase in revenue</li> </ul>	Green building target for all new buildings in Hong Kong	●		
		Sustainability features and materials to increase resilience	●	●	
Growth in sustainable finance	<ul style="list-style-type: none"> <li>Diversified financing sources</li> <li>Attraction of green investment</li> </ul>	Green Finance Framework			●
		Sustainability-linked loan and green loan			●
		TCFD-aligned disclosures			●



# Energy Consumption and Efficiency

Energy efficiency is foundational to our environmental strategy — helping us reduce Scope 2 GHG emissions and manage costs. We continue to seek practical and innovative ways to reduce energy consumption and improve efficiencies in our operations.

## How We Are Managing It

Our Energy Policy [↗](#) sets out our commitments to manage our consumption and improve energy efficiency, including by adopting innovative technologies and systems. Guided by this policy, we establish smart monitoring platforms to optimise building services and renewable energy systems, communicate and promote energy awareness among our stakeholders and integrate energy considerations into all aspects of our operations. We work with trade organisations and local government bodies such as Hong Kong's Environment Bureau (now known as the Environment and Ecology Bureau), to promote collective action to enhance energy management.

With a view to reducing our carbon footprint, we are committed to harnessing technology and implementing initiatives to promote the use of renewable energy in our daily operations. During the reporting period, we achieved two of our climate-related goals by reducing both our GHG emissions and our electricity consumption by 39.68% from our 2012 baseline. This year, we have set a new SV2030 target [↗](#) to reduce electricity intensity by 30% from our 2018 baseline by 2030, to further improve our business performance through cost reductions, while mitigating our impact on the environment.

## Improving Energy Efficiency with Technology

We continue to deploy innovative solutions to enhance energy efficiency at our properties. At Olympian City 3 and Island Resort Mall, we completed pilot programmes using CLP PlantPro to optimise the operation and maintenance of chiller plants. The smart building solutions in our portfolio account for an estimated 167,410 kWh of annual electricity savings, amounting to a reduction of 117 tonnes of CO<sub>2</sub> equivalent per year. This is equivalent to the annual amount of CO<sub>2</sub> removed by 5,095 trees planted.\*

During the reporting period, 20 of our managed properties were selected for the installation of the CLP Building Portfolio Platform, an intelligent, all-in-one energy management platform. Combining big data analytics with energy efficiency, it works to visualise and analyse energy consumption, and evaluate savings from various energy sources for multiple buildings with real-time data. The platform can also help normalise energy consumption and track energy savings in measurement and verification projects following the International Performance Measurement and Verification Protocol (IPMVP®). The installation of CLP Building Portfolio at 20 properties was completed in June 2022.

### Partnering for Next Generation Energy Solutions

In May 2022, Sino Group signed a memorandum of understanding with Huawei Hong Kong Digital Power. The ambition is to explore potential cooperation opportunities to boost digital transformation in the built environment and promote sustainable development in the real estate industry. A joint project team will engage in collaborative research and cooperation in different fields, including green energy, solar energy and storage, smart charging networks, next generation data centres, a smart energy cloud, integrated smart energy systems and other technologies, to advance the Group's broader SV2030 goals.

We will implement Huawei's iCooling@AI platform for chiller plant optimisation at Tuen Mun Town Plaza ("tmtplaza") Phase 1, Skyline Tower, Tsim Sha Tsui Centre, Empire Centre, Hong Kong Pacific Centre and China Hong Kong City ("CHKC"). The platform enables smart cooling systems through innovative technologies including AI, big data collection, data governance and feature engineering, neural networks and genetic algorithms for decision making.

The new technology is anticipated to account for an estimated 1,500,000 kWh of annual electricity savings.

### Investing in the Future of Transport

Electric vehicles ("EVs") have the potential to reduce our collective impact on the climate, while reducing energy costs for our stakeholders. We believe that a comprehensive network of charging stations is crucial to promoting the widespread adoption of EVs. Therefore, the Group has been actively working with different business partners to expand the coverage of EV charging stations at its properties. Our efforts to install more EV chargers through SPS are described in more detail on p.58 [🔗](#).

We are also committed to making our EV chargers more efficient. At CHKC, we partnered with Halo Energy Limited ("Halo") to pilot a load management system for EV charging facilities. The system helps fully utilise limited electricity capacity to provide enhanced EV charging services. As at 30 June 2022, 40 semi-quick chargers using the system have been installed at our managed properties. To further improve performance at CHKC, the Group partnered with Shell Hong Kong Limited and Halo to establish the fastest EV charging station in Hong Kong, the Shell Recharge charging station, in May 2022. The station provides one UltraFast and three SuperFast rapid chargers for all EV brands in Hong Kong that, complementing Halo's distribution system, can fully charge an EV within 15 minutes.



We utilise smart building solutions to improve energy efficiency and reduce GHG emissions.

\* Environmental Protection Department and the Electrical and Mechanical Services Department. Guidelines to Account for and Report on Greenhouse Gas Emissions and Removals for Buildings (Commercial, Residential or Institutional Purposes) in Hong Kong, February 2010 [🔗](#)

The promotion of the EV driving experience is essential to encouraging wider adoption in the community. To this end, the Group is working with partners to engage our stakeholders in a series of roving electric vehicle exhibitions and educational activities in shopping malls, including Olympian City, Island Resort Mall and tmtplaza. These initiatives facilitate first-hand experience of the technologies that make driving and charging electric vehicles a convenient and advantageous means to reduce environmental impact. Activities include a Kids' Driving Academy, enabling children to take the wheel of small-sized EVs to build awareness of the importance of sustainability from an early age.

### Renewable Energy Management

We promote the use of renewable energy across our operations to achieve Sino Land's target of generating 6,000,000 kWh of renewable energy by 2030. Our efforts include establishing smart platforms to monitor and optimise building services and existing renewable energy systems while installing new renewable energy features at our managed properties. We also seek to promote awareness of renewable energy use among our stakeholders.

As at 30 June 2022, over 2,300 photovoltaic panels have been installed at properties under the Group's management in Hong Kong. The resulting GHG emissions avoided are equivalent to the amount of CO<sub>2</sub> removed by 57,640 trees planted.\* In July 2021, we installed a Smart Hybrid Conversion System for solar energy at Olympian City 1, with a peak power

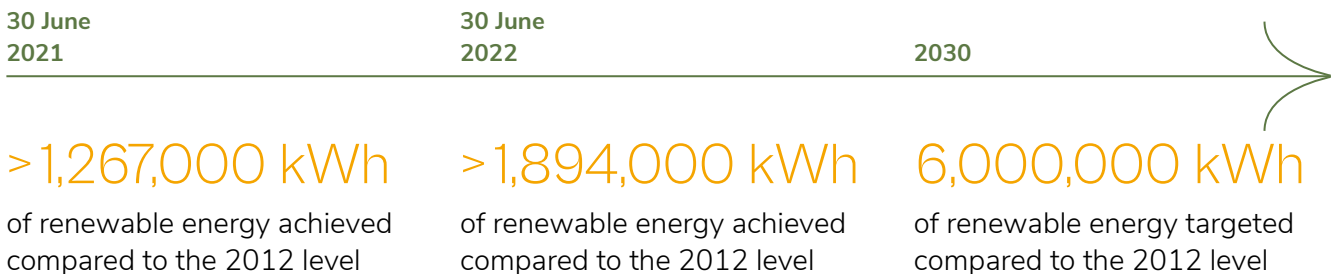
of 89 kWp. This project generated over 60,000 kWh of electricity during the reporting period, which is equivalent to avoiding the emission of 42 tonnes of CO<sub>2</sub> annually, or the annual amount of CO<sub>2</sub> removed by 1,800 trees planted.\* In 2022, we are planning to install photovoltaic panels with a peak power of 440 kWp and 96 kWp at CHKC and Empire Centre, respectively. Together, these systems will generate 575,020 kWh of electricity annually, which is equivalent to avoiding the emission of 402.5 tonnes of CO<sub>2</sub> annually, or the annual amount of CO<sub>2</sub> removed by 17,500 trees planted.\*

### Awards and Certifications

Our headquarters for over 40 years, Tsim Sha Tsui Centre, was recognised for excellence in energy performance with the award for Greatest Self-Improvement in Energy Consumption (Comprehensive Scheme Category – Year 2020/21) under the BEAM Plus Existing Buildings V2.0 Comprehensive Scheme. The award reflects the results of recent initiatives at Tsim Sha Tsui Centre, including retro-commissions of the electrical and central air conditioning systems, chiller replacement and the implementation of effective building management systems.

We continue to align our energy management efforts with internationally-recognised standards, with Tsim Sha Tsui Centre, Empire Centre, Hong Kong Pacific Centre, Olympian City 2, Skyline Tower and the headquarters of Sino Estates Management Limited having each attained ISO 50001:2018 Energy Management System certification as at the end of the reporting period.

## Powering Our Renewable Energy Goal



\* Environmental Protection Department and the Electrical and Mechanical Services Department. Guidelines to Account for and Report on Greenhouse Gas Emissions and Removals for Buildings (Commercial, Residential or Institutional Purposes) in Hong Kong, February 2010

# Material Use, Waste Reduction and Management


We seek to effectively manage our use of resources and reduce waste to make our business more competitive and productive while limiting our impact on the environment.


## How We Are Managing It

We have placed responsible and sustainable consumption at the foundation of our resource and waste management efforts. During the reporting period, we made progress towards achieving multiple existing goals in this area and announced a new SV2030 target [📄](#) to eliminate single-use plastic across our core operations by 2035. Our Green Office Policy [📄](#), which outlines practices for the sustainable use of resources in our offices, as well as our efforts to raise awareness of these issues among our colleagues, will continue to play an important role in guiding our efforts to achieve this new goal. We have also engaged our stakeholders in resource and material use reduction, recycling and upcycling through various channels. Our ESG Steering Committee, with the support of our Green Living Sub-committee, is responsible for reviewing, evaluating and continuously monitoring all material use and waste management initiatives.




### Waste Management

Our Waste Management Policy  provides guidelines to avoid excess consumption and promote more sustainable operational alternatives. The Policy further sets out requirements for the proper reuse, recycling and disposal of waste across our operations. We encourage all our stakeholders to join us on our journey to reduce waste generated in our daily operations, as well as construction waste produced at our development projects.

In compliance with local market regulations and our Waste Management Policy , all our waste is collected by licensed collectors for proper disposal. In addition, we dispose of a limited amount of hazardous waste, including a small quantity of mercury-containing fluorescent tubes, which is also collected by licensed waste collectors and sent to Hong Kong's Chemical Waste Treatment Centre where the mercury is recovered and recycled.

### Plastic Waste

The reduction and recycling of single-use plastic used in our business operations has long been a key component of our waste management initiatives. In 2018, we committed to the Plastic Awareness Campaign as part of our efforts to reduce single-use plastic consumption across all business lines by 50% from our 2017 baseline by 2022. As at 30 June 2022, we achieved that goal with a total reduction in the consumption of single-use plastic of 64.74% across all business lines from our 2017 baseline.

Looking to the future, we have set a new SV2030 target  to eliminate single-use plastic from our core business operations by 2035. This will help us further reduce our impact on the environment by reducing waste and GHG emissions. We are already making progress through various initiatives including eliminating plastic straws and water bottles, removing single-use plastic amenity containers in hotels, and providing water in glass bottles and umbrella dryers instead of plastic sleeves.



Citywalk's "Art Safari, Elephant Jungle Play Zone" used recycled beverage carton decorations as part of the zipline adventure.

Since November 2018, we have deployed reverse vending machines for recycling plastic beverage bottles and aluminium cans in Hong Kong to engage our stakeholders in our plastic and waste reduction initiatives. As at 30 June 2022, we operate reverse vending machines at 24 of our managed properties. During the reporting period, more than 680,000 plastic bottles have been recycled through this initiative, reducing carbon emissions by 94,000 kg, equivalent to the annual amount of CO<sub>2</sub> removed by 4,080 trees planted.\*

Recognising the potential environmental impacts of stakeholders throughout our value chain, our Guidelines on Green Gift Hampers and Basket Packaging Design encourage suppliers to reduce excessive packaging and explore environmentally responsible materials instead. We encourage suppliers to opt for simple, recyclable, reusable packaging designs, and discourage designs with high environmental impact or low recycling value, such as PVC plastic or plastic foam. At The Fullerton Hotel Sydney, we reviewed all of our supplier relationships for opportunities to eliminate plastic packaging in purchased products. This is described in more detail in the Sustainable and Ethical Supply Chain section of this Report on p.33 [🔗](#).

### Reducing Plastic Waste at The Fullerton Hotels and Resorts in Singapore

In 2019, we signed a Plastic ACTion (PACT) agreement with WWF-Singapore and committed to reducing single-use plastic at both our hotels in Singapore, The Fullerton Hotel Singapore and The Fullerton Bay Hotel Singapore. Since then, we have made significant progress, including the use of alternative materials in guestrooms, dining outlets and meeting venues, eliminating plastic bottles, and making recycling facilities readily available.

### Food Waste

In Hong Kong, food waste disposed of in landfills comprises 30% of municipal solid waste.† We take steps to reduce the amount of food waste destined for landfill generated at our managed properties and encourage our stakeholders to participate. Our food waste reduction efforts through SPS are discussed in more detail on p.59 [🔗](#).

We are exploring innovative technologies to reduce food waste. Eight of our managed properties are exploring “Smart Bins”, which leverage multiple technologies, including smart sensors and wireless communications, to facilitate the collection of food waste for recycling.

## Progress on Plastic Reduction

Through consistent Group-wide efforts in plastic reduction, we achieved the following as at 30 June 2022:

### At The Fullerton Hotels in Singapore:

100%

of single-use plastic eliminated at dine-in outlets and meeting rooms

90%

of single-use plastic eliminated for takeaway offerings

30%

of single-use plastic amenities eliminated from guestrooms, with an additional 55% in transition, and ongoing efforts to source more sustainable packaging options

### At our Hong Kong properties:

> 701,000

plastic bottles have been avoided through the use of smart filtered water stations

> 1,391,000

plastic bottles collected through reverse vending machines

\* Environmental Protection Department and the Electrical and Mechanical Services Department. Guidelines to Account for and Report on Greenhouse Gas Emissions and Removals for Buildings (Commercial, Residential or Institutional Purposes) in Hong Kong, February 2010 [🔗](#)





† Hong Kong Environmental Protection Department, Hong Kong 2020 Waste Statistics At a Glance [🔗](#)



The Group participates in the Food Smart Buddy Programme and places food donation machines to collect surplus dry food and engage our stakeholders to prevent it from going to waste.

We also actively seek to engage our stakeholders to prevent surplus food from going to waste. In Hong Kong, we participated in Food Angel's Food Smart Buddy Programme to promote a "food wise" culture in Hong Kong. Running from January to December 2022, the Programme places food donation machines and food collection boxes at selected shopping malls and properties managed by the Group to collect surplus dry food. In Singapore, The Fullerton Hotel Singapore partnered with Food from the Heart, a charity that feeds the needy in Singapore, to help volunteers collect bread at the end of each day for distribution to residents and beneficiaries under their care.

**Water Consumption and Efficiency**

Our Environmental Policy , Green Office Policy , Sustainable Building Guidelines  and Sustainable Procurement Policy  together outline our commitment to utilising precious shared resources, like water, more efficiently across our operations. In Hong Kong, all the water we consume comes from the Water Supplies Department, including potable water and seawater for flushing. We follow applicable discharge licences and discharge all effluents into public sewer systems accordingly.

We monitor the consumption of water in our operations monthly. We have installed several water-saving devices and adopted a variety of practices to reduce consumption. For example, we have installed digital water sub-meters to better monitor water consumption levels in areas such as cooling towers, laundries, kitchens and the swimming pool at The Fullerton Hotel Singapore. We will continue to enhance our water conservation efforts through various initiatives.

We also promote responsible water management among our stakeholders. To commemorate Singapore World Water Day 2022, The Fullerton Hotel Singapore's façade was lit up in blue from 19 March to 22 March 2022. Team members at The Fullerton Hotel Singapore and The Fullerton Bay Hotel Singapore were also encouraged to dress in blue on 22 March 2022, in a show of continued support for the Singapore Public Utilities Board's campaign theme, "Make Every Drop Count". Water conservation tips were shared with all Fullerton team members to protect valuable water resources.

## Engaging Our Stakeholders

Throughout the reporting period, we sought opportunities to engage our stakeholders through various activities and programmes to raise awareness of the circular economy, reduce consumption and recycle materials.

### Support Food Rescue Programme

In August and September 2021, 56 clubhouses at our managed properties participated in the Food Rescue Programme organised by Food Angel, to collect surplus food and reduce food waste in Hong Kong. Over 700 kg of items were collected, including biscuits, rice, noodles, canned food, oil and seasonings. The collected food items were delivered to the central kitchen of Food Angel to prepare nutritious hot meals to serve less-resourced communities in Hong Kong.

### Zero-waste Shopping for Chinese New Year

We partnered with packaging-free shop Zam.everywhere to host a zero-waste pop-up store at Citywalk to encourage customers to bring their own containers and buy only what they need. The shop collects customers' containers and fills them with products like oil and detergent before passing them back to customers for use. The majority of products sold by the shop are locally produced, reducing their GHG footprint while supporting local brands and manufacturers.

## Promoting the Circular Economy through Recycling

Our stakeholders are an important part of our journey to recycle the waste associated with our operations. We have set up Tetra Pak® recycling bins at some of our managed properties to encourage stakeholders to recycle beverage cartons. During the holiday seasons, we sought to encourage recycling by collecting over 20,000 mooncake boxes for recycling during the Mid-Autumn Festival. We continued these efforts during the Christmas season by operating a natural Christmas tree recycling programme at 24 sites, with collected trees being delivered to Eco Greentech for recycling into useful materials like compost and mulch. During the 2022 Chinese New Year season, we supported Greener Action's "Lai See Reuse and Recycle Programme" for the eleventh consecutive year, encouraging the recycling of lai see packets through collection points at our shopping malls, offices, residential properties and headquarters. Over 1,500 kg of lai see packets were collected for recycling.

At The Fullerton Hotel Singapore, we collaborated with a social enterprise, Clean the World, to recycle soap bars and redistribute them to developing nations. We also partnered with Nespresso to ensure all our coffee capsules are recycled. During the reporting period, we collected a total of 145 kg of soap and 261.1 kg of Nespresso capsules for recycling.

## Recycling Small Items for a Bigger Impact

We believe we can achieve more when we work together. During the reporting period, we sought to inspire our stakeholders to take seemingly small steps to recycle. We were pleased to see our stakeholders create a bigger impact by recycling the following items:

> 20,000  
mooncake boxes

145 kg  
of soap

> 1,500 kg  
of lai see packets

261.1 kg  
of Nespresso capsules



### Reducing Our Impact through Upcycling

We took additional steps to show our stakeholders that reusing older materials in new ways is another option for reducing our collective environmental footprint. We continued our successful Upcycled Christmas Tree and Ornament Design Competition this year in partnership with A Plastic Ocean Foundation, Memories Factory and V Cycle. Colleagues were invited to create Christmas trees and ornaments from upcycled materials for display at our properties. The competition received over 260 submissions from more than 730 colleagues and their families. The project also engaged colleagues in a beach clean-up activity, during which they collected plastic waste from Tai Po Long Mei Beach in Hong Kong, some of which was processed and used to create upcycled Christmas trees.

As part of our Operation Santa Claus 2021 initiative, we partnered with The Hub Hong Kong to host a workshop on upcycling for less-resourced children. Children were invited to upcycle plastic waste into colourful Christmas ornaments and assist in decorating the upcycled Christmas tree at Skyline Tower. Our Fullerton team members and youth from the REACH Community Services Society came together to decorate 260 upcycled bottles that were used to create two Christmas trees at The Fullerton Hotel Singapore and The Fullerton Bay Hotel Singapore.



The upcycled Christmas tree at Tsim Sha Tsui Centre was made from 500 plastic bottles and 350 CDs.



The Group invited children from The Hub Hong Kong to recycle plastic waste and upcycle the material into colourful Christmas ornaments.



# Urban Biodiversity

Biodiversity helps maintain the quantity, quality and resilience of ecosystems and the natural services required for thriving businesses and societies. For the benefit of our business and all our stakeholders, we are focused on understanding and effectively managing our impact on the ecosystems surrounding our urban properties, and in our supply chain, during all phases of our business cycle.

## How We Are Managing It

As a property developer, our business has the potential to impact the ecosystems surrounding our development sites. Species may be affected by construction as existing environments are changed for development purposes. Proper assessment and management can reduce these impacts and prevent them from being long-lasting or irreversible. It is also important for our suppliers to manage biodiversity risks in their own operations to reduce nature-related impacts throughout our value chain. We believe an effective management approach and increased focus on biodiversity surrounding our urban environments will help us turn the biodiversity risks inherent in the real estate sector into opportunities to create positive impacts for the benefit of society. Our efforts to protect and promote ecological systems are guided by our Biodiversity Policy [📄](#), which provides a framework for integrating biodiversity considerations into all aspects of our operations.



In line with our Sustainable Building Guidelines , we further consider the protection and conservation of native species, important habitats and ecosystems during site selection for development projects. Our landscaping team accounts for impacts on surrounding ecosystems as they improve the environments around our properties to avoid introducing invasive species and seek opportunities to promote local biodiversity. This year, we have established a new SV2030 target  for all our new development projects to implement tree assessment surveys, where applicable, by 2030 to protect and promote urban biodiversity.

### Engaging our Stakeholders

As we seek to continually improve our understanding and management of the impacts our business has on biodiversity, we actively engage with our stakeholders to strengthen their understanding of this important topic. Some of our key initiatives are highlighted below.

#### Farm Together

Our Farm Together project promotes urban farming and social inclusion, creating a community that thrives in harmony with nature. During the reporting period, the project expanded to include a total of 17 farms in Hong Kong and one farm in Singapore, spanning over 54,000 sq. ft. and cultivating over 380 plant and crop species.



Farm Together showcases local biodiversity and hosts engaging workshops in Hong Kong and Singapore.

Farm Together showcases the rich diversity of local ecosystems in Hong Kong and Singapore. Our Butterflies & Herbs farm, for example, features more than 40 types of flower and plant species and is home to more than 20 species of butterfly. These vibrant locations provide the backdrop for engaging workshops that promote sustainable living concepts, cultivate green habits in the community and invite our stakeholders to explore a variety of species while learning about organic farming.



GREENHOUSE@tmtp Plaza is Hong Kong's first "Indoor Intelligent Farm" situated within a shopping mall.

We continued to invite guests at The Fullerton Hotel Singapore to learn about biodiversity and sustainability through weekly tours at the Fullerton Farm, where guests can explore a diverse array of fruit, plant and herb species that are grown, harvested and used at The Fullerton Hotels. In Hong Kong, GREENHOUSE@tmtplaza is the city's first "Indoor Intelligent Farm" situated within a shopping mall. GREENHOUSE grows a variety of vegetables, herbs and edible flowers, and partners with "Green Ambassadors" from Lingnan University to provide guided tours and green workshops to the public. These experiences allow guests and customers to discover how our farms bring biodiversity into the urban environment. At Sino Plaza, freshly harvested crops from an "Edible Garden" are incorporated into innovative and creative dishes to promote low carbon living through farm-to-table dining experiences.

We shared the harvest from our Sky Farm with stakeholders in the community throughout the reporting period. Donations included over 120 kg of produce to community service organisations in Hong Kong comprising kale, radishes, eggplant, lettuce and cabbage, among others.

#### **WWF Tiger Trail 2022 Campaign**

From 1 March to 9 April 2022, our properties in Singapore hosted tiger sculptures on their premises in partnership with WWF-Singapore as part of its "Tiger Trail 2022" campaign. The open-air art exhibition consisted of more than 33 life-sized tiger sculptures across the island of Singapore designed by renowned local and international artists. The exhibition aimed to educate the community about the loss of biodiversity, deforestation, climate change and the prevention of zoonotic diseases.

The Fullerton Hotel Singapore also hosted an art exhibition in conjunction with the Tiger Trail featuring paintings, prints, sculptures and ceramics created by internationally acclaimed artists and inspired by the tiger. All proceeds from sales of the artwork went towards WWF's tiger conservation work in Singapore and Southeast Asia.

#### **The Gibbon's Life in the Treetops Exhibition**

Lee Tung Avenue supported "The Gibbon's Life in the Treetops", an exhibition curated by Kadoorie Farm and Botanic Garden, during the month of October 2021. The exhibition established a model research basecamp and rainforest, within which the public learned about gibbons and a team of Hong Kong conservationists working to preserve this endangered species.

#### **Go Green Save Our Planet by Citywalk**

Citywalk became an "Art Safari, Elephant Jungle Play Zone" during the summer, featuring African forest elephant-themed decorations constructed using chipboard, an environmentally responsible material made from recycled beverage cartons, to promote the conservation of African forest elephants. To mobilise the community to take part in the conservation effort, approximately 200 students and youth were invited to create artwork inspired by baby elephants and to exhibit these alongside the giant African forest elephant installation.

#### **Biodiversity Awareness at Sino Sustainability Academy**

Through Sino Sustainability Academy, we offered a seminar for colleagues to enhance awareness of the connection between biodiversity, hiking and sustainability. Colleagues were introduced to local biodiversity in Hong Kong, as well as how to identify common toxic species and hike safely within Hong Kong's ecosystem.

#### **Bee Summer and Urban Bee Keeping**

At tmtplaza, we delivered an informative summer campaign titled "Bee Summer" to inform shoppers of the importance of bees in local ecosystems and to promote their conservation. Three beehives were installed on the rooftop of Parklane Centre at tmtplaza, where honey from local Tuen Mun Park was produced, and weekly workshops were held to showcase beekeeping to shoppers.



"Bee Summer" at tmtplaza helped promote conservation and showcase the importance of bees in Hong Kong's ecosystem to stakeholders.





The Group is expanding the coverage of EV charging stations to encourage green transportation and promote sustainable development.

# Creating Better Lifescapes at SPS

On top of delivering professional and integrated management services, SPS plays an important role in our vision of Creating Better Lifescapes. During the reporting period, SPS progressed on its own Sustainability Strategy with a focus on three key initiatives: EV charging stations, improving indoor air quality (“IAQ”) and waste management. In addition, SPS engaged stakeholders on sustainability topics with Green Fit-Out Guides and a Green Lease, and through various activities at Sino Clubhouses.

## SPS Sustainability Strategy

### EV Charging Stations

SPS is working to increase the coverage of EV charging stations at Sino Land’s properties by 67%, from 860 stations at the end of 2021 to over 1,400 stations at the end of 2022. As at 30 June 2022, our properties have over 1,100 EV chargers in total.

We have planned to install over 3,000 EV chargers at 16 of our properties under the Hong Kong Government’s EV-charging at Home Subsidy Scheme. It is currently estimated that approximately 10% of the commercial and residential parking spaces under Sino Land’s management will be served by EV charging stations by the end of 2022.

## Innovative IAQ Solutions

SPS works closely with Sino Inno Lab to explore and apply innovative and environmentally responsible technologies to enhance IAQ to protect the health and safety of customers, tenants and visitors. These efforts have been particularly significant during the severe COVID-19 situation in Hong Kong. New technologies deployed by the SPS team include bipolar ionisation devices in ventilation systems and air ducts, far-UVC light sanitisers in high-traffic areas, disinfection robots, and Airlite paint in the car park at Citywalk, which has effectively improved air quality in the area.

All of our properties participate in the Environmental Protection Department's IAQ Certification Scheme. As at 30 June 2022, 49 of the Group's properties have been awarded the "Excellent" and "Good" IAQ Certificate.

## Waste Management

SPS has implemented a comprehensive food waste management programme at our managed residential properties, shopping malls, offices and industrial buildings. This includes the installation of food waste decomposers at 11 of our properties to transform food waste into gas, wastewater or compost for organic fertilisers. These machines reduce air pollutants and GHG emissions arising from transport to landfill and help reduce methane emissions from landfill.

In addition, Best Result Environmental Services Limited ("BRESL") and Perfect Green Supplies Company Limited ("Perfect Green") under SPS, provide one-stop waste recycling solutions to multiple clients. At Olympian City 1, CHKC and Citywalk, BRESL arranged offsite food waste collection and delivery to O·PARK1, Hong Kong's first organic resources recovery centre, for conversion into biogas for electricity generation. In addition to collecting general recyclables and food waste, BRESL and Perfect Green are registered collectors in the Environmental Protection Department's Waste Cooking Oil Recycling Administrative Registration Scheme. During the reporting period, 83.7 tonnes of food waste was collected.

## Stakeholder Engagement

### Green Fit-Out Guides and Lease

The SPS Green Fit-Out Guides provide recommendations for our tenants to make more sustainable choices regarding energy and water, IAQ, construction materials, food waste and more. New "Green Clauses" reflect these recommendations in our lease agreements and set out specific measures that tenants can take to incorporate sustainability into their operations. SPS trialled the Guides with selected tenants during the reporting period and has plans to extend the trial to other tenants.

### Sino Clubhouses

Sino Clubhouses launched a Green Journey Programme in January 2022 involving various engagement activities, from the collection of English books and disposable eye care products to joining Food Angel's Food Smart Buddy Programme by setting up smart food donation boxes. To encourage our stakeholders to join the Green Journey, we organised Eco Market activities at several clubhouses in June 2022. The initiative gave residents the opportunity to set up booths and sell their second-hand items. A booth was also hosted by SPS at Hong Kong Gold Coast, with over 400 second-hand items collected from Sino colleagues and sold at the booth. Proceeds from the sale of items, together with the unsold items, were donated to Christian Action, our long-term recycling activity partner.



The SPS Sustainability Strategy extends our vision of Creating Better Lifescapes to our management services in Hong Kong.

# Wellness

## RELATED MATERIAL TOPICS

63 Labour Practices

69 Wellbeing



### GOALS



**+ 50%**  
**+ 100%**

Increase total training hours by 50% by 2025 and 100% by 2030 from the 2019 level



Embrace diversity and inclusion to ensure equal opportunities in all our people related practices



Deliver products and services that enhance the wellness of our stakeholders



Improve the wellbeing of our employees through wellness programmes covering work and family life, physical health and mental health

### PROGRESS AS AT 30 JUNE 2022

**+ 22.72%**

We have increased training hours by 22.72% from the 2019 level.

During the reporting period, we enhanced our Diversity and Inclusion Policy and set new SV2030 targets [🔗](#) to promote equal opportunities and strengthen the diversity of our workforce.

During the reporting period, we installed Automated External Defibrillators (“AEDs”) at 45 of our managed properties and hired a dedicated fire safety expert to improve our fire detection and prevention procedures and fire-related risk mitigation systems.

During the reporting period, we engaged a community partner to provide confidential counselling services to colleagues and family members, offered physical exercise classes and subsidised influenza vaccines for our employees and their family members.

For more information about the new goals we set during the reporting period, see the Sustainability Vision 2030 section of this Report on p.10-12 [🔗](#).





We promote festive spirit and togetherness among our employees by giving gifts to celebrate the holiday seasons.

## Management Approach

We prioritise the wellness of our people as we seek to achieve our vision of making Sino the preferred choice for customers, investors and employees. The Green Living Sub-committee of the ESG Steering Committee oversees our approach to this topic and integrates fair employment practices throughout our business. The Sub-committee also ensures we comply with applicable labour regulations, including minimum wage laws, across our operations. The Sub-committee meets quarterly and identifies, monitors and reviews current and emerging issues and trends related to human capital development.

When engaging with our employees, we are guided by our Human Rights Policy [🔗](#), Diversity and Inclusion Policy [🔗](#) and Health and Safety Policy [🔗](#), which, together, help us maintain fair, safe and inclusive environments for our employees, customers and communities. We regularly review these policies to ensure they align with our overall strategies and stakeholder expectations. Members of our Green Living Sub-committee further evaluate our safety performance every quarter and develop action plans to ensure all measures remain effective.

## Open Communication Channels

Our Wellness strategy is founded on the needs of our colleagues, and it is critically important for us to hear their feedback and respond accordingly. We maintain open communication channels with our colleagues to empower them and ensure a readiness to address their opinions and concerns. Employees can engage in two-way communication with our management through multiple channels including email, intranet, newsletters, and town hall and mini-town hall meetings. At our town hall meetings, senior management addresses staff questions directly and follows up with the review of relevant policies as appropriate. Management's feedback is then emailed to colleagues.



## Highlights

- 1 Organised approximately 130,000 hours of employee training
- 2 Arranged outreach vaccination services for employees, tenants and other stakeholders to support the COVID-19 Vaccination Programme



Through our Total Talent Management Solution, we invest in young talent to sustain our business into the future.

# Labour Practices

We are dedicated to creating a safe, fair and inclusive working environment that engages and inspires all our employees. We invest in the professional development of our employees and offer competitive benefits to ensure that we can nurture the talent needed for Sino's success.

## How We Are Managing It

We implement best practices in the workplace and continuously improve the working environment for all our employees. We support equality at work, provide training and career development opportunities and offer competitive remuneration and benefits to ensure we can acquire and retain the right talent. Our employees' rights are clearly defined in our CoC and Human Rights Policy [🔗](#), which ensure existing and prospective staff are given equal opportunities and the freedom to participate in collective bargaining and join labour unions. We forbid forced labour and child labour in all aspects of our business, which extends to our contractors and suppliers through our SCoC [🔗](#). Employees, contractors and suppliers can freely report concerns through our open communication channels. Anyone found to be in violation of our codes of conduct is subject to disciplinary action. More details on our codes of conduct and grievance mechanisms can be found in the Governance section of this Report on p.30-33 [🔗](#).

Our Staff Handbook sets out our comprehensive human resources framework and detailed management policies. The handbook provides information and guidelines on working conditions, benefits and remuneration, training and development, as well as health and safety. We regularly review and update the handbook to align with changing legal and regulatory requirements and to reflect best employment practices. We adhere to Hong Kong's Employment Ordinance and relevant laws and regulations in the jurisdictions within which we operate.

### Employee Benefits

We continue to offer attractive remuneration and benefits, including overtime pay, retirement benefits, training subsidies, discretionary performance bonuses and an extensive range of leave entitlements. We provide paid annual leave and medical coverage, as well as birthday leave, extended maternity leave of 18 weeks, parental leave of ten days and paternity leave. All employees have access to free holiday flats and other staff discounts. Our packages and benefits are reviewed annually to reflect employee performance, contributions and market trends.

### Employees' Children Education Award and Assistance Scheme

We continued to support the "Employees' Children Education Award and Assistance Scheme" to recognise the outstanding academic performance of our employees' children and provide financial support for their learning needs. A total of 137 children of

employees from Hong Kong and Mainland China received the Scholarship and Bursary Award in 2021. Awardees shared their experiences of achieving outstanding academic results amid the pandemic, while management of the Group extended congratulations to them and their families. Certificates of commendation with bookshop and confectionery vouchers were presented to the awardees, encouraging them to keep up the good work in their academic studies. An additional 223 children of our employees were granted primary and secondary student textbook subsidies to buy learning materials for the new school year, amounting to a total of HK\$156,100.

### Communicating with Colleagues

In addition to attractive remuneration and benefits, we believe open communication is key to keeping our employees motivated and engaged. Our Corporate Town Hall Meeting has long been a cornerstone of our employee communication efforts. Over 900 colleagues participated in this year's meeting, joining in person or online. We valued the opportunity to share our business updates, lessons learned from the COVID-19 pandemic, and exciting plans for upcoming developments. At the meeting, Mr Daryl Ng, Deputy Chairman, expressed appreciation to colleagues for their hard work and dedication and encouraged colleagues to foster a sustainability-oriented mindset by considering a series of fundamental questions on our collective future development.



Over 900 colleagues were encouraged to foster a sustainability-oriented mindset at our Corporate Town Hall Meeting.





The Group participated in the CareER Inclusive Recruitment Fair 2021.

## Diversity and Equal Opportunities

Sino Group is a signatory to the Racial Diversity & Inclusion Charter for Employers launched by Hong Kong's Equal Opportunities Commission, and is committed to encouraging and promoting diversity and inclusion in our workplace. We protect our employees' right to equal opportunities in terms of recruitment, training, promotion, transfers and remuneration regardless of gender, disability, family status, marital status, pregnancy, race, religion, age, nationality or sexuality.

Our Diversity and Inclusion Policy [📄](#) outlines our commitment to retain and nurture talent by providing equal opportunities in a supportive workplace free of violence and discrimination. Our Whistleblowing Policy [📄](#) describes the confidential grievance mechanism that allows employees to express their concerns regarding suspected inappropriate behaviour or harassment. The policy also details the types of reportable conduct, procedures and

follow-up actions that apply in these instances. More information about our whistleblowing mechanisms can be found in the Governance section of this Report on p.31 [📄](#). We provide workplace diversity and non-discrimination training during orientation for all new staff. Our Human Resources Department further organises training on effective communication to help employees create a more inclusive and supportive working environment.

### CareER Inclusive Recruitment Fair 2021

In October 2021, we participated in the CareER Inclusive Recruitment Fair 2021 to fill vacancies across our business units. We successfully conducted onsite interviews with 12 candidates with varying abilities. Our representatives also networked with a pool of diverse candidates to learn about difficulties faced in previous interview experiences, and in so doing, uncovered ways to improve our own practices when recruiting individuals with diverse attributes.



Our Youth-Up Programme provides professional training in property handover, property management, customer service, grooming and language.

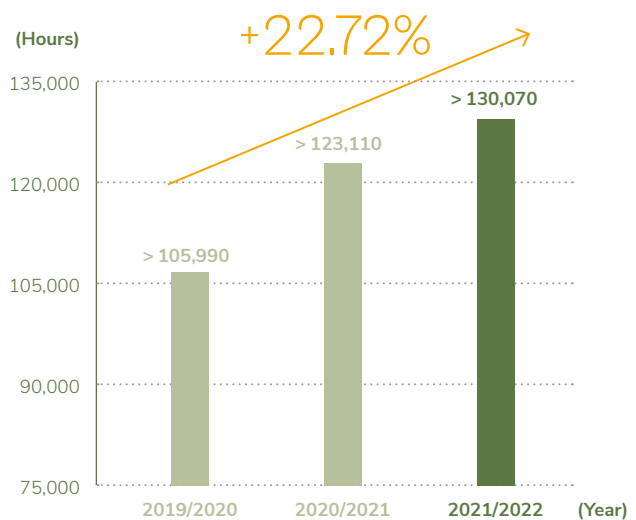
### Training and Development

The success of our employees translates to the long-term success of the Group. In line with our core value of “Continuous Improvement”, we actively encourage colleagues to acquire new skills and attain qualifications to support their professional growth and our changing needs. We promote lifelong learning with numerous internal and external training opportunities, examination leave and educational subsidies. We regularly offer courses, seminars and workshops in customer service, financial knowledge, information technology and language proficiency. Additionally, we provide technical skill training on topics such as first aid, the safe use of electricity and legal requirements applicable to our business. We also ensure employees have access to training on wellness topics such as mental health and stress management.

With the aim of increasing colleagues' awareness of innovation and digitalisation, workshops were offered during the reporting period including a Design Thinking Workshop to support the development of creative, human-centric ideas as colleagues innovate in their roles.

We have made progress towards our goal of increasing our total training hours by 50% by 2025 and 100% by 2030 from our 2019 level. During this reporting period, we organised approximately 130,000 hours of training, which is 22.72% higher than in 2019.

### Progress on Employee Training Hours



### E-learning Opportunities

The Group's mobile app for employees, inSino, highlights the latest corporate information, announcements, management communications, staff discounts and information on annual leave and medical benefit balances. Our dedicated e-learning platform, SINO iLearn, was launched in September 2020 via a mobile app and web portal. With SINO iLearn, staff can learn anytime and anywhere with gamified incentives to earn inSino badges towards prize redemption for completing courses. Staff can learn at their own pace, choosing from interactive courses to enhance learning efficiency.

During the reporting period, we added a robust suite of new features and courses to SINO iLearn. A new "Leaderboard" feature ranks users based on the number of points earned and highlights the top 50 learners on the app, bringing a sense of friendly competition to the learning experience. New courses covered a diverse range of topics, from customer service and digital applications to crisis management and the effects of emotions on work.

### Total Talent Management Solution

We invest in young talent to sustain our business into the future. During the reporting period, we continued to partner with local universities to attract bright young minds to our trainee programmes. Our Total Talent Management Solution includes the following programmes.

#### Corporate Management Trainee Programme

The Corporate Management Trainee Programme is a 20-month development programme that nurtures future leaders and builds a succession pipeline for the business. This scheme provides a valuable platform for aspiring and enthusiastic young talent to develop their careers with us and prepare them to be well-rounded professionals through cross-departmental training.

Eight management trainees joined the programme in July 2021. The intensive orientation had a wide range of training programmes, including visits to our properties to deepen understanding of our business.



We seek to attract bright young minds to our trainee programmes.



### Engineer Trainee Programme

Our Engineer Trainee Programme is a 24-month programme designed to guide and facilitate university graduates from the Building Services Engineering discipline in gaining professional accreditation. Completing the programme is equivalent to achieving the requirements of the post-graduate professional level of The Hong Kong Institution of Engineers (HKIE) Scheme "A".

### Youth-Up Programme

SPS invites recent graduates to join our Youth-Up Programme, which nurtures young talent and brings fresh insights and inspiration to the property management industry. To become Customer Experience Ambassadors, youth with a passion for property management receive professional training in property handover, property management, customer service, grooming and language. They also have the opportunity to experience property handover transactions at our residential projects first-hand and to go on culture tours of our residential projects.

### Sino Internship Programme 2021

In 2021, the Sino Internship Programme provided opportunities for over 130 students assigned to 26 different departments across our business. Students were instructed on communication skills, positive working attitude and knowledge about the Greater Bay Area. They participated in site visits to our properties and Sino Inno Lab to learn about how the Group is committed to Creating Better Lifescapes. They also attended events in support of our community service efforts, including meal box distribution to individuals and families in need in Hong Kong. At the end of the internship, participants delivered presentations to our management and received valuable feedback, which guides them as they begin their careers.



The Sino Internship Programme assigned over 130 students to 26 different departments across our business.

# Wellbeing

The health and safety of our employees, customers and communities has always been our top priority. Our concern for their wellbeing, aligned with our core values of “Continuous Improvement” and “Preparedness”, drives us to implement health and safety policies and measures to the highest standards.

## How We Are Managing It

We always seek to protect the physical health and safety of all our stakeholders and promote the general wellness of our employees. Our efforts are guided by our Health and Safety Policy [↗](#), which describes our commitment to providing a safe and healthy environment for our employees, customers, contractors, suppliers and other stakeholders. Our health and safety management system covers all aspects of our business operations, complies with all relevant laws and regulations and meets industry leading standards and best practices. Our ERM framework supplements regular inspections and audits with a risk-based approach to identify, evaluate, mitigate and report any issues related to health and safety. The Green Living Sub-committee under the ESG Steering Committee ensures that health and safety remains a top priority in all aspects of our business.

### Occupational Health and Safety

We implement OHS practices to maintain a safe and healthy environment for our employees, tenants and contractors, including heightened control over work in high-risk situations such as confined spaces and working at height. We comply with all applicable OHS laws and regulations, including Hong Kong’s Occupational Safety and Health Ordinance. Sixteen properties managed under SPS are certified under the ISO 45001 Occupational Health and Safety Management System standard. The Green Living Sub-committee, comprising senior executives from key business units, monitors the OHS performance of our operations in property management, car park management, security and environmental services. The Sub-committee is also responsible for administering our health and safety management system and ensures that appropriate safety principles are implemented in day-to-day operations. In addition, the Sub-committee reviews injury cases and identifies corrective and preventative actions.

We regularly review our OHS Policy Statement and OHS performance and prepare emergency response plans to ensure the effectiveness and reliability of

our systems. Daily inspections and risk assessments help us monitor performance on an ongoing basis. In addition, we work with third-party OHS specialists to conduct external audits and refine our investigation mechanisms to ensure legal compliance and to mitigate risks. All our building managers set annual targets for key OHS performance indicators, such as injury rates and the number of qualified first aiders, with the aim of tracking and continually improving performance.

Our commitment to employees’ health and safety extends to training, including safety campaigns, publications and billboards, discussions, sharing sessions and mandatory and specialised programmes. Maintaining effective communication with our employees helps ensure their views are reflected in the development, implementation and evaluation of our OHS management system. As a result, SPS is one of the first organisations in the private property management sector to be recognised and accredited by the HKSAR Labour Department to run Safety Training Courses and endorse related professional qualifications for colleagues that have completed the courses.



Our OHS practices, including daily inspections and risk assessments, help us maintain safe and healthy environments at our properties.



### Construction Site Safety

Our Safety Team supervises onsite health and safety. The Team is responsible for communication and technical support, training and education, safety inspections, hazard control, the promotion of safety and investigation of incidents at our development projects. The Safety Team organises safety meetings, issues weather alerts, conducts risk assessments and identifies areas of improvement for contractors.

Since 2008, 7,108 staff members have completed our Mandatory Basic Safety Training Course (Construction Work), and 643 colleagues have completed the Safety Training Course for Competent Persons of Confined Spaces Operation.

### OHS Awards

SPS was honoured with ten awards at the 20<sup>th</sup> Hong Kong Occupational Safety & Health Award, including one Excellence Award and seven Outstanding Awards — Safety Performance Award, Merit Award — Safety Management System Award and two Merit Awards — 5S Good Housekeeping Best Practices Award. Jointly organised by the Occupational Safety and Health Council and the Labour Department, the Award aims to recognise organisations with outstanding achievements in occupational safety and health.

At the 9<sup>th</sup> Best Property Safety Management Award, Exchange Tower and BRESL received Gold Awards, YM<sup>2</sup> and Olympian City received Silver Awards, The Avenue and Exchange Tower received Bronze Awards and CHKC and Kwun Tong Harbour Plaza received Nomination Awards, in each case recognising our efforts to promote occupational safety culture and management. The Award aims to encourage property management companies to implement effective safety management systems and recognise organisations with outstanding achievements.

### Customer Health and Safety

We place great emphasis on the health and safety of all our stakeholders, including our customers, tenants and visitors. We reminded tenants of the importance of precautionary measures throughout the COVID-19, including wearing masks, maintaining social distance and checking body temperature before entering buildings. For emergency situations, we have installed AEDs in 45 of our managed properties, with 25 registered

under the Hong Kong Fire Services Department's "AED Anywhere for Anyone Programme". The locations of these AEDs are shown in an open online information platform, the "Centralized AED Registry for Emergency" to facilitate timely public access as needed.

Operating in the real estate sector, we are acutely aware of the risks inherent in the built environment. Our Risk Management team employs a qualified engineer to conduct building safety reviews, including site visits. During the reporting period, we hired a dedicated fire safety expert to improve our fire detection and prevention procedures as well as our fire-related risk mitigation systems. We are now undertaking a comprehensive review of our fire safety policies and procedures.



The health and safety of our employees, customers and communities has always been our top priority.

### Employee Wellness Programme

We take a holistic view of employee wellness that encompasses health and safety and additional topics aligned with a broader concept of wellness. Accordingly, our Employee Wellness Programme provides various activities across the themes of work, family, and physical and mental health. Key aspects include the promotion of mindfulness and positivity and providing support to each other in times of need. The following highlights some of the holistic activities and services we provided during the reporting period.

#### Physical and Mental Wellbeing

We support the physical wellbeing of our colleagues through multiple programmes. We subsidised influenza vaccines for our employees and their family members at preferential rates at appointed medical centres. We also promoted healthy lifestyles through classes and activities including yoga, body weight exercises and hiking. The “50 Days Step-up Challenge” encouraged colleagues to stay active for their personal health and wellbeing, with the chance to win a prize by recording and submitting their steps during the challenge period.

To support mental wellbeing, we engaged Christian Family Service Centre to provide confidential counselling services to our staff

and their family members to address stress and anxiety arising from work and/or personal issues. We partnered with Mind HK to give a webinar on tips for dealing with stress and taking care of mental wellbeing during the COVID-19 pandemic.

#### Festive Gift Distribution

We promote a festive spirit and togetherness throughout the year by giving gifts to celebrate the holiday seasons. During Chinese New Year, snack ornaments with sweet treats inside were presented to colleagues to symbolise good fortune and the sweetness of life. The ornaments could be reused as decorations to promote a culture of sustainability. We gifted mooncakes during the Mid-Autumn Festival for staff to share among their families and friends. Around Christmas, we delivered Christmas cookie gift boxes prepared by AngelChild, an organisation that provides work opportunities to young people with autism. To celebrate Mother’s Day and promote gender equality, we prepared natural rose hand creams made by Hong Kong Federation of Women’s Centres – Sis Works for mothers in the Group. To express thanks on Father’s Day and to promote social inclusion, we gave speciality chocolates to fathers in the Group made by Hello Cocoa – an NGO that helps youth with special education needs to develop self-reliance skills.



Our Employee Wellness Programme supports our colleagues in the areas of work, family and physical and mental health.



Outreach vaccination services facilitated vaccinations for employees and business partners.

# Caring for Employees and Their Families During the Pandemic

Caring for our colleagues has always been foundational to our sustainability strategy. The COVID-19 pandemic presented unprecedented challenges for colleagues and their families, and we actively sought to improve their wellbeing in the following ways:

## Promoting COVID-19 Vaccination

In support of the COVID-19 Vaccination Programme, we arranged outreach vaccination services in the community to protect our stakeholders. We offered onsite vaccinations at dedicated medical centres and our properties such as Olympian City, Empire Centre and Skyline Tower for employees, their families and friends, and tenants. To further encourage vaccination, we offered vaccination leave and invited a panel of doctors to share information about the efficacy and safety profiles of the two types of vaccines approved for use in Hong Kong, and to answer questions.

## Providing Masks, Medicine and Rapid Antigen Tests to Employees

Throughout the pandemic, we sought to ensure employee access to protective equipment and other supplies needed to remain safe and healthy. All of our employees received level-3 masks and Chinese medicine. We also provided rapid antigen tests to our customer-facing employees.

## Implementing Special Work Arrangements

We recognised the need to make special work arrangements to protect our employees. We adopted special work arrangements, including split office for office staff and flexible lunch hours to reduce social contact in the community while maintaining business continuity.



# Innovative Design

Design | Innovation

Imagining possibilities, we celebrate originality, function and craftsmanship as we strive to innovate and inspire.





# Design

## RELATED MATERIAL TOPIC

78 Sustainable Buildings



### GOALS

Achieve BEAM Plus certification for all of our new buildings in Hong Kong



Seek to achieve WELL™ certification for all of our new buildings in Hong Kong



Continue to adopt sustainable building standards and invest in improvements across our portfolio

### PROGRESS AS AT 30 JUNE 2022

73%

of our projects under development obtained BEAM Plus provisional ratings.

8

property projects obtained WELL™ certification or Precertification.

During the reporting period, our existing buildings Empire Centre, Olympian City 2 and Skyline Tower each attained the Final Platinum Rating in the Beam Plus Existing Buildings V2.0 Comprehensive Scheme.

For more information about the new goals we set during the reporting period, see the Sustainability Vision 2030 section of this Report on p.10-12 [🔗](#).





Landmark South represents our commitment to enhancing working environments with a focus on health and wellness.

## Management Approach

The built environment has a profound impact on our environment, health and wellbeing. Recognising that we have a duty to protect our precious environment, improve climate resilience and enhance the wellness of our stakeholders, we are committed to incorporating sustainability into our property, construction and management processes. Our commitment to sustainable design is guided by leading sustainable building and material standards, which we strive to increasingly adopt in our projects. This results in projects that are not only environmentally and socially responsible, but also resource-efficient throughout their lifecycles.

The Innovative Design Sub-committee of the ESG Steering Committee oversees our approach to sustainable building design and certification. This Sub-committee meets quarterly, monitors our performance on this topic and evaluates our progress to identify areas for improvement.

## Highlights

- 1 Three properties attained the highest rating in the BEAM Plus Existing Buildings V2.0 Comprehensive Scheme
- 2 The Fullerton Hotel Singapore received the BCA Green Mark Goldplus Award organised by Singapore's Building and Construction Authority in recognition of its efforts to operate as a sustainable property

# Sustainable Buildings

Innovative, sustainable design elements can contribute to the health and wellness of building inhabitants, as well as those in the surrounding communities, and facilitate positive ecological outcomes in the natural environment. We actively seek to incorporate sustainable features into our buildings. Our designs can also help tenants and customers implement sustainable practices.

## How We Are Managing It

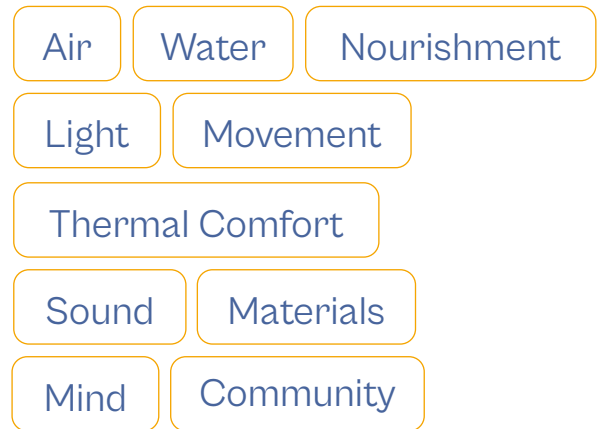
Our Sustainable Building Guidelines [↗](#) set out our framework for incorporating sustainable development principles into the design, construction and management of our properties. This framework, together with our Sustainable Procurement Policy [↗](#) and SCoC [↗](#), guide us in incorporating sustainability considerations throughout the building lifecycle, including in our procurement decisions. More details on our procurement policies can be found in the Sustainable and Ethical Supply Chain section of this Report on p.33 [↗](#). Our approach to site development is also guided by our Biodiversity Policy [↗](#), which is described in more detail in the Urban Biodiversity section of this Report on p.55-57 [↗](#).

## Sustainability at our Properties

We align our approach to sustainable building practices with leading local and global standards and certifications, including BEAM Plus and the WELL Building Standard™. The BEAM Plus certification, recognised and certified by the Hong Kong Green Building Council ("HKGBC"), offers a comprehensive set of performance criteria for a wide range of sustainability issues relating to the planning, design, construction, commissioning, fitting out, management, operation and maintenance of buildings. The WELL Building Standard™, developed by the International WELL Building Institute™, focuses on ten key features of building performance: air, water, nourishment, light, movement, thermal comfort, sound, materials, mind and community.

During the reporting period, our existing buildings, Empire Centre, Olympian City 2 and Skyline Tower, attained the Final Platinum Rating in the Beam Plus Existing Buildings V2.0 Comprehensive Scheme. Our new building, The Fullerton Ocean Park Hotel Hong Kong, described in more detail on p.83 [📄](#) of this Report, was the first hotel in Hong Kong and Mainland China to attain WELL™ Precertification under the WELL Building Standard™ v2.

The WELL Building Standard™ focuses on ten key features of building performance



133 Portofino is one of our eight projects that has obtained WELL™ Precertification while under development.



## Hong Kong

### Empire Centre, Olympian City 2 & Skyline Tower

attained the Final Platinum Rating in the BEAM Plus Existing Buildings V2.0 Comprehensive Scheme

### The Fullerton Ocean Park Hotel Hong Kong

was the first hotel in Hong Kong and Mainland China to attain WELL™ Precertification under the WELL Building Standard™ v2

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## Singapore

### The Fullerton Hotel Singapore

received the BCA Green Mark Goldplus Award from Singapore's Building and Construction Authority

Our residential projects, Grand Mayfair I and Grand Central, reflect our commitment to innovative, environmentally responsible and people-centric design and building practices. Conceived by world-class landscape architectural designers, Grand Mayfair I encourages residents to live in harmony with nature with built-in wellness elements such as a 270-metre long, 260,000-square foot green space and play area, over 300 trees, a 1.1-km "Lakeside Walk" jogging lane, and a 34,000-square foot water area. The project has already received a Provisional Gold Rating from the BEAM Plus New Buildings V1.2 Assessment by the HKGBC. Grand Central, which features an outdoor green space of over 7,500 square metres and numerous wellness and sustainability-focused design elements, has received accolades from the HKGBC Green Building Award 2021, the Asia Pacific Property Awards 2022 and the MIPIM Asia Awards 2021.

As at 30 June 2022, 73% of our property projects under development obtained BEAM Plus provisional ratings. Eight of our property projects under development obtained WELL™ Precertification and one project, 133 Portofino, received Gold certification. During the reporting period, we solidified our commitment to sustainable

building standards by setting a new SV2030 target 🏆 to obtain BEAM Plus Gold or above certification at 100% of our wholly-owned new development projects, where applicable, by 2030.

In Singapore, The Fullerton Hotel Singapore received the BCA Green Mark Goldplus Award from Singapore's Building and Construction Authority. The Green Mark Award recognises building performance that reflects robust levels of energy efficiency, IAQ, greenery provision, active mobility considerations, material and waste management and water efficiency.

#### Introducing Landmark South

Health, wellness and sustainable development lie at the heart of Landmark South. This Grade-A commercial building is located in the southern Wong Chuk Hang district of Hong Kong Island. Landmark South represents our commitment to enhancing working environments with a focus on health and wellness, having obtained WELL Core v2™ Pilot Design & Operation Precertification with a targeted Platinum rating.



Landmark South

## Creating Better Lifescapes at Landmark South

Sustainable design features at this new property exemplify our strategy of Creating Better Lifescapes across our three pillars.

### Green Living

- Photovoltaic panel system to generate renewable energy
- Daylight sensors and smart chiller controls to optimise energy efficiency
- EV chargers for all 113 private car parking spaces to facilitate EV use among tenants and visitors
- Urban farming at Sky Garden to help tenants feel at one with nature and the community

### Innovative Design

- UV sterilisers, air purifiers, MERV 14 filters, CO<sub>2</sub> sensors and smart real-time air quality monitoring systems to enhance IAQ
- 65% of the roof area covered by reflective material to reduce the heat island effect

### Community Spirit

- 9/F and 10/F dedicated retail and art gallery floors with specialised façade to facilitate oversized artwork delivery
- Health and wellness programmes to bring tenants together

### Investing in Innovative Materials

We are engaged in developing circular economy practices to find new and innovative materials for our properties, including EcoBricks, described in more detail in our case study on p.16-17 [🔗](#) of this Report. At Landmark South, we have partnered with HIR Studio, a local architectural firm, to re-mould plastic waste into bench seating for our tenants and visitors. Inspired by the mountain next to Landmark South, the design harmoniously echoes the lush green of nearby Bennet's Hill.





Public seating solutions developed by PolyU Design students incorporate upcycled waste materials at Lee Tung Avenue.

At Lee Tung Avenue, we partnered with The Hong Kong Polytechnic University School of Design ("PolyU Design") to develop upcycled public seating solutions for pedestrians and shoppers. Groups of PolyU Design final-year students from different disciplines began the project with a user engagement survey and a mock-up site display to better understand the community. They proposed multiple seating designs incorporating upcycled waste materials, including wood from trees cleared for infrastructure projects that would otherwise go unused, and other sustainability features. The bench designs blend art, functionality and sustainability for our shoppers and pedestrians.

### Facility Management

We embed sustainability into our buildings throughout their lifecycles, from design and construction to daily operations. SPS provides property management services through Sino Estates Management Limited ("SEML"), which implements environmentally responsible practices in their services, including minimisation of energy consumption, efficiency improvement, water consumption management and encouragement of recycling and waste reduction.

In 2021, SPS was recognised at the Excellence in Facility Management Award (EFMA) 2021 organised by the Hong Kong Institute of Facility Management. 49 properties managed by SPS were honoured, with Citywalk receiving the Grand Award (Retail) and Skyline Tower receiving the Innovative Technology Award. Criteria for judging included organisation structure and governance, corporate social responsibility, team building, performance awards

and recognition, maintenance and renovation, occupational safety and health and facility management practices.

Two of our properties were additionally recognised for outstanding achievements in facility management at the International Facility Management Association's Asia Pacific Awards of Excellence. Skyline Tower received the Certificate of Merit in Environmental Stewardship, while tmtplaza was the Winner of the Facility Management Operations Award.



Upcycled seating designs at Lee Tung Avenue include the FootsDog (top), Joy-D (bottom left) and π pi (bottom right).



# The Fullerton Ocean Park Hotel Hong Kong First To Attain WELL v2™ Precertification

Located on the southern side of Hong Kong Island, The Fullerton Ocean Park Hotel Hong Kong is the first Fullerton hotel in Hong Kong. This new property, the latest addition to the Fullerton family, is the first hotel in Hong Kong and Mainland China to attain the internationally acclaimed WELL v2™ Precertification.

As a sustainable oceanfront luxury resort in Hong Kong, the hotel is committed to offering a healthy environment for all through green building strategies. This includes the implementation of practical environmental and climate-resilient designs and features. To further incorporate wellness into the hospitality experience, the hotel will offer a wide range of programmes for guests and employees, including urban farming, aqua yoga, hiking, meditation, forest bathing, tea ceremony rituals and dance, movement and music therapies.

The hotel is currently targeting BEAM Plus Gold certification to further solidify our commitment to sustainability at this milestone property.

## Sustainable Design Features

- Air conditioning systems relying on a variable speed tri-rotor screw chiller to conserve energy
- Space heating and hot water systems relying on a heat pump to conserve power
- Irrigation provided by a rainwater recycling tank
- 2,800 EcoBricks pavers, upcycling a total of 862 kg of plastic
- The elimination of plastic water bottles in favour of drinking water machines throughout the premises
- An ORCA food waste solution to digest kitchen waste
- Landscape incorporating rock from nearby hills, including Cretaceous granite over 140 million years old, to preserve and respect the existing surroundings



The Fullerton Ocean Park Hotel Hong Kong

# Innovation

## RELATED MATERIAL TOPIC

86 Investment in Innovation



### GOALS

Foster a culture of innovation that enables colleagues and external innovators to test out new ideas and build a mechanism to apply new technologies in our business operations



### ISO 27001

Obtain ISO 27001 (Information Security Management) certification by 2025

### PROGRESS AS AT 30 JUNE 2022

>2,000

During the reporting period, Sino Inno Lab hosted over 80 visits for more than 2,000 internal and external stakeholders.

>80

Sinnovation attracted more than 80 innovative ideas from our colleagues.

We have completed our preparation phase for ISO 27001 (Information Security Management) certification.

For more information about the new goals we set during the reporting period, see the Sustainability Vision 2030 section of this Report on p.10-12 [📄](#).



Collaborative robots ("cobots") are important tools for promoting the health, safety and wellness of our colleagues and customers.

## Management Approach

We invest in innovation to develop new ideas for the real estate industry that can positively impact our business and our communities. As great ideas often come from collaboration, we engage with internal and external stakeholders to co-create and promote original innovation in society. Our Innovative Design Sub-committee under the ESG Steering Committee manages our innovation strategy, sets priorities and recommends new areas for us to explore at regular meetings.

## Highlights

- 1 Jointly launched a breakthrough solution to upcycle all types of plastic waste into sustainable construction materials with local start-up EcoBricks Limited
- 2 Over 50 new technologies trialled or adopted across different business units



# Investment in Innovation

Innovation is the foundation for a more sustainable future. New technologies are key for businesses to remain diversified and competitive. We are committed to inspiring solutions that make our business more resilient in an ever-changing world.

## How We Are Managing It

Our investment in innovation improves our business performance while supporting Hong Kong's broader innovation ecosystem and journey to become an international innovation and technology hub. We are committed to supporting local companies to accelerate innovative solutions, including EcoBricks, described in more detail in our case study on p.16-17 [↗](#) of this Report. During the reporting period, we evaluated investments in over 20 companies within the Greater Bay Area with the potential to advance our operations. We also partnered with internal and external stakeholders to inspire and empower them to benefit society with new and exciting ideas. Sino Inno Lab, established in 2018, and the Sinovation programme, established in 2019, are key platforms for engaging innovators to turn their creative ideas into reality.

## Inspiring Innovation

Our programmes and partnerships help inspire technologies that can benefit our business and society as we build a more sustainable future together with our stakeholders.

### Sino Inno Lab

Sino Inno Lab helps start-ups, inventors and technology companies from Hong Kong and overseas develop and test property technology solutions through a collaborative sandbox platform. The Lab engages internal and external stakeholders to facilitate idea generation, develop proofs-of-concept and co-create cutting-edge solutions. Interactive tours of the Lab, including virtual tours, are open to the public and feature exciting technology displays that are refreshed every six to eight months.

During the reporting period, the Lab hosted over 80 visits for more than 2,000 internal and external stakeholders. Visitors included representatives from schools and universities, industry associations, professional bodies and peers from the real estate development and property management sectors. Since its inception, the Lab has received over 9,000 visitors from 1,000 organisations.

In September 2021, the Lab completed its fourth revamp, showcasing over 20 new technologies focused on a “Green and Wellness” theme. Technologies included indoor illumination artworks that purify the air around them, advanced sanitising systems, a sustainable wall material made from palm fibre and numerous other energy-related and environmental technologies.

During the reporting period, Sino Inno Lab reviewed more than 130 solutions, including 40 from start-up companies, and over 50 technologies were trialled or adopted across our business units.

### Awards and Recognition

Sino Inno Lab was recognised at the 2021-22 Hong Kong Awards for Industries supported by the Hong Kong Government, where it received the Innovation and Creativity Award. Organised by the Hong Kong General Chamber of Commerce, the award aims to promote a culture of innovation and creativity amongst business sectors, and to recognise the achievements of outstanding companies.



Interactive tours of Sino Inno Lab are open to the public and feature exciting technology displays.

### Sinovation

Sinovation aims to inspire our colleagues to create innovative ideas that drive efficiency and quality improvement. Based on the concept of design thinking, the programme encourages our colleagues to submit innovative ideas relating to a theme for exploration, development and potential implementation in our business operations. The programme is open to all staff interested in expressing their ideas and building an innovative culture together.

The Sinovation 2021 programme, based on the Creating Better Lifescapes theme, attracted more than 80 innovative ideas, with six outstanding ideas shortlisted for further development and prototype testing. Shortlisted participants underwent a series of “Learn & Grow” sessions in which they collaborated with the Innovation Department to develop their ideas, including through a two-day workshop with the Institute of Design Knowledge and Cyberport technology companies. We are now exploring possibilities to implement these technologies in various business units to improve our performance across a range of areas. Details about our 2021 winners can be found on the opposite page.

### Innovation Programme Highlights

During the reporting period, we continued to actively seek opportunities to support other programmes that promote innovation. Key highlights of some of our major activities are described below.

#### Hong Kong PropTech Alliance

Sino Group is one of the conveners of the Hong Kong PropTech Alliance, a vibrant ecosystem of real estate developers, technology start-up companies, interdisciplinary experts, trendsetters and visionaries who are driven to innovate and create positive change. The Alliance’s mission is to inspire the community to adapt, explore and promote innovation within the real estate industry. Including 15 Alliance members, the group’s key focus areas include sustainability, ESG and energy. The Alliance is a platform for the real estate community in Hong Kong to share the intelligence, information and experience needed to generate innovative ideas.

### PropXTech Showcase Day

In 2020, we launched PropXTech, a corporate innovation programme, with Ping An Smart City, to incubate and grow promising property technology solutions for the Greater Bay Area. The programme has attracted nearly 300 submissions from local and overseas start-up companies in 42 countries and cities, with ten selected to participate in the first shortlisted cohort. Shortlisted companies received mentorship and professional support from the Group, Ping An Smart City and acclaimed industry veterans.

In November 2021, we co-organised the “PropXTech Showcase Day” for shortlisted companies to present their proofs-of-concept and business expansion plans. The event received enthusiastic support and was well attended by representatives from over 15 real estate developers and industry partners.

**We continue to facilitate the trial and adoption of solutions from the PropXTech programme in our business, including:**

- a chatbot solution for our serviced apartment and leasing business
- a photo documentation solution for job site monitoring and progress tracking
- a cleaning robot for washing wall tiles

#### The Hong Kong General Chamber of Commerce (“HKGCC”) Business Case Competition

For the third year in a row, Sino Group was one of the sponsors of the HKGCC Business Case Competition, which helps teams of university students hone their problem-solving skills and apply their knowledge and ideas in practical business contexts. Our theme, “Wellness of Daily Living”, received over 20 applications from more than 100 students. Our colleagues provided mentorship and guidance to shortlisted teams to refine their proposals and pitch presentations.





Sinovation finalists presented their ideas to management representatives in December 2021.

## Sinovation 2021's Winners

RANK	PROJECT	DESCRIPTION
Champion	<b>SMARTA</b>	An ergonomic trolley for storing and transporting barrier stands with 3D printed accessories
First runner-up	<b>Trap PRO</b>	Auxiliary drainage equipment that helps prevent virus transmission
Second runner-up	<b>Swimming Pool Management System</b>	An IoT-enabled system providing real-time swimming pool information including water quality and indoor ambient conditions
Merit	<b>Shuttle Bus Counting and Management System</b>	An IoT-enabled system providing real-time monitoring of shuttle bus queuing and management
Merit	<b>IoT Cigarette Smoke Detector</b>	An IoT-enabled system to detect cigarette smoke at indoor facilities and alert facility management teams
Merit	<b>Safety Enhancement of Hydraulic Working Platform</b>	A safety system using ultrasonic sensors and light borders to alert pedestrians to onsite work and an alert system to remind technical staff to properly connect safety buckles

### HKUST-Sino One Million Dollar Entrepreneurship Competition

For the fifth consecutive year, Sino Group sponsored the HKUST-Sino One Million Dollar Entrepreneurship Competition. The Competition aims to provide a platform for HKUST students and surrounding community members to create and evaluate new business ideas and prepare students for career development. 175 teams formed by HKUST faculty, students and alumni, as well as members of other local and overseas institutions, joined the 12<sup>th</sup> edition of this competition beginning in March 2022 and ending in June 2022.

### Nano and Advanced Materials Institute (“NAMI”) 3D Concrete Printing Project

We are collaborating with NAMI to investigate potential uses for recyclable material in 3D printing. The collaboration could allow waste to be recycled into building materials that can be deployed through innovative 3D printing construction processes to create the structures of tomorrow. Among other waste materials, we are considering the application of concrete waste generated during the construction process. The project is exploring concrete printing of outdoor furniture and shoreline and landscape features, as well as pavilion and compartment structures. These applications have the potential to reduce the carbon footprint of the real estate industry.

### 2022 Awardees in the HKUST-Sino One Million Dollar Entrepreneurship Competition tackle health and environmental safety issues with innovative ideas, including:

- **AutoSafe**, a new AI-enabled system to monitor construction site safety
- **FLASH Diagnostics**, which develops fast, low-cost, accurate and simple testing platforms for home-use diagnostics of animal diseases
- **XOXO Beverages**, which applies cutting-edge AI and IoT solutions to beverage services
- **Green Hub**, which makes reusable boxes convenient and rewarding for diners and restaurants



The HKUST-Sino One Million Dollar Entrepreneurship Competition helps HKUST students and community members create and evaluate new business ideas.



Cobots assist our colleagues' daily operations and provide advertising and customer service at our properties.

## Innovation at Work

We actively seek to implement the results of our investment in innovation in our business. We are now putting the following technologies to work at our properties:

### Clearbot

We are collaborating with Clearbot to launch a pilot project to deploy a marine waste-collecting robot at Hong Kong Gold Coast. Clearbot is an AI-driven, self-navigated electric boat that collects waste from the surface of water and deposits it into designated "bin" areas for collection and recycling. The solution can collect up to 200 kg of waste at a time with minimal supervision and no noise. It is also capable of oil and foam clean-up with zero carbon emissions, making it an efficient marine conservation solution. We are the first developer in Hong Kong to provide a testbed for Clearbot to optimise its innovative technology and support a healthy marine environment for our stakeholders in the area.

### Cobots

We have deployed cobots to assist our colleagues in their daily tasks and enhance the customer experience at more than 20 of our properties. Cobots work with our team and help optimise operational efficiencies by performing functions such as disinfection, floor cleaning, floor vacuuming, external wall cleaning, advertising and customer service. Many of these cobots have been important tools for promoting the health, safety and wellness of our colleagues and customers during the COVID-19 pandemic.

### Indoor Navigation Solutions for Accessibility and Social Integration

To support the Hong Kong Blind Union's Smart City Walk programme, we installed indoor navigation solutions at Olympian City, Citywalk, tmtplaza, Empire Centre, CHKC and YM<sup>2</sup>.

The solutions, developed by a local Hong Kong start-up company, apply "wi-fi fingerprinting" to help users locate themselves and navigate to their intended destinations with interactive floor plans. The systems are intended to provide important information about each venue to the visually impaired, the elderly and persons with varying abilities, to improve their ability to integrate into society more fully.

### 5G Robot at tmtplaza

We are collaborating with Molekiu, a Cyberport company, to deploy a 5G robot at tmtplaza. The robot will serve as a mobile ambassador and assist with free parking redemption in the daytime and conduct security patrols at night. The project began in November 2021 and is expected to complete in October 2022.

### Facility Management Voicebot

In collaboration with the Hong Kong Applied Science and Technology Research Institute, we are developing a voicebot with facility management domain knowledge and the capability to understand multiple and mixed languages. The project is our first step in quickly deploying enterprise intelligence services. As a company-wide project, colleagues from multiple departments have joined hands to learn more about this innovative application of cognitive AI and train the voicebot for facility management.



# Community Spirit

Heritage & Culture | Community

Remembering our roles in society,  
we build bonds and friendships with  
all around us while honouring our  
heritage, knowledge and identity.







# Heritage & Culture

## RELATED MATERIAL TOPIC

96 Heritage and Culture



### GOALS

Support communities' arts and cultural events and programmes to enrich everyday life

### PROGRESS AS AT 30 JUNE 2022

> 2,970

During the reporting period, over 2,970 visitors participated in heritage tours offered by The Fullerton Hotel Singapore and The Fullerton Hotel Sydney.

For more information about the new goals we set during the reporting period, see the Sustainability Vision 2030 section of this Report on p.10-12 [🔗](#).





Lee Tung Avenue

## Management Approach

We celebrate the rich heritage and culture of the communities in which we operate. Our efforts in this area focus on conserving and showcasing historically significant features of our properties in Hong Kong, Singapore and Sydney for the benefit of our stakeholders, now and for the future. At the same time, these legacies give our properties a sense of harmony with the past. The Community Spirit Sub-committee of our ESG Steering Committee meets quarterly and is responsible for identifying, monitoring and reviewing existing and emerging trends and potential investments in these areas.

## Highlights

- 1 Supported the Leisure and Cultural Services Department's campaign Art@Harbour to present the "Heart to Heart Hong Kong Art Exhibition" celebrating the 25<sup>th</sup> anniversary of the establishment of the HKSAR
- 2 Celebrated the culture of sport in Hong Kong by organising multiple events and activities at Sino Malls during the Tokyo 2020 Olympic Games

# Heritage and Culture

Our core value of “Respect” extends to the cultural heritage of the communities in which we operate. We protect and champion the most important parts of our communities’ collective memories through conservation, art and cultural initiatives. These efforts help revitalise our communities, drive economic and social development and build tangible connections with our stakeholders.

## How We Are Managing It

Heritage conservation and community engagement are key factors in the design, development and long-term management of our projects. We seek to develop connections with our communities, including with the younger generation, founded upon the conservation of the heritage sites that are most important to them. Our support for the arts complements our focus on heritage. By enriching our communities with exhibitions and events, we showcase the artistic talent creating today’s culturally significant works. We also partner with NGOs and artists on projects for children and youth that inspire creativity, enhance their personal development and prepare them to contribute to their communities through the medium of art.

## Heritage and Conservation Projects

Our Fullerton Hotels in Singapore and Sydney exemplify our commitment to heritage conservation. The Fullerton Hotel Singapore is housed within the 71<sup>st</sup> National Monument of Singapore, the magnificent Fullerton Building. A grand neoclassical landmark built in 1928, the building was once home to Singapore's General Post Office, various government departments and the prestigious Singapore Club. The building was recognised as a National Monument in 2015 and sits in The Fullerton Heritage precinct along with The Fullerton Bay Hotel Singapore, The Fullerton Waterboat House, One Fullerton, The Fullerton Pavilion, Clifford Pier and the Customs House.

The Fullerton Hotel Sydney is housed within Sydney's General Post Office building. It is a landmark building steeped in character and elegance, and listed on the Commonwealth Heritage List and

New South Wales Heritage Register. Completed in 1874, the majestic sandstone structure was inspired by late Medieval and Renaissance Italian architecture, and is considered one of Australia's finest examples of the Italianate style. Our conservation efforts at this property have included a two-year, extensive restoration of the building's iconic façade undertaken by hand, without the use of chemicals.

At each of these hotels, we offer complimentary heritage tours to tell the stories of these great buildings. Tour guides walk our guests back in time and highlight the rich histories in the surrounding area, including the stories, experiences and memories of people who have lived and worked nearby. 2,970 visitors participated in these tours during the reporting period. In Singapore, we have also developed a heritage trail designed to allow visitors to explore the landmarks in and around The Fullerton Heritage precinct and the neighbouring civic district in self-guided tours.



The Fullerton Bay Hotel Singapore



### Art and Culture Initiatives

We showcase the works of local and international artists and seek to enrich the culture of our communities to inspire the younger generation to cultivate their own talents — be they artistic, athletic or community-based.

#### “Creating Better Lifescapes” Photo Contest

We organised our “Creating Better Lifescapes” photo contest to encourage avid photographers to capture the beauty in their community, themed around our three key pillars of Green Living, Innovative Design and Community Spirit.

From November 2021 to January 2022, the public was invited to explore the depth of Hong Kong’s natural, urban and humanistic spaces through images of the Group’s properties, to foster an appreciation for special moments within the community. We received more than 2,800 contest entries across the Open and Student competition groups. We are delighted to present some of the winners on the next page.

In addition to the photo contest, Sino Club hosted a series of photography-related events suitable for individuals from different age groups, including photography workshops and exhibitions.

### Celebrating Sport in Hong Kong

During the Tokyo 2020 Olympic Games, Sino Malls offered the national and Hong Kong teams their full support. Citywalk, Olympian City and tmtplaza organised an array of celebratory events and activities for the public to watch the live broadcasts of the Games. Olympian City continued its support for local sports development by organising the “2022 Hong Kong Breaking Team Qualifiers Round 1” in June 2022, where local breakdancers were selected to represent Hong Kong in international breaking competitions and strive for qualification at the Paris 2024 Olympics on behalf of Hong Kong.

Beginning in September 2021, Olympian City proudly hosted “Inspiration of Hong Kong”, a photo exhibition organised by Our Hong Kong Foundation and the Hong Kong Chronicles Institute. With a curated collection of images, the exhibition highlighted the achievements of local Hong Kong athletes at important international sports events from the 1930s to the present day. Interactive sports games, scientific sports innovations and sharing sessions with top athletes enhanced the experience. The exhibition promoted the athletic legacy of Hong Kong and the inspirational personal stories of individual athletes to encourage the public to learn from their resilience and generate positivity in the community.



The Group sponsored the “Inspiration of Hong Kong” photo exhibition and featured interactive sports games between September and October 2021 at Olympian City.



1



2



3



4

## “Creating Better Lifescapes” Photo Contest Winners

Community Spirit Category

1. Champion — Aleph Man (Location: Lee Tung Avenue)
2. 1<sup>st</sup> Runner Up — 彭萬山 (Location: Lee Tung Avenue)
3. 2<sup>nd</sup> Runner Up & Most Liked — Chao Ngo Nui (Location: CHKC)
4. Most Liked — Ng Chiu Tung (Location: CHKC)





Nearly 3,000 natural rubber balloons were used in the “Joyful Adventure” campaign to enhance the mall’s ambiance and bring joy to shoppers.

### Joyful Adventure Campaign

Olympian City is engaging young people through Hong Kong’s first children-led mall advisory board, “Olympian Kids Imagineer”. The board, started in December 2020, invites young people to contribute their unique perspectives and boundless creativity to plan and design the mall’s major campaigns.

In the summer of 2021, 23 children aged five to ten were invited to curate the “Joyful Adventure” campaign under the guidance of two guest mentors. The children participated in numerous group activities, including a charity parade, and developed a large-scale balloon installation using natural rubber to enhance the mall’s ambiance and bring joy to shoppers.

### Disney Winter Celebration

Seven Sino Malls – tmtplaza, Olympian City, Citywalk, Tsim Sha Tsui Centre, Empire Centre, CHKC, and Sino Plaza – together with Lee Tung Avenue, teamed up with Disney to present a “Disney Winter Celebration” from November 2021 to January 2022. Lee Tung Avenue organised a Christmas campaign featuring 12 Disney princesses, a ten-metre Christmas tree and decorative lighting. Daily music and light shows entertained guests, with additional festivities around the Christmas holidays. A charity sale in connection with the event benefitted Make-A-Wish, the world’s largest wish-granting charitable organisation that strives to fulfil the dreams of children aged 3 to 17 with critical illnesses.

### Feel the Motion

Over the past two years, the Group has partnered with animation company, eMotionLAB, to launch the project, “Feel the Motion”, to nurture aspiring local art and design talents. Young artists have created a series of innovative animations themed around music, sports, and culture. Each with its own distinct style, these works will illuminate Tsim Sha Tsui Centre, Empire Centre, CHKC, and Sino Plaza, radiating their inspirational qualities.



Daily music and light shows during the Christmas season entertained guests at Lee Tung Avenue.





The "Beauty of Art" exhibition at The Fullerton Hotel Singapore raised funds to support persons with varying abilities in Singapore.

### Beauty of Art Exhibition

Cosmetics have the potential to inspire wonder and create works of art. The Fullerton Hotel Singapore partnered with Shiseido Asia Pacific and the Artability programme at Rainbow Centre, a charity that creates opportunities for persons with varying abilities in Singapore, to host the "Beauty of Art" exhibition at The Fullerton Hotel Singapore to bring this idea to life.

The exhibition featured original art pieces exploring themes of nature, botany, wildlife, fashion, beauty and Singaporean landmarks, creatively brought to life with upcycled Shiseido cosmetics and paint. The artwork was created by young artists at Rainbow Centre's Artability programme, which nurtures students with potential in visual arts by exposing them to new artistic techniques, growing their personal styles and partnering with various stakeholders to showcase their works to the public.

All artwork was available for purchase, with 100% of the proceeds going to the young artists and Rainbow Centre. The exhibition also helped Artability apprentices gain first-hand experience in exhibitions and enterprise engagement, including viewing their creative talent as a potential source of income.

### Celebrating Hong Kong's 25<sup>th</sup> Anniversary through Art

In celebration of the 25<sup>th</sup> anniversary of the establishment of the HKSAR in June 2022, the Group joined hands with the Leisure and Cultural Services Department to present "Art@Harbour". As part of the programme, Simon Ma, the internationally acclaimed Hong Kong-born artist, and his team presented a multimedia art project titled "Heart to Heart Hong Kong Art Exhibition" on the LED walls of Tsim Sha Tsui Centre, Empire Centre and CHKC. We were honoured to celebrate this milestone anniversary and local artistic achievements with the Hong Kong community.



The "Heart to Heart Creative Colouring" programme.

# Community

## RELATED MATERIAL TOPIC

105 Community Investment and Engagement



### GOALS

# 5,000

By 2025, improve the wellbeing of 5,000 less-resourced families



By 2025, establish a wellness programme to promote health education in the community



# 150

By 2025, support 150 primary schools and enhance the school environment by providing wellness education

### PROGRESS AS AT 30 JUNE 2022

During the reporting period, we delivered gift packs for Chinese New Year, Easter and the Mid-Autumn Festival to over 3,500 less-resourced families. Sino Caring Friends organised over 320 activities, with more than 900 volunteers participating in services for over 299,000 less-resourced elderly, children and youth and over 5,500 families.

In 2021, we initiated a City Orienteering Challenge at Hong Kong Gold Coast during the Christmas season. The key objective was to help students enjoy the fun of outdoor activities and challenging tasks while relieving pandemic-related pressures, as many had not enjoyed outdoor programmes for almost two years due to COVID-19.

630 students from various schools received Christmas gifts after completing the Orienteering Challenge. The programme also brought encouragement, joy and love to all participants during the Christmas season.

Sino Caring Friends dressed up as different characters from “Beauty and the Beast” in the Primary School Volunteer Service Day in June 2022. As leaders assisting the school, Sino Caring Friends encouraged students to participate in an English enrichment programme. Students were excited when meeting with all the characters, who actively communicated with them in English. Everyone enjoyed a happy learning experience.





630 students from various schools received Christmas gifts after completing the Orienteering Challenge.

## GOALS



By 2025, collaborate with local NGOs to promote social inclusion



By 2025, collaborate with NGOs to help women from less-resourced families contribute to the community



By 2030, develop long-term, mutually beneficial relationships aimed at enhancing the quality of life of all our stakeholders, including individuals, groups and the wider community, and promoting social inclusion

## PROGRESS AS AT 30 JUNE 2022

During the COVID-19 pandemic, we partnered with the Society for Community Organization to provide temporary accommodation to families living in subdivided units in urgent need of relocation to a safer environment, and with the Hong Kong Federation of Youth Groups to provide short-term accommodation for Hong Kong Diploma of Secondary Education Examination candidates who live in subdivided units.

In honour of International Women's Day during the reporting period, we collaborated with United Women Singapore, a non-profit organisation that advances women's empowerment and gender equality to build a pipeline of women leaders and influencers in Singapore.

We developed strong partnerships with numerous government organisations, NGOs and other organisations to support the community through charitable donations, outreach, vaccination efforts and more. During the reporting period, we continued our long-term partnership with South China Morning Post to uplift members of the community at the 9<sup>th</sup> Spirit of Hong Kong Awards.

For more information about the new goals we set during the reporting period, see the Sustainability Vision 2030 section of this Report on p.10-12 [🔗](#).



## Management Approach

We cherish our relationships with the communities in all our locations. Investing in their success helps build a stronger society that is better for our business and all our stakeholders. We actively seek to engage with stakeholders in our communities to understand their needs and build more effective partnerships. The Community Spirit Sub-committee of our ESG Steering Committee sets the overall direction of our community investment and engagement strategy and monitors and reviews our community initiatives at quarterly meetings. The Sub-committee also oversees our stakeholder engagement efforts and is responsible for translating stakeholder feedback to continually improve our community programmes.

## Highlights

- 1 Sino Caring Friends performed over 186,530 volunteer service hours in Hong Kong
- 2 Donated 280,000 rapid antigen test kits, 250,000 child-sized masks and 20,000 oximeters to support the community



During the fifth wave of COVID-19 in Hong Kong, the Group partnered with community organisations to distribute food and supplies to families in need.

# Community Investment and Engagement

Our communities are a vital part of our journey of Creating Better Lifescapes. Partnering with community stakeholders benefits both our business and the broader community. Our community investment and engagement efforts are an opportunity to create shared value as we grow together.

## How We Are Managing It

We engage all members of society, from children and youth to the elderly, through collaborative events and activities in partnership with charitable organisations and NGOs. Our support ranges from donations and sponsorships to free displays of print and audio-visual promotional materials at our properties. Individual volunteering is also an important part of our working culture, and we actively encourage our staff to share their time and talent with our community partners. These efforts help fulfil our goals of improving the wellbeing of less-resourced families, promoting health education and collaborating with local NGOs to promote social inclusion. Supporting less-resourced members of the community helps us empower our stakeholders and build a more inclusive society for all.

## Wellness and Inclusion

We sought opportunities to support the wellness of our stakeholders and build a more inclusive society throughout the reporting period. Some of our key initiatives are detailed below.

### Celebrating the Spirit of Hong Kong

In October 2021, we were delighted to present the results of the 9<sup>th</sup> Spirit of Hong Kong Awards, our annual award in collaboration with South China Morning Post to celebrate Hong Kong's unsung heroes. Winners were selected by an independent panel of judges across six categories for their significant work epitomising the Lion Rock Spirit of kindness, courage and commitment. In addition, The Lion Rock People's Choice Award was determined by public voting. These awards highlight the achievements of members of our community who can motivate and inspire positive change.

### Supporting Women's Wellness at The Fullerton Hotels and Resorts

In support of Breast Cancer Awareness Month, The Fullerton Hotel Singapore and The Fullerton Hotel Sydney offered a specially curated, pink-themed Afternoon Tea throughout October 2021. A portion of the proceeds from each tea set sold were donated to the Breast Cancer Foundation in support of its efforts to prevent and cure breast cancer. To raise awareness, The Fullerton Hotel Singapore's façade was lit up in pink in the evenings throughout the month.

The Fullerton Hotel Singapore also hosted an art exhibition at the East Garden Gallery, showcasing works for sale created by healthcare professionals and breast cancer patients, with all proceeds donated to the Breast Cancer Foundation. The hotel continued its support for women's wellness in March 2022 and offered afternoon tea in honour of International Women's Day. A portion of the proceeds were donated to United Women Singapore, a non-profit organisation that advances women's empowerment and gender equality to build a pipeline of women leaders and influencers in Singapore.



The 9<sup>th</sup> Spirit of Hong Kong Awards celebrated locals epitomising the Lion Rock Spirit in October 2021.



## Charitable Projects

We seek to partner with a range of stakeholders and charitable organisations to address society's most pressing issues. Our charitable initiatives during the reporting period included the following highlights.

### Sino Caring Friends

Sino Caring Friends has nurtured bonds with less-resourced families across Hong Kong since 2008. The initiative engages our staff along with their families and friends in volunteer activities in collaboration with community partners. During the reporting period, Sino Caring Friends organised over 320 activities, with more than 900 volunteers participating in services for over 299,000 less-resourced elderly, children and youth and over 5,500 families. In total, we performed over 186,530 hours of volunteer service in Hong Kong.

### Mid-Autumn Festival Volunteer Services

To celebrate the Mid-Autumn Festival, we collaborated with seven community partners and schools to distribute over 1,700 festive gift bags to less-resourced families, students and elderly through a series of home and school visits in various districts. In addition, we joined hands with The ABM Hong Kong Swatow Baptist Church to implement a four-month food assistance project, beginning in the festive season, to provide basic food items including rice, cooking oil, noodles, eggs and dairy products to approximately 2,400 individuals in need.

### Christmas Volunteer Services

From late November through December 2021, we sought to spread love and care to children during the Christmas season. The Christmas City Orienteering Challenge at Hong Kong Gold Coast gave children an opportunity to enjoy fun outdoor activities and receive Christmas gifts after completing challenges. We also distributed Christmas presents to children's homes and those in need, to spread love and goodwill in the community. In all, these initiatives reached approximately 1,800 children.

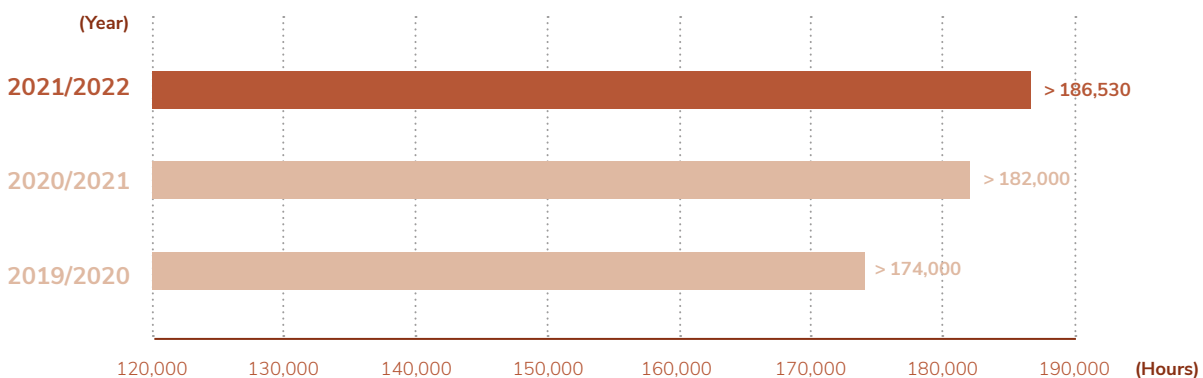
### Christmas Bears and Baubles for Charity

During the holiday season, The Fullerton Hotels and Resorts offered exclusive Christmas baubles featuring The Fullerton Heritage precinct in Singapore and Christmas bears through The Fullerton Shop. A portion of the proceeds from the sales was donated to our charity partners, REACH Community Services Society in Singapore and The Girls & Boys Brigade in Sydney, which provide a wide range of educational and other services for children and communities.

### Chinese New Year Volunteer Services

During the festive Chinese New Year season, Sino Caring Friends joined hands with community service organisations and other partners to deliver over 1,800 gift packs to less-resourced families and people with varying abilities, sending our well wishes to them. Recognising that people with varying abilities have been particularly challenged during the COVID-19 pandemic, we partnered with Direction Association for the Handicapped and visited their members in Kowloon and the New Territories to spread our love and care.

## Sino Caring Friends Volunteer Service Hours





Volunteers dressed as movie characters supported English-language education at The Mission Covenant Church Holm Glad Primary School.

### Easter Caring Activities

The fifth wave of the COVID-19 pandemic affected the daily lives of less-resourced families, the elderly, people with disabilities and ethnic minorities, among others. Joining hands with community partners, the Group prepared 2,000 gift packs including rice, noodles, soymilk and eggs to support families in need, as well as educational toys and face masks for children, which were distributed before the Easter holiday.

### Primary School Volunteer Service Day

In June 2022, the Group partnered with The Mission Covenant Church Holm Glad Primary School to provide volunteer support for their “English Activity Day”. Sino Caring Friends dressed up as different characters from “Beauty and the Beast” and actively communicated with students in English. Volunteers also assisted students in craft making and posed for happy photos.

### Recognising Our Volunteers

Our Volunteer Incentive Scheme has encouraged colleagues to volunteer during office hours for at least one day a year since 2011. Colleagues who participate in volunteer services and fundraising activities arranged by the Group for 20 cumulative hours or more in a calendar year during their time off are entitled to one day of Volunteer Service Leave. During the reporting period, 18 colleagues were recognised for their service. These colleagues were offered hotel accommodation packages, buffet coupons or gift vouchers as tokens of appreciation for their contribution.

### Caring Company 2021/22

We continue to be honoured with recognition as a Caring Company through the Hong Kong Council of Social Service’s Caring Company Scheme. The scheme aims to build a cohesive society by promoting strategic partnerships among business and social service partners, and to inspire corporate social responsibility through caring for the community, employees and the environment. Sino Group was acknowledged as a “15 Years Plus Caring Company” marking our long-standing commitment to supporting our communities.

# Caring for the Community During the Pandemic

During the period of heightened COVID-19 concern in Hong Kong, we acted to help meet the surging demand for COVID-19 testing in the community and supported our stakeholders in the following ways:

## Helping Those in Need

In support of COVID-19 prevention, the Group and the Ng Teng Fong Charitable Foundation donated 280,000 sets of rapid antigen test kits to the less-resourced. An additional donation of HK\$5 million to the Hospital Authority supported paediatric services in public hospitals, including the Hong Kong Children's Hospital. The Group sought to support less-resourced children and their families living in subdivided units, including by partnering with the Society for Community Organization and collaborating with the Hong Kong Federation of Youth Groups to provide short-term accommodation for Hong Kong Diploma of Secondary Education Examination candidates.

The Group and the Ng Teng Fong Charitable Foundation focused on support for children and the elderly in March by donating 20,000 oximeters to residential care facilities and elderly living alone, and 250,000 masks to children from less-resourced families and ethnic minorities. An additional donation of HK\$1 million to the Hong Kong Sheng Kung Hui Welfare Council supported the operational needs of elderly homes and rehabilitation centres under its care.

The Group also collaborated with Ocean Park Hong Kong to offer a series of online learning activities to 10,000 children aged between three and eight. The four-week course introduced the concept of biodiversity. It raised awareness about animals through storytelling and games, allowing children from less-resourced families to benefit from these exciting activities while staying at home.

## Distributing Vital Monitoring Systems to Care Homes

The Group and the Ng Teng Fong Charitable Foundation partnered with the Hong Kong Council of Social Service and the Social Welfare Department to distribute 500 Belun®

remoVital remote monitoring systems to residential care homes. The systems help monitor the health of COVID-19 patients with mild symptoms living in residential care homes for the elderly or differently-abled. Internet-enabled features allow the systems to deliver real-time alerts, enabling prompt action when needed most. They also help streamline carers' monitoring routines so that they can better support patients.

## Supporting Stakeholders Through SPS

In addition to our regular customer services, we proactively provided all-round support to help our customers stay healthy during the pandemic through SPS. Colleagues delivered food and other essentials to residents' doorsteps, provided information on anti-epidemic items, collected parcels from Hong Kong Post, delivered testing specimens to collection points and provided special disinfection services. SPS colleagues also joined in the distribution of anti-epidemic service bags to all our managed residential properties.



The Group and the Ng Teng Fong Charitable Foundation donated 280,000 sets of rapid antigen test kits to the less-resourced.



# Major Awards and Memberships

## MAJOR AWARDS

### Corporate Governance and Social Responsibility

AWARDS/RECOGNITION	CATEGORY	ISSUING AUTHORITY
Hang Seng Corporate Sustainability Index (since 2012)	Constituent Member of the Hang Seng Corporate Sustainability Index: Sino Land Company Limited	Hang Seng Indexes Company Limited
ESG Leading Enterprise Awards 2021	ESG Leading Enterprise Award: Sino Land Company Limited Leading Environmental Initiative Award: Sino Land Company Limited Leading Social Initiative Award: Sino Land Company Limited	Bloomberg Businessweek/ Chinese Edition and Deloitte
The 11 <sup>th</sup> Asian Excellence Award	Asia's Best CSR: Sino Land Company Limited Best Investor Relations Company: Sino Land Company Limited Best Investor Relations Professional: Sino Land Company Limited Asia's Best CEO (Investor Relations): Sino Land Company Limited Asia's Best CFO (Investor Relations): Sino Land Company Limited	Corporate Governance Asia
Hong Kong ESG Reporting Awards 2021	Best ESG Report – Large-cap – Commendation: Sino Land Company Limited Best GRI Report – Commendation: Sino Land Company Limited Excellence in Environmental Positive Impact – Commendation: Sino Land Company Limited Newcomer Award – Grand Award: Sino Land Company Limited	Alaya Consulting
Best Corporate Governance and ESG Awards 2021	Special Mention – Non-Hang Seng Index (Large Market Capitalisation) category: Sino Land Company Limited Commendation on Website Corporate Governance Information	Hong Kong Institute of Certified Public Accounts (HKICPA)
Hong Kong Corporate Governance and ESG Excellence Awards 2021	Award of Excellence in ESG: Sino Land Company Limited	The Chamber of Hong Kong Listed Companies and the Centre for Corporate Governance and Financial Policy of the Hong Kong Baptist University

AWARDS/RECOGNITION	CATEGORY	ISSUING AUTHORITY
HKMA Hong Kong Sustainability Award 2020/21	Hong Kong Sustainability Award (Large Organisation): Sino Land Company Limited	The Hong Kong Management Association
The Asset ESG Corporate Awards 2021	Gold Award: Sino Land Company Limited	The Asset
HSBC Living Business Awards 2021	<p>Property Management – Sustainable Development Goals (SDGs) Awards – Silver Award (SDG 11: Sustainable Cities and Communities): Skyline Tower</p> <p>Property Management – Environmental, Social and Governance (ESG) Awards – Certificate of Excellence: China Hong Kong Tower, Citywalk, Island Resort Mall, Marina House, Olympian City, One Capital Place, Pacific Palisades, Paloma Bay, Paloma Cove, Skyline Tower, Tuen Mun Town Plaza Phase 1 &amp; 2 (Shopping Arcade)</p> <p>Property Management – Environmental, Social and Governance (ESG) Awards – Certificate of Merit: 148 Electric Road, 38 Repulse Bay, Argyle Centre Phase I, China Hong Kong City, Citywalk 2, Island Resort, Sino Plaza, The Hennessy, Vision City</p> <p>Parking Services – Environmental, Social and Governance (ESG) Awards – Certificate of Excellence: Sino Parking Services Limited</p> <p>Environmental Services – Environmental, Social and Governance (ESG) Awards – Certificate of Merit: Perfect Green Supplies Company Limited</p>	The Hongkong and Shanghai Banking Corporation Limited, Business Environment Council, The Hong Kong Council of Social Service and Policy for Sustainability Lab, Centre for Civil Society and Governance of The University of Hong Kong
Capital ESG Awards 2021	–	Capital Magazine
HR Distinction Awards 2021	Excellence in Internal Communication (Gold): Sino Group	Human Resources Magazine
Happy Company Label 2021	<p>Property Management – Happy Company 5 years + label: Sino Estates Management Limited and 44 managed properties</p> <p>Property Management – Happy Company 2021 label: 55 managed properties</p> <p>Parking Services, Security Services, Environmental Services – Happy Company 5 years + label: Sino Security Services Limited, Sino Parking Services Limited, Best Result Environmental Services Limited</p>	Promoting Happiness Index Foundation
Best Companies to Work for in Asia 2021	<p>WeCare Certification: Sino Group</p> <p>“Best Companies to Work for in Asia 2021” Award: Sino Group</p>	HR Asia Magazine
CTgoodjobs Best HR Awards 2021	<p>Employer of the Year – Grand Award: Sino Group</p> <p>Best Corporate Wellbeing Programme Award – Gold Award: Sino Group</p> <p>Best in HR Digitalisation Award: Sino Group</p> <p>Best Gen Z Attraction Award – Grand Award: Sino Group</p>	CTgoodjobs

AWARDS/RECOGNITION	CATEGORY	ISSUING AUTHORITY
Caring Company Scheme 2021/22	<p>20 Years Plus Caring Company Logo: Sino Estates Management Limited</p> <p>15 Years Plus Caring Company Logo: Sino Security Services Limited, Regentville Shopping Mall</p> <p>10 Years Plus Caring Company Logo: Sino Parking Services Limited, Best Result Environmental Services Limited, Tuen Muen Town Plaza, Avon Mall, Olympian City</p> <p>5 Years Plus Caring Company Logo: Citywalk, Citywalk 2, Island Resort Mall, Gold Coast Piazza, Skyline Tower</p> <p>Caring Company Logo 2021/22: The Waterside Shopping Arcade, The Olympian Hong Kong</p>	The Hong Kong Council of Social Service

## Quality and Customer Service

AWARDS/RECOGNITION	CATEGORY	ISSUING AUTHORITY
BCI Asia Awards 2021	Top 10 Hong Kong Developers: Sino Group	BCI Asia
IFMA Asia Pacific Awards of Excellence 2021	<p>Winner (Facility Management Operations): Tuen Mun Town Plaza Phase I &amp; II (Shopping Arcade)</p> <p>Certificate of Merit (Environmental Stewardship): Skyline Tower</p>	IFMA Hong Kong Chapter
Excellence in Facility Management Award 2021	<p>49 awards received</p> <p>Grand Award (Retail): Citywalk</p> <p>Innovative Technology Award: Skyline Tower</p>	The Hong Kong Institute of Facility Management
HKACE Customer Service Excellence Award 2021	<p>Gold Award (Team Award – Counter Service): Sino Plaza</p> <p>Silver Award (Outstanding Customer Service Award): Exchange Tower</p> <p>Merit Award (Team Award – Counter Service): One SilverSea</p> <p>Merit Award (Outstanding Customer Service Award): Pacific Palisades</p> <p>Merit Award (Digital Service Strategy Award): Skyline Tower</p> <p>Merit Award (Team Award – Internal Support Service): Sino Plaza</p>	The Hong Kong Association for Customer Service Excellence
Hong Kong Professional Building Inspectors Academy (BIA) Awards 2021	<p>Quality Building: Mayfair by the Sea 8</p> <p>Handover Team of the Year: Grand Central</p> <p>Landscape of the Year: Mayfair by the Sea 8</p> <p>Five Stars Residency: Grand Central, Mayfair by the Sea 8</p> <p>Five Stars Shopping Mall: YM<sup>2</sup></p> <p>Quality Sub-Contractor (Cleaning): Best Result Environmental Services Limited</p>	Hong Kong Professional Building Inspectors Academy



AWARDS/RECOGNITION	CATEGORY	ISSUING AUTHORITY
2021-2022 Hong Kong Awards for Industries: Customer Service	Customer Service Award: YM <sup>2</sup>	Hong Kong Retail Management Association
Kowloon West Best Security Services Awards 2020	Best Security Guard: China Hong Kong City (5 awards), City University of Hong Kong, The Astoria 68 awards received	Kowloon West Regional Crime Prevention Office
New Territories North Region Best Security Services Awards 2020	324 awards received	New Territories North Regional Crime Prevention Office
Hong Kong Service Awards 2022	Winner – Property Management: Sino Estates Management Limited	East Week Magazine
Year 2020 – 2021 Carers Award	Silver Award: 148 Electric Road Bronze Award: Island Resort Mall Merit Award: Sino Plaza (2 awards), The Dynasty, Citywalk, Miami Beach Towers, Corinthia by The Sea, Mount Beacon, The Regalia	Jockey Club Carer, Senior Friendly Estate Project
DestinAsian Readers' Choice Awards 2022	Silver, Best Hotels in Singapore	DestinAsian Magazine
Top 10 Hotels in Singapore: Readers' Choice Awards 2021	The Fullerton Hotel Singapore	Condé Nast Traveler
Forbes Travel Guide 2022	Five-Star Rating – The Fullerton Bay Hotel Singapore Four-Star Rating – The Fullerton Hotel Singapore	Forbes

## Environment

AWARDS/RECOGNITION	CATEGORY	ISSUING AUTHORITY
The 11 <sup>th</sup> Asian Excellence Award	Best Environmental Responsibility: Sino Land Company Limited	Corporate Governance Asia
Smart Energy Award 2021	Joint Energy Saving Award: Sino Estates Management Limited	CLP Power Hong Kong Limited
MIPIM Asia Awards	Best Green Development – Gold Award: Grand Central Best Urban Regeneration Project – Silver Award: Grand Central	MIPIM Asia
Tree Management Award 2021	Platinum Award: Hong Kong Gold Coast Phase 2 Gold Award: The Hermitage Merit Award: The Royal Oaks	International Society of Arboriculture (ISA) Hong Kong Chapter

MAJOR AWARDS AND MEMBERSHIPS

AWARDS/RECOGNITION	CATEGORY	ISSUING AUTHORITY
Charter on External Lighting	Platinum Award: 73 managed properties Gold Award: 13 managed properties	Environment Bureau (now known as Environment and Ecology Bureau)
Indoor Air Quality Certificate Scheme	Excellent Class Certificate: Citywalk, Exchange Tower, Hong Kong Pacific Centre, Vision City, Skyline Tower, Three Bays Good Class Certificate: 43 managed properties	Environmental Protection Department
2020 Hong Kong Awards for Environmental Excellence	Merit Award (Property Management – Commercial & Industrial): Citywalk, Hong Kong Pacific Centre, Skyline Tower Outstanding HKAEE Promotional Partner: 148 Electric Road, Commune Modern, Pacific Palisades, Springdale Villas Shopping Mall, Sunley Centre, Waterside Plaza	Environmental Campaign Committee and Environmental Protection Department
Hong Kong Green Awards 2021	Green Management Award – Service Provider (Large Corporation) – Gold Award: Skyline Tower Green Management Award – Service Provider (SME) – Silver Award: Citywalk Green Management Award – Service Provider (SME) – Bronze Award: Exchange Tower Green Management Award – Service Provider (SME) – Merit Award: Olympian City 1, Olympian City 3, One SilverSea	Green Council
Green Building Award 2021	Grand Award: New Buildings Category (Completed Projects – Commercial) – Grand Central	Hong Kong Green Building Council Limited
Hong Kong Green Shop Alliance Award 2021	Bronze Award (Best Green Practice in Malls): Exchange Tower Merit Award (Best Green Practice in Malls): Tuen Mun Town Plaza Phase I & Phase II New Alliance Member – Mall: Empire Centre, Far East Finance Centre, Gold Coast Piazza, Tsim Sha Tsui Centre, Lee Tung Avenue	Hong Kong Green Building Council
BOCHK Corporate Environmental Leadership Awards 2020	5 Years+ EcoPioneer Logo: China Hong Kong City, Golden Centre, Island Resort, Island Resort Mall, Pacific Palisades, Sino Plaza 3 Years+ EcoPioneer Logo: 148 Electric Road, Citywalk, Hong Kong Pacific Centre, One SilverSea, The Avenue, The Hennessy EcoChallenger Certificate: 148 Electric Road, Citywalk, Hong Kong Pacific Centre, Pacific Palisades, Sino Plaza, Skyline Tower EcoPartner Certificate: 42 managed properties EcoChallenger Certificate: Perfect Green Supplies Company Limited	Federation of Hong Kong Industries and Bank of China (Hong Kong) Limited

AWARDS/RECOGNITION	CATEGORY	ISSUING AUTHORITY
Umbrella Bags Reduction Accreditation Programme 2021	Fully Support Organisation Award: Sino Estates Management Limited  Gold Award: 45 managed properties  Silver Award: 2 managed properties  Reduction Award: 11 managed properties	Greeners Action

## Health and Safety

AWARDS/RECOGNITION	CATEGORY	ISSUING AUTHORITY
The 9 <sup>th</sup> Best Property Safety Management Award	Best Property Management Award in Occupational Safety and Health Bronze Award: The Avenue, Exchange Tower  Best Safety Enhancement Programme Gold Award: Exchange Tower  Silver Award: YM <sup>2</sup>  Safety Culture Award Silver Award: Olympian City  Best Property Contractor in Occupational Safety and Health Gold Award: Best Result Environmental Services Limited  Nomination Award: China Hong Kong City, Kwun Tong Harbour Plaza	Occupational Safety and Health Council
The 20 <sup>th</sup> Hong Kong Occupational Safety & Health Award	Excellence Award (Safety Performance Award): 148 Electric Road  Outstanding Award (Safety Performance Award): Olympian City, Citywalk, Citywalk 2, Island Resort, Skyline Tower, Exchange Tower, Kwun Tong Harbour Plaza  Merit Award (Safety Management System Award): The Avenue  Merit Award (5S Good Housekeeping Best Practices Award): The Avenue	Occupational Safety and Health Council
The 13 <sup>th</sup> Hong Kong Outstanding OSH Employee Award	Silver Award (Organisation/Enterprise – Frontline Worker): YM <sup>2</sup>  Bronze Award (Organisation/Enterprise – Foreman): Kwun Tong Harbour Plaza  Bronze Award (Organisation/Enterprise – Management): 148 Electric Road  Merit Award (Organisation/Enterprise – Foreman): The Avenue  Merit Award (Organisation/Enterprise – Management): Best Result Environmental Services Limited	Occupational Safety and Health Council, Labour Department, LegCo members (Functional Constituency – Labour) and employee representatives of Labour Advisory Board
HKQAA Recognition Program for Organisations 2021 – Business Resilience & Community Contribution Awards	Gold Seal for Business Resilience & Community Contribution: 53 managed properties  Silver Seal for Business Resilience & Community Contribution: 2 managed properties	Hong Kong Quality Assurance Agency



## CORPORATE MEMBERSHIPS

The Group is an active member of various industry associations, NGOs and government-led initiatives, through which we work to create shared value and better our communities. These associations focus on topics such as climate change, waste reduction, conservation of biodiversity, corporate social responsibility and sustainable tourism.

ORGANISATION	CORPORATE MEMBERSHIP
Business Environment Council	Council Member (Sino Land Company Limited)
	General Member (Perfect Green Supplies Company Limited)
Employers' Federation of Hong Kong	Member
Federation of Hong Kong Industries	Member (Sino Innovation Laboratory Limited)
	Member (Sino Administration Services Limited)
The Chamber of Hong Kong Listed Companies	Member
The Federation of Hong Kong Hotel Owners	Member Hotels
The Hong Kong Association of Property Management Companies	Council Member (Sino Estates Management Limited)
The Hong Kong Council of Social Service	Caring Company Patron's Club – Jade Member
The Hong Kong General Chamber of Commerce	Member
The Hong Kong Green Building Council	Gold Patron Member
The Hong Kong Management Association	Council Member
The Hong Kong Security Association	Executive Committee Member (Sino Security Services Limited)
The Real Estate Developers Association of Hong Kong	Executive Vice-President
	Director
	Vice-Chairman (Executive Committee)
TSTE Property Developers Association	Member (Tsim Sha Tsui Centre and Empire Centre)

# Progress on Key Sustainability Indicators

## Economic Performance

<b>DIRECT ECONOMIC VALUE GENERATED (HK\$)</b>	<b>2021/2022</b>	<b>2020/2021</b>	<b>2019/2020</b>
Total	<b>Please refer to our Annual Report 2022</b> <a href="#">↗</a>	Please refer to our Annual Report 2021 <a href="#">↗</a>	Please refer to our Annual Report 2020 <a href="#">↗</a>
<b>ECONOMIC VALUE DISTRIBUTED</b>			
Total	<b>Please refer to our Annual Report 2022</b> <a href="#">↗</a>	Please refer to our Annual Report 2021 <a href="#">↗</a>	Please refer to our Annual Report 2020 <a href="#">↗</a>
<b>ECONOMIC VALUE RETAINED</b>			
Difference between direct economic value generated and economic value distributed	<b>Please refer to our Annual Report 2022</b> <a href="#">↗</a>	Please refer to our Annual Report 2021 <a href="#">↗</a>	Please refer to our Annual Report 2020 <a href="#">↗</a>

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

<b>GREENHOUSE GAS ("GHG") EMISSIONS (tonnes CO<sub>2</sub>e)</b>	<b>2021/2022</b>	<b>2020/2021</b>	<b>2019/2020</b>
<b>Direct GHG Emissions (Scope 1)<sup>2</sup></b>	<b>3,735.5</b>	2,906.5	4,045.1
Property Management	2,637.6	1,183.7	728.4
Construction Sites	168.9	280.4	1,885.8
Hotels	929.0	1,442.4	1,430.9
<b>Indirect GHG Emissions (Scope 2)<sup>3</sup></b>	<b>189,071.5</b>	96,227.2	91,947.4
Head Office	882.6	670.2	760.8
Property Management	174,522.6	83,938.6	75,943.1
Construction Sites	1,866.7	1,547.5	1,480.6
Hotels	11,799.6	10,071.0	13,762.9
<b>Other Indirect GHG Emissions (Scope 3)<sup>4</sup></b>	<b>2,099.9</b>	348.1	551.8
Head Office	0.5	0.4	67.0
Property Management	1,880.0	201.4	260.3
Construction Sites	65.8	39.8	65.6
Hotels	153.6	106.5	158.9
<b>GHG EMISSIONS INTENSITY</b>			
Head Office (tonnes CO <sub>2</sub> e/employee)	0.96	0.68	0.91
Property Management (tonnes CO <sub>2</sub> e/m <sup>2</sup> )	0.035	0.062	0.074
Construction Sites (tonnes CO <sub>2</sub> e/m <sup>2</sup> )	0.014	0.007	0.021
Hotels (tonnes CO <sub>2</sub> e/visitor night)	0.076	0.139	0.062
<b>ELECTRICITY CONSUMPTION (kWh)</b>			
<b>Sino Land</b>	<b>275,329,545</b>	143,638,431	137,597,037
Head Office	1,260,895	957,448	1,086,854
Property Management	249,318,052	119,912,282	108,490,079
Construction Sites	2,666,659	2,210,674	2,115,079
Hotels	22,083,939	20,558,027	25,905,025

\* The environmental footprints have increased significantly in 2021/22 due to the progressive expansion of reporting scope, while the intensity trends have remained stable.



<b>ELECTRICITY INTENSITY</b>	<b>2021/2022</b>	<b>2020/2021</b>	<b>2019/2020</b>
Head Office (kWh/employee)	1,369.1	964.2	1,191.7
Property Management (kWh/m <sup>2</sup> )	48.1	86.9	104.3
Construction Sites (kWh/m <sup>2</sup> )	17.8	14.0	12.9
Hotels (kWh/visitor night)	130.2	246.7	105.2
<b>FUEL CONSUMPTION</b>			
Property Management – Ultra low sulphur diesel (L)	10,131	5,091	2,322
Construction Sites – Ultra low sulphur diesel (L)	64,514	107,152	720,688
Hotels – Gas (m <sup>3</sup> )	562,402	717,295	861,710
<b>FUEL INTENSITY</b>			
Property Management – Ultra low sulphur diesel (L/m <sup>2</sup> )	0.002	0.004	0.002
Construction Sites – Ultra low sulphur diesel (L/m <sup>2</sup> )	0.4	0.7	4.4
Hotels – Gas (m <sup>3</sup> /visitor night)	3.3	8.6	3.5
<b>TOTAL ENERGY CONSUMPTION (kWh)</b>	<b>279,250,400</b>	151,323,295	152,713,353
<b>WATER CONSUMPTION<sup>5</sup> (m<sup>3</sup>)</b>			
<b>Sino Land</b>	<b>1,480,570</b>	583,957	805,922
Property Management	1,188,200	343,722	419,739
Construction Sites	49,895	35,260	79,118
Hotels	242,475	204,975	307,065
<b>WATER INTENSITY</b>			
Property Management (m <sup>3</sup> /m <sup>2</sup> )	0.2	0.2	0.4
Construction Sites (m <sup>3</sup> /m <sup>2</sup> )	0.33	0.22	0.48
Hotels (m <sup>3</sup> /visitor night)	1.4	2.5	1.3

<b>NON-HAZARDOUS WASTE DISPOSAL<sup>6,7</sup> (tonnes)</b>	<b>2021/2022</b>	<b>2020/2021</b>	<b>2019/2020</b>
<b>Sino Land</b>	<b>75,288.0</b>	41,956.9	47,241.0
Head Office	12.5	18.3	21.5
Property Management	48,892.3	30,530.7	10,636.1
Construction Sites	25,511.3	10,605.1	35,309.7
Hotels	871.9	802.8	1,273.7
<b>NON-HAZARDOUS WASTE INTENSITY</b>			
Head Office (tonnes/employee)	0.01	0.02	0.02
Property Management (tonnes/m <sup>2</sup> )	0.01	0.02	0.03
Construction Sites (tonnes/m <sup>2</sup> )	0.170	0.067	0.240
Hotels (tonnes/visitor night)	0.01	0.01	0.01
<b>HAZARDOUS WASTE DISPOSAL<sup>8</sup> (kg)</b>			
<b>Sino Land</b>	<b>2,265.1</b>	1,132.9	861.5
Head Office	87.0	81.3	56.1
Property Management	2,178.1	1,051.6	805.4
<b>HAZARDOUS WASTE INTENSITY</b>			
Head Office (kg/employee)	0.09	0.08	0.06
Property Management (kg/m <sup>2</sup> )	0.0004	0.001	0.001
<b>USE OF MATERIALS (tonnes)</b>			
Packaging Materials	28.8	21.8	6.6

<b>MATERIALS RECYCLED (tonnes)</b>	<b>2021/2022</b>	<b>2020/2021</b>	<b>2019/2020</b>
Metals	18.5	1,583.1	1,870.1
Plastic	2.7	0.9	10.0
Used Cooking Oil	4.7	6.3	11.0
Paper	1,228.7	1,349.6	2,215.9
Food Waste	83.7	66.2	137.0
Grease Trap Waste	7,587.8	7,811.8	10,922.2
Aluminium Cans	0.8	1.4	1.1
Construction Waste	342.0	25,602.7	16,140.2
Glass Bottles	125.2	32.4	14.4

## Remarks

<sup>1</sup> Calculation methodologies for GHG emissions:

Methodologies: "Guidelines to Account for and Report on Greenhouse Gas Emissions and Removals for Buildings (Commercial, Residential or Institutional Purposes) in Hong Kong" published by the Environmental Protection Department and the Electrical and Mechanical Services Department of the Hong Kong SAR Government.

Sources of emission factors: Local power and utility companies, Drainage Services Department and Water Supplies Department of the Hong Kong SAR Government, Energy Market Authority of the Government of Singapore, and Department of Industry, Science, Energy and Resources of the Australian Government. Emission factors adopted have been updated based on the above sources.

GHG emissions calculated included carbon dioxide (CO<sub>2</sub>), methane (CH<sub>4</sub>), nitrous oxide (N<sub>2</sub>O) and hydrofluorocarbons (HFCs). Perfluorocarbons (PFCs), sulphur hexafluoride (SF<sub>6</sub>) and nitrogen trifluoride (NF<sub>3</sub>) are not considered material.

Head Office refers to the offices of Sino Land in Tsim Sha Tsui Centre.

Property management in 2021/22 refers to the 162 buildings managed by the Group. For 2020/21 and 2019/20, the data included 67 and 51 buildings managed by the Group respectively. Electricity consumption by property management also included some centralised cooling services for tenants. Further breakdown of such electricity consumed is not available. The environmental footprints have increased significantly in 2021/22 due to the progressive expansion of reporting scope, while the intensity trends have remained stable.

Construction sites in 2021/22 included seven projects. For 2020/21 and 2019/20, the data included eight projects. The changes in GHG emissions, fuel and water consumption and their intensities, and non-hazardous waste disposal and materials recycled from construction activities, were due to the different stages of construction activities at the sites during the reporting period, when compared with previous years.

The scope for hotels included The Fullerton Hotel Singapore, The Fullerton Bay Hotel Singapore and The Fullerton Hotel Sydney. Hotel operations were affected by COVID-19, hence there was a fluctuation in some parameters in the previous years.

<sup>2</sup> Scope 1 emissions included direct GHG emissions from fuel consumption, loss of refrigerant (HCFC refrigerants: 80.5 kg; HFC refrigerants: 1,615 kg) and fugitive emissions from the use of fire extinguishers in the properties managed and construction sites. Scope 1 emissions do not apply to Head Office.

<sup>3</sup> Scope 2 emissions included indirect GHG emissions from purchased electricity and gas. The latest emission factors have been applied.

<sup>4</sup> Scope 3 emissions included indirect GHG emissions from water consumption, wastewater discharge, paper waste disposal and air travel. CO<sub>2e</sub> emissions from air travel are calculated by the ICAO Carbon Emissions Calculator.

<sup>5</sup> Water consumption data of our Head Office is unavailable since there is no separate metering.

<sup>6</sup> Non-hazardous waste disposal for property management is disclosed starting from 2021/22. This has resulted in a restatement of the total non-hazardous waste disposal figures for Sino Land for the 2020/2021 and 2019/2020 reporting periods in this Report.

<sup>7</sup> Excluded recycled materials.

<sup>8</sup> The amount of hazardous waste produced by the Group during the reporting period was insignificant. Hazardous waste generated by the Group was collected by qualified contractors for treatment in a safe manner.



## Social Performance<sup>1</sup>

	HONG KONG AND MAINLAND CHINA		SINGAPORE		SYDNEY	
	2021/22	2020/21	2021/22	2020/21	2021/22	2020/21
<b>EMPLOYEES STATISTICS (people)</b>						
<b>By Gender</b>						
<b>Male</b>	<b>4,156</b>	4,374	230	244	126	91
Part-time	547	624	4	0	42	50
Full-time	3,609	3,750	226	244	84	41
<b>Female</b>	<b>4,244</b>	4,350	159	205	129	108
Part-time	680	640	6	0	50	57
Full-time	3,564	3,710	153	205	79	51
<b>By Employment Contract</b>						
<b>Permanent</b>	<b>7,173</b>	7,460	376	447	163	108
Male	3,609	3,750	224	244	79	48
Female	3,564	3,710	152	203	84	60
<b>Temporary</b>	<b>1,227</b>	1,264	13	2	92	91
Male	547	624	6	0	47	43
Female	680	640	7	2	45	48
<b>By Employment Category</b>						
Director Level (Associate Director or above)	27	19	9	2	8	7
Senior Level (Manager to General Manager)	463	444	57	59	8	12
Middle Level (Officer to Assistant Manager)	962	912	212	233	109	63
Entry Level (Assistant Officer or below)	5,573	6,085	101	121	130	117
Contract/Short-term Staff	1,375	1,264	10	34	0	0
<b>By Age Group</b>						
Under 30 years old	616	809	70	92	108	79
30-50 years old	2,920	3,060	230	257	120	75
Over 50 years old	4,864	4,855	89	100	27	45
<b>NEW HIRES<sup>2</sup> (people)</b>						
Total number of new hires	3,118	2,973	177	100	63	58
Overall new hires rate	37.1%	34.1%	45.5%	22.3%	24.7%	29.1%

**NEW HIRES<sup>2</sup> (people)****2021/2022****2020/2021****By Gender (and rate)**

Male 1,632 (36.2%) 1,553 (33.0%)

Female 1,726 (38.1%) 1,578 (33.8%)

**By Age Group (and rate)**

Under 30 years old 493 (62.1%) 566 (57.8%)

30-50 years old 1,276 (39.0%) 1,099 (32.4%)

Over 50 years old 1,589 (31.9%) 1,466 (29.3%)

**HONG KONG AND  
MAINLAND CHINA****SINGAPORE****SYDNEY****OVERALL TURNOVER (people)****2021/22****2020/21****2021/22****2020/21****2021/22****2020/21**

Total number of employee turnover 3,188 2,791 216 251 104 138

Overall turnover rate 38.0% 32.0% 55.5% 55.9% 40.8% 69.3%

**OVERALL TURNOVER (people)****2021/2022****2020/2021****By Gender (and rate)**

Male 1,785 (39.6%) 1,681 (35.7%)

Female 1,723 (38.0%) 1,499 (32.1%)

**By Age Group (and rate)**

Under 30 years old 606 (76.3%) 521 (53.2%)

30-50 years old 1,187 (36.3%) 1,007 (29.7%)

Over 50 years old 1,715 (34.4%) 1,652 (33.0%)

**DIVERSITY (people)****Hong Kong and Mainland China (and rate)**

Chinese 8,174 (97.3%) 8,452 (96.9%)

Non-Chinese 226 (2.7%) 272 (3.1%)

**Singapore (and rate)**

Chinese 237 (60.9%) 258 (57.5%)

Malay 52 (13.4%) 65 (14.5%)

Indian 39 (10.0%) 47 (10.5%)

Others 61 (15.7%) 79 (17.6%)

<b>DIVERSITY (people)</b>	<b>2021/2022</b>		<b>2020/2021</b>	
<b>Sydney (and rate)</b>				
Australian	51 (20.0%)		38 (19.1%)	
European	12 (4.7%)		10 (5.0%)	
Asian	155 (60.8%)		125 (62.8%)	
Middle Eastern	2 (0.8%)		1 (0.5%)	
South African	2 (0.8%)		2 (1.0%)	
North American	5 (2.0%)		4 (2.0%)	
Others	28 (11.0%)		19 (9.6%)	

	<b>HONG KONG AND MAINLAND CHINA</b>		<b>SINGAPORE</b>		<b>SYDNEY</b>	
<b>PATERNITY OR MATERNITY LEAVE (people)</b>	<b>2021/22</b>	<b>2020/21</b>	<b>2021/22</b>	<b>2020/21</b>	<b>2021/22</b>	<b>2020/21</b>
<b>Number of Employees Entitled to Paternity or Maternity Leave</b>						
<b>By Gender</b>						
Male	2,998	3,685	133	233	85	42
Female	2,962	3,728	74	182	78	51
<b>Number of Employees Taking Paternity or Maternity Leave</b>						
<b>By Gender</b>						
Male	38	30	1	4	0	0
Female	36	48	3	11	1	2
<b>Number of Employees Returning to Work After Paternity or Maternity Leave</b>						
<b>By Gender</b>						
Male	34	24	1	4	0	0
Female	30	43	3	7	1	0
<b>Return to Work Rate<sup>3</sup></b>						
<b>By Gender</b>						
Male	89.5%	80.0%	100%	100%	–	–
Female	83.3%	89.6%	100%	63.6%	100%	0%



	HONG KONG AND MAINLAND CHINA		SINGAPORE		SYDNEY	
PATERNITY OR MATERNITY LEAVE (people)	2021/22	2020/21	2021/22	2020/21	2021/22	2020/21
<b>Number of Employees Still Employed for 12 Months After Returning to Work (After Paternity or Maternity Leave)</b>						
<b>By Gender</b>						
Male	14	20	0	6	0	0
Female	31	39	2	4	1	0
<b>Number of Employees Who Returned to Work After Taking Paternity or Maternity Leave in Prior Reporting Period</b>						
<b>By Gender</b>						
Male	27	49	0	9	0	0
Female	51	57	3	4	1	1
<b>Retention Rate<sup>4</sup></b>						
<b>By Gender</b>						
Male	51.9%	40.8%	–	66.6%	–	–
Female	60.8%	68.4%	66.7%	100.0%	100%	0%
<b>OCCUPATIONAL HEALTH AND SAFETY</b>						
<b>Number and Rate of Work-related Fatalities</b>						
Number of work-related fatalities <sup>5</sup> (people)	0	0	0	0	0	0
Work-related fatality rate <sup>6</sup> (per 100 employees)	0	0	0	0	0	0
<b>Number and Rate of Work-related Injuries<sup>7</sup></b>						
Number of lost days (days)	5,457	6,553	124	125	256	748
Number of reported accidents due to work-related injury <sup>8</sup> (accidents)	189	166	22	39	7	8
Injury rate (per 100 employees)	2.25	1.90	5.66	9.35	2.75	8.04
Number of high-consequence work-related injuries (excluding fatalities) <sup>9</sup> (accidents)	0	0	0	3	1	0
High-consequence work-related injury rate <sup>9</sup> (per 100 employees)	0	0	0	0.67	0.39	0
Thousand hours worked <sup>10</sup> (thousand hours)	17,800	17,448	890	898	398	398

HONG KONG

**OCCUPATIONAL HEALTH AND SAFETY<sup>11</sup>**  
(contractors and subcontractors on construction sites)

	2021/2022	2020/2021
<b>Number and Rate of Work-related Fatalities</b>		
Number of work-related fatalities <sup>5</sup> (people)	0	0
<b>Number and Rate of Work-related Injuries<sup>12</sup></b>		
Number of reported accidents due to work-related injury <sup>8</sup> (accidents)	10	5
Number of high-consequence work-related injuries (excluding fatalities) <sup>9</sup> (accidents)	0	0

	NUMBER OF STAFF TRAINED (people and rate)		TOTAL TRAINING HOURS (hour)		AVERAGE TRAINING HOURS/EMPLOYEE (hour)	
	2021/22	2020/21	2021/22	2020/21	2021/22	2020/21
<b>EMPLOYEE TRAINING<sup>13</sup></b>						
<b>By Gender</b>						
Male	4,140 (91.8%)	3,169 (67.3%)	62,631	71,847	13.9	15.3
Female	4,219 (93.1%)	2,336 (50.1%)	51,902	51,271	11.5	11.0
<b>By Employment Category</b>						
Director Level (Associate Director or above)	25 (56.8%)	18 (64.3%)	605	287	13.8	10.3
Senior Level (Manager to General Manager)	512 (97.0%)	494 (95.9%)	9,480	10,002	18.0	19.4
Middle Level (Officer to Assistant Manager)	1,056 (82.3%)	939 (77.7%)	24,075	28,689	18.8	23.8
Entry Level (Assistant Officer or below)	5,468 (94.2%)	3,245 (51.3%)	74,122	80,079	12.8	12.7
Contract/Short-term Staff	1,298 (93.7%)	809 (62.3%)	6,251	4,061	4.5	3.1
<b>By Training Topic</b>						
Training on human rights policies or procedures	725 (8.0%)	727 (7.8%)	972	824	0.1	0.1

PERFORMANCE REVIEWS	2021/2022	2021/2020
<b>Number of Employees Receiving Regular Performance Reviews (people)</b>		
<b>By Gender (and rate)</b>		
Male	4,512 (100%)	4,709 (100%)
Female	4,532 (100%)	4,663 (100%)
<b>By Employment Category (and rate)</b>		
Director Level (Associate Director or above)	44 (100%)	28 (100%)
Senior Level (Manager to General Manager)	528 (100%)	515 (100%)
Middle Level (Officer to Assistant Manager)	1,283 (100%)	1,208 (100%)
Entry Level (Assistant Officer or below)	5,804 (100%)	6,323 (100%)
Contract/Short-term Staff	1,385 (100%)	1,298 (100%)
<b>SUPPLY CHAIN (number)</b>		
<b>By Geographical Region (and rate)</b>		
Hong Kong	151 (18.4%)	169 (18.7%)
Mainland China and Taiwan	4 (0.5%)	14 (1.6%)
Asia (except Hong Kong, Mainland China and Taiwan)	332 (40.5%)	317 (35.1%)
Europe and North America	17 (2.1%)	29 (3.2%)
Oceania	314 (38.3%)	370 (41.0%)
Other Regions	2 (0.2%)	4 (0.4%)

## Remarks

- <sup>1</sup> Percentages may not add up to 100% due to rounding.
- <sup>2</sup> New hire rate is calculated based on total number of staff for the category (gender and age group).
- <sup>3</sup> Return to work rate is calculated as the total number of employees who did return to work after paternity or maternity leave divided by total number of employees due to return to work after taking paternity or maternity leave, multiplied by 100%.
- <sup>4</sup> Retention rate is calculated as the total number of employees retained 12 months after returning to work following a period of paternity or maternity leave, divided by total number of employees returning from paternity or maternity leave in the prior reporting period(s), multiplied by 100%.
- <sup>5</sup> No work-related fatalities were recorded for the 2019/20 reporting year.
- <sup>6</sup> Refer to the calculation methods suggested in GRI 403-9. Calculation is based on 200,000 hours worked by 100 employees in a year.
- <sup>7</sup> Main types of injuries included slips and falls in an office setting.
- <sup>8</sup> Reportable injuries resulting in leave of three days or more in accordance with the Occupational Safety and Health Ordinance of Hong Kong.
- <sup>9</sup> High-consequence work-related injuries (excluding fatalities) refer to work-related injuries that result in an injury from which the worker cannot, does not, or is not expected to fully recover to pre-injury health status within six months.
- <sup>10</sup> The number of total hours worked was estimated based on working days of eight-hours/day during the reporting period.
- <sup>11</sup> Included seven construction sites.
- <sup>12</sup> Main types of injuries included contusions and bruises.
- <sup>13</sup> Only included training provided by the Human Resources Department. All employees were included in the calculation of average training hours.



# TCFD Recommendations

The following table describes how we manage climate-related risks that pose a potential financial risk for our business in accordance with the Task Force on Climate-related Financial Disclosures (“TCFD”) framework. Looking ahead, we will continue to strive to respond to the TCFD recommendations more comprehensively as we enhance our climate resilience strategy.

## RECOMMENDED DISCLOSURES    OUR APPROACH

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### Governance

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<p>Describe the board’s oversight of climate-related risks and opportunities.</p>	<p>Tsim Sha Tsui Properties’ Board of Directors (the “Board”) has the ultimate responsibility for risk management. The Board is dedicated to integrating sustainability into all aspects of our operations and advancing our sustainable development.</p> <p>The Group has adopted an Enterprise Risk Management (“ERM”) approach to assist the Board in discharging its risk management responsibilities via the Audit Committee and guide individual business units in managing the key risks faced by the Group.</p> <p>The Board oversees the management of the overall sustainability strategy and reporting of the Group through regular updates from the Environmental, Social and Governance Steering Committee (“ESG Steering Committee”), which reports to the Board twice a year. The ESG Steering Committee comprises the Deputy Chairman, Mr Daryl Ng, and key executives, who support the Board in overseeing the Group’s management approach to sustainability.</p>
<p>Describe management’s role in assessing and managing climate-related risks and opportunities.</p>	<p>The day-to-day process of identifying, assessing, and managing risks associated with climate change rests with the ESG Steering Committee, which comprises the Deputy Chairman, Mr Daryl Ng, and key executives. The ESG Steering Committee is responsible for planning and implementing, and ensuring our programmes and policies support the overall sustainability strategy. This includes oversight of the policies and approaches that outline how our strategy is to be implemented across the business and for all our material topics. Overall sustainability performance and progress is reported to the Board by the ESG Steering Committee at regular board meetings.</p> <p>Under the ESG Steering Committee, the Green Living Sub-committee reviews and evaluates initiatives to address climate change, manage energy and waste, conserve water resources, and promote environmental protection, while identifying areas for improvement. This Sub-committee meets regularly and makes timely reports to the ESG Steering Committee and the Board to facilitate the overall sustainability approach of the Group.</p>

## Strategy

Describe the climate-related risks and opportunities the organization has identified over the short, medium, and long term.

We engaged an external consultant to conduct a climate risk assessment for over 170 existing and new buildings under 3°C and 1.5°C warmer climate scenarios. The exercise included analysis on climate-related risks, including both physical and transition risks as described below, alongside potential financial impacts and opportunities, to assess the implications of the prioritised risks to inform risk management and resilience planning. Shortlisted risks and opportunities were then analysed under two scenarios developed by the Network of Central Banks and Supervisors for Greening the Financial System, including the Net Zero 2050 scenario, which aligns with the goal of the Paris Agreement to preferably limit global warming to 1.5°C above pre-industrial levels. Three timeframes (2025, 2030 and 2050) were defined to understand the risk profile in the short, medium and long term.

### Physical Risks

Risks arising from acute events or longer-term shifts in climate patterns, such as extreme weather events, heatwaves and rising temperatures.

### Transition Risks

Risks arising from policy and legal, technology, and market changes, as well as reputational risks, in the process of transitioning to a lower-carbon economy. These include changes in building codes and standards, supply of raw materials, low-carbon technology and innovation, consumer preferences, financier expectations and green finance.

Describe the impact of climate-related risks and opportunities on the organization's businesses, strategy, and financial planning.

Climate risk assessment enables the Group to assess and monitor both physical and transition risks by quantifying climate-related financial impacts under multiple climate scenarios. We engaged an external consultant to conduct an in-depth financial impact analysis for higher-exposure risks and opportunities with reference to climate and transition pathway projections published by established research bodies such as the Network of Central Banks and Supervisors for Greening the Financial System, the World Resources Institute, the World Bank and the Intergovernmental Panel on Climate Change.

During the reporting period, Sino Land published our Decarbonisation Blueprint [📄](#), devising specific decarbonisation strategies focusing on three key areas (Development, Operations and Collaboration) and interim targets regarding GHG emissions, electricity use, climate risk assessment and green building certification.

In 2018, Sino Land announced our first green loan and the details of its Green Finance Framework. The framework guides the financing of sustainable building developments that will deliver environmental benefits in line with our sustainability vision. In 2021, Sino Land converted a five-year HK\$1 billion loan signed with Bank of China (Hong Kong) Limited to a sustainability-linked loan, marking our first financing arrangement directly linked to sustainability targets. The proceeds will be used for funding sustainability-related initiatives.

## RECOMMENDED DISCLOSURES    OUR APPROACH

Describe the resilience of the organization's strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario.

In 2021, we committed to developing an approach towards net zero emissions by 2050. This effort is guided by Sino Land's pledge to support the Business Ambition for 1.5°C, led by the Science-based Targets Initiative ("SBTi") in partnership with the United Nations Global Compact and We Mean Business Coalition, calling on businesses to set science-based targets for GHG emissions reductions. Our efforts to reach this goal are described in more detail in our Decarbonisation Blueprint [🔗](#).

In 2020, we established the Group's Sustainability Vision 2030 [🔗](#), outlining our management approach and targets for crucial areas such as GHG and energy use reduction, renewable energy generation, single-use plastic consumption, green building certification and innovative sustainability solutions to mitigate climate-related risks for a more sustainable future. During the reporting period, we enhanced the Sustainability Vision 2030 to include additional targets on climate risk assessment, energy reduction and GHG reduction, aligning with SBTi methodology.

In 2020, we set 16 ESG policies and guidelines, including our Climate Change Policy [🔗](#), Energy Policy [🔗](#) and Environmental Policy [🔗](#), which outline our approach to various sustainability issues. During the reporting period, we enhanced these 16 ESG policies and guidelines to make them more consistent with the shifting expectations of our stakeholders.

## Risk Management

Describe the organization's processes for identifying and assessing climate-related risks.

During the reporting period, we engaged an independent consultant to conduct an in-depth ESG and Climate Risk Workshop for key representatives from various business units. During the workshop, participants were asked to prioritise ESG and climate-related risks and opportunities based on their impact to the Group and to review the results.

To identify the ESG and climate-related risks to which the Group is most exposed, we have assessed the results from the ESG and Climate Risk Workshop, as well as recent market trends, policy changes and the development of the macro environment. The independent consultant analysed ESG and climate-related risks under two scenarios developed by the Network of Central Banks and Supervisors for Greening the Financial System, the Current Policies scenario (3°C+ of warming), and the Net Zero 2050 scenario (1.5°C of warming, which aligns with the goal of the Paris Agreement to preferably limit global warming to 1.5°C above pre-industrial levels), under three timeframes (2025, 2030 and 2050).

Describe the organization's processes for managing climate-related risks.

To enhance our preparedness and response, the Group regularly monitors and reviews climate-related risks. Our environmental management system ("EMS") ensures that environmental considerations are front and centre in all the decisions we make. Our properties are certified to the ISO 14001 and ISO 50001 management systems.

The ESG Steering Committee is responsible for planning and implementing, and ensuring our programmes and policies support, the overall sustainability strategy. Our ESG policies and guidelines [🔗](#) enable us to design and deliver products and services while meeting our sustainability goals, as well as managing climate-related risks. Our Climate Change Policy [🔗](#) provides guidelines for addressing climate-related risks across our operations. Our Sustainable Building Guidelines [🔗](#) provide a framework for integrating sustainability attributes at the design stage, as well as throughout the building lifecycle.



**RECOMMENDED DISCLOSURES**    **OUR APPROACH**

Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organization's overall risk management.

The Group is committed to incorporating climate-related risks in its ERM framework to identify, manage and disclose material climate-related risks. An integrated, comprehensive risk management process that involves communication and consultation with stakeholders is used to address our physical and transition risks.

With the assistance of the Risk and Control Committee, the Audit Committee reviews the effectiveness of the Group's risk management and internal control systems. The review includes all the material controls, including ESG-related risks, together with financial, operational and compliance controls. The Audit Committee monitors the risk management system by reviewing and approving the ERM Policy and Framework (based on International Standard ISO 31000:2018 Risk Management – Guidelines) and ERM reports.

**Metrics and Targets**

Disclose the metrics used by the organization to assess climate-related risks and opportunities in line with its strategy and risk management process.

We publish key metrics on GHG emissions, energy and water usage and waste management in our Sustainability Report annually. The methodology used can be found on p.121 [🔗](#). Monitoring and reporting these metrics helps us identify areas with high climate-related risks to further improve our performance.

Disclose Scope 1, Scope 2, and, if appropriate, Scope 3 greenhouse gas (GHG) emissions, and the related risks.

**GHG Disclosure**

Scope 1: 3,735.5 tonnes CO<sub>2</sub>e  
(emissions included direct GHG emissions from fuel consumption and loss of refrigerant)

Scope 2: 189,071.5 tonnes CO<sub>2</sub>e  
(emissions included indirect GHG emissions from purchased electricity and gas)

Scope 3: 2,099.9 tonnes CO<sub>2</sub>e  
(emissions included indirect GHG emissions from water consumption, wastewater discharge, paper waste disposal and air travel)

Describe the targets used by the organization to manage climate-related risks and opportunities and performance against targets.

In 2021, Sino Land joined the Business Ambition for 1.5°C to strive for net zero emissions by 2050, furthering our decarbonisation efforts and becoming one of the first five real estate developers in Asia to support this global pledge.

Under our Sustainability Vision 2030 [🔗](#), we have established targets for GHG emission reduction. During the reporting period, we enhanced our climate-related targets with additional interim targets including — (1) reducing Scope 1 and 2 GHG emissions per square metre by 53.1% from the 2018 baseline, and setting a new target to reduce Scope 3 GHG emissions, in line with SBTi methodology, (2) reducing electricity intensity by 30% from the 2018 baseline, (3) conducting climate risk assessments at wholly-owned new development projects, where applicable, and (4) obtaining BEAM Plus Gold or above certification at all wholly-owned new development projects, where applicable.

Our climate-related targets, including those related to GHG emissions, energy and water usage, waste generation and renewable energy, along with progress on metrics, are available on p.40 [🔗](#) of this Report.

# Ten Principles of the United Nations Global Compact

In April 2020, Sino Land joined the United Nations Global Compact (“UNGC”) as a signatory. As part of our sustainability strategy, we remain committed to implementing environmental, social and ethical practices in support of the UNGC’s Ten Principles to advance societal goals with over 15,000 leading companies in over 160 countries.

## Human Rights

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**1** Businesses should support and respect the protection of internationally proclaimed human rights; and

**2** make sure they are not complicit in human rights abuses.

### OUR ACTIONS

The Group places a strong emphasis on human capital and human rights. Our Human Rights Policy [🔗](#) outlines our commitment to respect and promote human rights with reference to the principles stipulated in the Universal Declaration of Human Rights, the United Nations Guiding Principles on Business and Human Rights, and the International Labour Organization’s Declaration on Fundamental Principles and Rights at Work, as well as the relevant local legislation in the markets where we operate. We ensure new and existing suppliers remain committed to protecting human rights by undertaking risk assessments and supplier due diligence. Our Whistleblowing Policy [🔗](#) enables stakeholders to raise concerns about any suspected cases of misconduct, including those with respect to human rights issues, without fear of retaliation.

### REPORT LOCATION

[p.30](#) Governance – Ethics and Integrity [🔗](#)

[p.33](#) Governance – Sustainable and Ethical Supply Chain [🔗](#)

[p.60](#) Wellness [🔗](#)

## Labour

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**3** Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;

**4** the elimination of all forms of forced and compulsory labour;

**5** the effective abolition of child labour; and

**6** the elimination of discrimination in respect of employment and occupation.

### OUR ACTIONS

Our Code of Conduct and Human Rights Policy [🔗](#) protect the rights of our employees, including their freedom to participate in collective bargaining and join labour unions. Our Diversity and Inclusion Policy [🔗](#) outlines our commitment to provide equal opportunities to current and prospective staff in a supportive workplace free of violence and discrimination. The Group forbids forced and child labour, which extends to our contractors and suppliers as specified in our SCoC [🔗](#). Our Whistleblowing Policy [🔗](#) enables stakeholders to raise issues about labour practices and describes the confidential grievance mechanism that allows employees to express concerns, including those related to discrimination, health and safety, employment terms and misconduct.

### REPORT LOCATION

[p.30](#) Governance – Ethics and Integrity [🔗](#)

[p.33](#) Governance – Sustainable and Ethical Supply Chain [🔗](#)

[p.60](#) Wellness [🔗](#)

## Environment

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7

Businesses should support a precautionary approach to environmental challenges;

8

undertake initiatives to promote greater environmental responsibility; and

9

encourage the development and diffusion of environmentally friendly technologies.

### OUR ACTIONS

The Group recognises the importance of protecting the environment and understands its role in building sustainable communities. The Group's Environmental Policy [📄](#) sets out our commitment to perform beyond statutory environmental requirements and to raise awareness among our stakeholders. We take a precautionary approach to environmental challenges by identifying and minimising any potential negative impact on the environment from the Group's business operations, products and services. Our priority focus areas include climate action, energy saving, effectively and efficiently managing our resources and waste and conserving and enhancing biodiversity. We actively strive to enhance our environmental performance through cutting-edge technologies.

### REPORT LOCATION

[p.40](#) Green [📄](#)

## Anti-Corruption

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Businesses should work against corruption in all forms, including extortion and bribery.

### OUR ACTIONS

All forms of corruption and bribery are strictly prohibited in our business. Our Anti-Corruption Policy [📄](#) is established with reference to the principles stipulated in WEF's Partnering Against Corruption Initiative and Transparency International's Business Principles for Countering Bribery. This policy ensures all employees conduct themselves with integrity, in an ethical and proper manner. The Group's Code of Conduct further outlines the high ethical standards that all staff must meet, which also extends to our contractors and suppliers as specified in our SCoC [📄](#). In all aspects of our business, the Group complies with all applicable laws and regulations, including the Prevention of Bribery Ordinance of Hong Kong and equivalent laws and regulations in Mainland China, Singapore and Sydney.

### REPORT LOCATION

[p.24](#) Governance [📄](#)



# HKEX ESG Reporting Guide

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Reporting Boundary	2	About this Report

SUBJECT AREAS, ASPECTS, GENERAL DISCLOSURES AND KPIS	RELEVANT CHAPTER(S) OF THIS REPORT OR OTHER REFERENCES/EXPLANATION	
<b>Environmental</b>		
<b>ASPECT A1: EMISSIONS</b>		
<b>General Disclosure</b> Policies and compliance relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	–	Biodiversity Policy <a href="#">↗</a> , Climate Change Policy <a href="#">↗</a> , Contractor/Supplier Code of Conduct <a href="#">↗</a> , Environmental Policy <a href="#">↗</a> , Green Office Policy <a href="#">↗</a> , Waste Management Policy <a href="#">↗</a>
	42	Green – Management Approach  There were no confirmed incidents of non-compliance with relevant laws or regulations relating to air and greenhouse gas emissions, discharges into water and land and generation of hazardous and non-hazardous waste that had a significant impact on the Group during the reporting period.
<b>KPI A1.1</b> The types of emissions and respective emissions data.	118-121	Progress on Key Sustainability Indicators – Environmental Performance  Emissions of NO <sub>x</sub> , SO <sub>x</sub> and other air pollutants are not considered significant in the Group's operations.
<b>KPI A1.2</b> Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	118-121	Progress on Key Sustainability Indicators – Environmental Performance

SUBJECT AREAS, ASPECTS, GENERAL DISCLOSURES AND KPIS	RELEVANT CHAPTER(S) OF THIS REPORT OR OTHER REFERENCES/EXPLANATION
<b>KPI A1.3</b> Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	<b>118-121</b> Progress on Key Sustainability Indicators – Environmental Performance
<b>KPI A1.4</b> Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	<b>118-121</b> Progress on Key Sustainability Indicators – Environmental Performance
<b>KPI A.1.5</b> Description of emissions target(s) set and steps taken to achieve them.	<b>13-15</b> A Blueprint for a More Sustainable Future <hr/> <b>40</b> Green – Goals and Progress <hr/> <b>43-45</b> Green – Climate Resilience and GHG Emissions
<b>KPI A1.6</b> Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.	<b>49-54</b> Green – Material Use, Waste Reduction and Management
<b>ASPECT A2: USE OF RESOURCES</b>	
<b>General Disclosure</b> Policies on the efficient use of resources, including energy, water and other raw materials.	– Energy Policy <a href="#">↗</a> , Environmental Policy <a href="#">↗</a> , Green Office Policy <a href="#">↗</a> , Sustainable Building Guidelines <a href="#">↗</a> , Sustainable Procurement Policy <a href="#">↗</a> <hr/> <b>42</b> Green – Management Approach
<b>KPI A2.1</b> Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).	<b>118-121</b> Progress on Key Sustainability Indicators – Environmental Performance
<b>KPI A2.2</b> Water consumption in total and intensity (e.g. per unit of production volume, per facility).	<b>118-121</b> Progress on Key Sustainability Indicators – Environmental Performance
<b>KPI A2.3</b> Description of energy use efficiency target(s) set and steps taken to achieve them.	<b>46-48</b> Green – Energy Consumption and Efficiency
<b>KPI A2.4</b> Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them.	<b>40-41</b> Green – Goals and Progress <hr/> <b>52</b> Material Use, Waste Reduction and Management – Water Consumption and Efficiency All potable and flushing water used by the Group was provided by the municipal waterworks with appropriate licences/permits. There were no issues related to sourcing water that was fit for purpose.

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**KPI A2.5**

Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.

**118-121** Progress on Key Sustainability Indicators – Environmental Performance

**ASPECT A3: ENVIRONMENT AND NATURAL RESOURCES**

**General Disclosure**

Policies on minimising the issuer's significant impacts on the environment and natural resources.

– Biodiversity Policy [↗](#), Energy Policy [↗](#), Environmental Policy [↗](#), Green Office Policy [↗](#), Sustainable Building Guidelines [↗](#), Sustainable Procurement Policy [↗](#), Waste Management Policy [↗](#)

**42** Green – Management Approach

**77** Design – Management Approach

**KPI A3.1**

Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.

**42** Green – Management Approach

**55-57** Urban Biodiversity – How We Are Managing It

**78-83** Sustainable Buildings – How We Are Managing It

**ASPECT A4: CLIMATE CHANGE**

**General Disclosure**

Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.

– Climate Change Policy [↗](#)

**13-15** A Blueprint for a More Sustainable Future

**43-45** Green – Climate Resilience and GHG Emissions

**128-131** TCFD Recommendations

**KPI A4.1**

Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them.

**13-15** A Blueprint for a More Sustainable Future

**43-45** Green – Climate Resilience and GHG Emissions

**128-131** TCFD Recommendations

## Social

**ASPECT B1: EMPLOYMENT**

**General Disclosure**

Policies and compliance relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.

– Code of Conduct, Diversity and Inclusion Policy [↗](#), Human Rights Policy [↗](#), Whistleblowing Policy [↗](#)

**61** Wellness – Management Approach

**63-68** Wellness – Labour Practices

There were no confirmed incidents of non-compliance with relevant laws or regulations relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare that had a significant impact on the Group during the reporting period.




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<b>KPI B1.1</b> Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region.	<b>122-127</b>	Progress on Key Sustainability Indicators – Social Performance
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<b>KPI B1.2</b> Employee turnover rate by gender, age group and geographical region.	<b>122-127</b>	Progress on Key Sustainability Indicators – Social Performance
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**ASPECT B2: HEALTH AND SAFETY**

<b>General Disclosure</b> Policies and compliance relating to providing a safe working environment and protecting employees from occupational hazards.	–	Health and Safety Policy 
	<b>61</b>	Wellness – Management Approach
	<b>69</b>	Wellbeing – How We Are Managing It
	<b>70-71</b>	Wellbeing – Occupational Health and Safety  There were no confirmed incidents of non-compliance with relevant laws or regulations relating to providing a safe working environment and protecting employees from occupational hazards that had a significant impact on the Group during the reporting period.

<b>KPI B2.1</b> Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	<b>122-127</b>	Progress on Key Sustainability Indicators – Social Performance
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<b>KPI B2.2</b> Lost days due to work injury.	<b>122-127</b>	Progress on Key Sustainability Indicators – Social Performance
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<b>KPI B2.3</b> Description of occupational health and safety measures adopted, how they are implemented and monitored.	<b>70-71</b>	Wellbeing – Occupational Health and Safety
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**ASPECT B3: DEVELOPMENT AND TRAINING**

<b>General Disclosure</b> Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	–	Human Rights Policy 
	<b>61</b>	Wellness – Management Approach
	<b>66-68</b>	Labour Practices – Training and Development

<b>KPI B3.1</b> The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	<b>122-127</b>	Progress on Key Sustainability Indicators – Social Performance
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<b>KPI B3.2</b> The average training hours completed per employee by gender and employee category.	<b>122-127</b>	Progress on Key Sustainability Indicators – Social Performance
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**SUBJECT AREAS, ASPECTS,  
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<b>ASPECT B4: LABOUR STANDARDS</b>	
<b>General Disclosure</b> Policies and compliance relating to preventing child and forced labour.	– Contractor/Supplier Code of Conduct  , Human Rights Policy 
	33 Governance – Sustainable and Ethical Supply Chain
	63 Labour Practices – How We are Managing It  There were no confirmed incidents of non-compliance with relevant laws or regulations relating to preventing child and forced labour that had a significant impact on the Group during the reporting period.
<b>KPI B4.1</b> Description of measures to review employment practices to avoid child and forced labour.	– Contractor/Supplier Code of Conduct  , Human Rights Policy 
	31 Ethics and Integrity – Whistleblowing
	33 Governance – Sustainable and Ethical Supply Chain
	63 Labour Practices – How We Are Managing It
<b>KPI B4.2</b> Description of steps taken to eliminate such practices when discovered.	31 Ethics and Integrity – Whistleblowing
	33 Governance – Sustainable and Ethical Supply Chain
	63 Labour Practices – How We Are Managing It
<b>ASPECT B5: SUPPLY CHAIN MANAGEMENT</b>	
<b>General Disclosure</b> Policies on managing environmental and social risks of the supply chain.	– Contractor/Supplier Code of Conduct  , Sustainable Procurement Policy 
	33 Governance – Sustainable and Ethical Supply Chain
	71 Wellbeing – Construction Site Safety
<b>KPI B5.1</b> Number of suppliers by geographical region.	122-127 Progress on Key Sustainability Indicators – Social Performance
<b>KPI B5.2</b> Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored.	30 Ethics and Integrity – Anti-Corruption
	33 Governance – Sustainable and Ethical Supply Chain  All of the Group's 820 suppliers were engaged on environmental and social practices during the reporting period.
<b>KPI B5.3</b> Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	33 Governance – Sustainable and Ethical Supply Chain

**SUBJECT AREAS, ASPECTS,  
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<p><b>KPI B5.4</b></p> <p>Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.</p>	<p>33</p>	<p>Governance – Sustainable and Ethical Supply Chain</p>
<p><b>ASPECT B6: PRODUCT RESPONSIBILITY</b></p>		
<p><b>General Disclosure</b></p> <p>Policies and compliance relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.</p>	<p>–</p>	<p>Cybersecurity Policy <a href="#">🔗</a>, Health and Safety Policy <a href="#">🔗</a></p>
<p></p>	<p>32</p>	<p>Ethics and Integrity – Cybersecurity and Data Protection</p>
<p></p>	<p>35</p>	<p>Customer Satisfaction – Quality Assurance</p> <p>During the reporting period, there were no incidents of non-compliance with relevant laws and regulations relating to health and safety, advertising, labelling and privacy matters relating to products and services provided by the Group.</p>
<p><b>KPI B6.1</b></p> <p>Percentage of total products sold or shipped subject to recalls for safety and health reasons.</p>	<p>–</p>	<p>The Group takes responsibility for its products and services, and strictly follows regulatory requirements, industry guidelines and internal procedures to improve customer health and safety, promote responsible marketing and ensure the security of customer information.</p> <p>During the reporting period, no products sold or shipped were recalled for safety and health reasons.</p>
<p><b>KPI B6.2</b></p> <p>Number of products and service related complaints received and how they are dealt with.</p>	<p>34-36</p>	<p>Governance – Customer Satisfaction</p> <p>During the reporting period, there were no substantive product or service related complaints received.</p>
<p><b>KPI B6.3</b></p> <p>Description of practices relating to observing and protecting intellectual property rights.</p>	<p>32</p>	<p>Ethics and Integrity – Cybersecurity and Data Protection</p>
<p><b>KPI B6.4</b></p> <p>Description of quality assurance process and recall procedures.</p>	<p>35</p>	<p>Customer Satisfaction – Quality Assurance</p> <p>Product recall procedures are not considered material to the operations of the Group.</p>
<p><b>KPI B6.5</b></p> <p>Description of consumer data protection and privacy policies, how they are implemented and monitored.</p>	<p>32</p>	<p>Ethics and Integrity – Cybersecurity and Data Protection</p>



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<b>ASPECT B7: ANTI-CORRUPTION</b>	
<b>General Disclosure</b>	– Anti-Corruption Policy 
Policies and compliance relating to bribery, extortion, fraud and money laundering.	<b>30-32</b> Governance – Ethics and Integrity There were no confirmed incidents of non-compliance with relevant laws or regulations relating to bribery, extortion, fraud and money laundering that had a significant impact on the Group during the reporting period.
<b>KPI B7.1</b>	–
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.	During this reporting period, there were no concluded legal cases of non-compliance with relevant laws and regulations relating to bribery, extortion, fraud, or money laundering brought against the Group or its employees.
<b>KPI B7.2</b>	<b>31</b> Ethics and Integrity – Whistleblowing
Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.	
<b>KPI B7.3</b>	<b>30</b> Ethics and Integrity – Anti-Corruption
Description of anti-corruption training provided to directors and staff.	
<b>ASPECT B8: COMMUNITY INVESTMENT</b>	
<b>General Disclosure</b>	<b>85</b> Innovation – Management Approach
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.	<b>95</b> Heritage & Culture – Management Approach
	<b>104</b> Community – Management Approach
<b>KPI B8.1</b>	<b>86</b> Investment in Innovation – How We Are Managing It
Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	<b>96</b> Heritage & Culture – How We are Managing it
	<b>105</b> Community Investment and Engagement – How We Are Managing It
<b>KPI B8.2</b>	<b>105</b> Community Investment and Engagement – How We Are Managing It
Resources contributed (e.g. money or time) to the focus area.	<b>117</b> Progress on Key Sustainability Indicators – Economic Performance

# GRI Content Index

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<b>GRI 101</b>	<b>Foundation 2016</b>		
<b>GRI 102</b>	<b>General Disclosures 2016</b>		
<b>Organisational Profile</b>			
<b>102-1</b>	Name of the organization	<b>2</b>	About this Report
<b>102-2</b>	Activities, brands, products, and services	<b>2-3</b>	About Tsim Sha Tsui Properties
<b>102-3</b>	Location of headquarters	<b>2-3</b>	About Tsim Sha Tsui Properties
<b>102-4</b>	Location of operations	<b>2-3</b>	About Tsim Sha Tsui Properties
<b>102-5</b>	Ownership and legal form	<b>2-3</b>	About Tsim Sha Tsui Properties
		<b>–</b>	Annual Report 2022 <a href="#">↗</a>
<b>102-6</b>	Markets served	<b>2-3</b>	About Tsim Sha Tsui Properties
<b>102-7</b>	Scale of the organization	<b>122-127</b>	Progress on Key Sustainability Indicators – Social Performance
		<b>–</b>	Annual Report 2022 <a href="#">↗</a>
<b>102-8</b>	Information on employees and other workers	<b>122-127</b>	Progress on Key Sustainability Indicators – Social Performance
			Employee data is compiled by Human Resources department as at 30 June 2022. A significant portion of our development activities at construction sites is performed by contractors and subcontractors.
<b>102-9</b>	Supply chain	<b>33</b>	Governance – Sustainable and Ethical Supply Chain
		<b>122-127</b>	Progress on Key Sustainability Indicators – Social Performance
<b>102-10</b>	Significant changes to the organization and its supply chain	<b>–</b>	There was no significant change to Tsim Sha Tsui Properties and our supply chain during the reporting period.

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102-11	Precautionary Principle or approach	30-32	Governance – Ethics and Integrity We take a precautionary approach to environmental challenges by identifying and minimising any potential negative impact on the environment in the Group's business operations, products and services.
102-12	External initiatives	–	External initiatives are described throughout the Report.
102-13	Membership of associations	116	Major Awards and Memberships – Corporate Memberships
<b>Strategy</b>			
102-14	Statement from senior decision-maker of the organization	4-5	Message from the Chairman of the ESG Steering Committee
102-15	Key impacts, risks, and opportunities	21	Impacts along the Value Chain
		22-23	ESG Risk Management
		44-45	Climate Resilience and GHG Emissions – Managing our Climate-related Risks and Opportunities
<b>Ethics and Integrity</b>			
102-16	Values, principles, standards, and norms of behavior	8-9	Value Creation Framework
		30-32	Governance – Ethics and Integrity
102-17	Mechanisms for advice and concerns about ethics	30-32	Governance – Ethics and Integrity
<b>Governance</b>			
102-18	Governance structure	24-28	Governance – Management Approach
102-26	Role of highest governance body in setting purpose, values, strategy and goals in relation to EES topics	24-28	Governance – Management Approach
102-30	Effectiveness of risk management processes	24-28	Governance – Management Approach
102-32	Highest governance body's role in sustainability reporting	24-28	Governance – Management Approach
102-33	Communicating critical concerns	31	Ethics and Integrity – Open Communication Channels

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## Stakeholder Engagement

102-40	List of stakeholder groups	18-19	Defining our Material Topics – Ongoing Stakeholder Engagement
102-41	Collective bargaining agreements	63	Labour Practices – How We are Managing It Tsim Sha Tsui Properties does not have any employees covered by collective bargaining agreements.
102-42	Identifying and selecting stakeholders	18-19	Defining our Material Topics – Ongoing Stakeholder Engagement
102-43	Approach to stakeholder engagement	18-20	Defining our Material Topics
102-44	Key topics and concerns raised	18-20	Defining our Material Topics

## Reporting Practice

102-45	Entities included in the consolidated financial statements	–	Annual Report 2022 <a href="#">🔗</a>
102-46	Defining report content and topic Boundaries	2 18-20	About this Report Defining our Material Topics We have applied the GRI Standards' reporting principles of stakeholder inclusiveness, sustainability context, materiality and completeness to define the report content and the principles of accuracy, balance, clarity, comparability, reliability and timeliness to ensure the quality of this Report.
102-47	List of material topics	20	Defining our Material Topics – Materiality Assessment
102-48	Restatements of information	–	Non-hazardous waste disposal for Property Management is disclosed starting from 2021/22. This has resulted in a restatement of the total non-hazardous waste disposal figures for Sino Land for the 2020/2021 and 2019/2020 reporting periods in this Report.
102-49	Changes in reporting	20	Defining our Material Topics – Materiality Assessment
102-50	Reporting period	2	About this Report
102-51	Date of most recent report	–	Our Sustainability Report 2021 was published in November 2021.
102-52	Reporting cycle	–	Annually
102-53	Contact point for questions regarding the report	171	Contact Details
102-54	Claims of reporting in accordance with the GRI Standards	2	About this Report
102-55	GRI content index	141-156	GRI Content Index



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## Governance

## ECONOMIC PERFORMANCE

<b>GRI 103 Management Approach 2016</b>			
<b>103-1</b>	Explanation of the material topic and its Boundary	<b>29</b>	Governance – Economic Performance
<b>103-2</b>	The management approach and its components	<b>24-28</b>	Governance – Management Approach
		<b>29</b>	Governance – Economic Performance
<b>103-3</b>	Evaluation of the management approach	<b>24-28</b>	Governance – Management Approach
		<b>29</b>	Governance – Economic Performance
<b>GRI 201 Economic Performance 2016</b>			
<b>201-1</b>	Direct economic value generated and distributed (EVG&D)	<b>117</b>	Progress on Key Sustainability Indicators – Economic Performance
<b>201-2</b>	Financial implications due to climate change	<b>44-45</b>	Climate Resilience and GHG Emissions – Managing our Climate-related Risks and Opportunities
<b>GRI 203 Indirect Economic Impacts 2016</b>			
<b>203-1</b>	Infrastructure investments and services supported	<b>78</b>	Sustainable Buildings – How We Are Managing It
		<b>86</b>	Investment in Innovation – How We Are Managing It
		<b>96</b>	Heritage and Culture – How We are Managing It
		<b>105</b>	Community Investment and Engagement – How We are Managing It

## ETHICS AND INTEGRITY

<b>GRI 103 Management Approach 2016</b>			
<b>103-1</b>	Explanation of the material topic and its Boundary	<b>30-32</b>	Governance – Ethics and Integrity
<b>103-2</b>	The management approach and its components	<b>24-28</b>	Governance – Management Approach
		<b>30-32</b>	Governance – Ethics and Integrity
<b>103-3</b>	Evaluation of the management approach	<b>24-28</b>	Governance – Management Approach
		<b>30-32</b>	Governance – Ethics and Integrity

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<b>GRI 205 Anti-Corruption 2016</b>			
<b>205-3</b>	Confirmed incidents of corruption and actions taken	<b>30</b>	Governance – Anti-Corruption  During this reporting period, there was no material case of non-compliance with relevant laws and regulations relating to bribery, extortion, fraud, or money laundering that significantly impacted the Group.
<b>GRI 418 Customer Privacy 2016</b>			
<b>418-1</b>	Substantiated complaints concerning breaches of customer privacy and losses of customer data	<b>32</b>	Governance – Cybersecurity and Data Protection  No significant cases of non-compliance in relation to breach of customer privacy, intellectual property or loss of customer data occurred in this reporting period.
<b>CUSTOMER SATISFACTION</b>			
<b>GRI 103 Management Approach 2016</b>			
<b>103-1</b>	Explanation of the material topic and its Boundary	<b>34-36</b>	Governance – Customer Satisfaction
<b>103-2</b>	The management approach and its components	<b>24-28</b>	Governance – Management Approach
		<b>34-36</b>	Governance – Customer Satisfaction
<b>103-3</b>	Evaluation of the management approach	<b>24-28</b>	Governance – Management Approach
		<b>34-36</b>	Governance – Customer Satisfaction
<b>GRI 417 Marketing &amp; Labeling 2016</b>			
<b>417-2</b>	Incidents of non-compliance concerning product and service information and labeling	<b>34-36</b>	Governance – Customer Satisfaction  During the reporting period, there were no incidents of non-compliance with relevant laws and regulations relating to product and service quality, information or labelling that had a significant impact on the Group.
<b>417-3</b>	Incidents of non-compliance concerning marketing communications	<b>34-36</b>	Governance – Customer Satisfaction  During the reporting period, there were no incidents of non-compliance concerning marketing communications.
<b>GRI 419 Socioeconomic Compliance 2016</b>			
<b>419-1</b>	Non-compliance with laws and regulations in the social and economic area	<b>34-36</b>	Governance – Customer Satisfaction  There were no significant fines or non-monetary sanctions for non-compliance with relevant laws or regulations that had a significant impact on the Group during the reporting period.

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## SUSTAINABLE AND ETHICAL SUPPLY CHAIN

<b>GRI 103 Management Approach 2016</b>			
<b>103-1</b>	Explanation of the material topic and its Boundary	<b>33</b>	Governance – Sustainable and Ethical Supply Chain
<b>103-2</b>	The management approach and its components	<b>24-28</b>	Governance – Management Approach
		<b>33</b>	Governance – Sustainable and Ethical Supply Chain
<b>103-3</b>	Evaluation of the management approach	<b>24-28</b>	Governance – Management Approach
		<b>33</b>	Governance – Sustainable and Ethical Supply Chain
<b>GRI 414 Supplier Social Assessment 2016</b>			
<b>414-1</b>	New suppliers that were screened using social criteria	<b>33</b>	Governance – Sustainable and Ethical Supply Chain During the reporting period, all of our new suppliers were assessed using social criteria.
<b>414-2</b>	Negative social impacts in the supply chain and actions taken	<b>21</b>	Impacts along the Value Chain
		<b>33</b>	Governance – Sustainable and Ethical Supply Chain In this reporting period there were no cases of non-compliance with social or environmental regulations in the supply chain that had a significant impact on the Group. All of our suppliers were assessed for social impacts and none were identified as having significant actual or potential negative social impacts.
<b>GRI 308 Supplier Environmental Assessment 2016</b>			
<b>308-1</b>	New suppliers that were screened using environmental criteria	<b>33</b>	Governance – Sustainable and Ethical Supply Chain During the reporting period, all of our new suppliers were assessed using environmental criteria.
<b>308-2</b>	Negative environmental impacts in the supply chain and actions taken	<b>21</b>	Impacts along the Value Chain
		<b>33</b>	Governance – Sustainable and Ethical Supply Chain In this reporting period there were no cases of non-compliance with social or environmental regulations in the supply chain that had a significant impact on the Group. All of our suppliers were assessed for environmental impacts and none were identified as having significant actual or potential negative social impacts.

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## Green

## MATERIAL USE, WASTE REDUCTION AND MANAGEMENT

<b>GRI 103 Management Approach 2016</b>			
<b>103-1</b>	Explanation of the material topic and its Boundary	42	Green – Management Approach
<b>103-2</b>	The management approach and its components	42	Green – Management Approach
		49-54	Green – Material Use, Waste Reduction and Management
<b>103-3</b>	Evaluation of the management approach	42	Green – Management Approach
<b>GRI 301 Materials 2016</b>			
<b>301-2</b>	Recycled input materials used	42	Green – Management Approach
		78-82	Design – Sustainable Buildings  We are developing a matrix to record such data so as to be able to report on the use of sustainable building materials in our development projects in the future.
<b>GRI 303 Water And Effluents 2018</b>			
<b>303-1</b>	Interactions with water as a shared resource	52	<p>Material Use, Waste Reduction and Management – Water Consumption and Efficiency</p> <p>In Hong Kong, all of the water consumed by our operations comes from municipal water supplies, including freshwater for potable use, cooling, washing, toilet and landscaping, and seawater for flushing. Hong Kong's two main sources of freshwater are rainfall from natural catchments and the Dongjiang water from Guangdong Province. All effluents are discharged to public sewers and/or the sea in accordance with applicable discharge licences.</p> <p>In Singapore, all of the water consumed by our operations comes from third-party water source(s) supplied by the Public Utilities Board ("PUB"). According to PUB, Singapore's water demand is currently met by water from local catchment areas, imported water, NEWater and desalinated water.</p> <p>In Sydney, all of the water consumed by our operations comes from Sydney Water. All effluents are discharged to public sewers and/or the sea in accordance with applicable discharge licences/permits.</p> <p>There is no significant water-related impact caused by the Group's operations.</p> <p>We monitor the consumption of water in our operations monthly and have used this data to establish our water-related goals and targets.</p>



DISCLOSURE NUMBER		RELEVANT CHAPTER(S) OF THIS REPORT OR OTHER REFERENCES/EXPLANATION	
<b>303-2</b>	Management of water discharge-related impacts	<b>52</b>	<p>Material Use, Waste Reduction and Management – Water Consumption and Efficiency</p> <p>Water discharged from our operations followed the requirements set in Hong Kong’s Water Pollution Control Ordinance (WPCO), Singapore’s Environmental Protection and Management Act (EPMA) and the Environmental Protection and Management (Trade Effluent) Regulations, and Sydney Water Regulation 2017. We strive to exceed regulatory requirements in controlling the quality of effluent discharge when feasible.</p>
<b>303-3</b>	Water withdrawal	–	<p>All water withdrawn is from municipal water supplies. Please refer to the Water Supplies Department (Hong Kong), Public Utilities Board (Singapore) and Sydney Water (Sydney) for breakdowns of total water withdrawal by sources.</p> <p>Breakdown of water withdrawn by location during the reporting period:</p> <p>Hong Kong: 1,238,099 m<sup>3</sup> Singapore: 194,623 m<sup>3</sup> Sydney: 47,852 m<sup>3</sup></p>
<b>303-5</b>	Water consumption	<b>118-121</b>	<p>Progress on Key Sustainability Indicators – Environmental Performance</p> <p>We monitor the consumption of water in our operations monthly and have used this data to establish our total water consumption.</p>
<b>GRI 306 Waste 2020</b>			
<b>306-1</b>	Waste generation and significant waste-related impacts	<b>50-52</b>	<p>Material Use, Waste Reduction and Management – Waste Management</p> <p>Waste-related impacts arise primarily from construction and renovation activities of the organisation.</p>
<b>306-2</b>	Management of significant waste-related impacts	<b>50-52</b>	Material Use, Waste Reduction and Management – Waste Management
<b>306-3</b>	Waste generated	<b>118-121</b>	Progress on Key Sustainability Indicators – Environmental Performance
<b>306-4</b>	Waste diverted from disposal	<b>118-121</b>	Progress on Key Sustainability Indicators – Environmental Performance

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## ENERGY CONSUMPTION AND EFFICIENCY

<b>GRI 103 Management Approach 2016</b>			
<b>103-1</b>	Explanation of the material topic and its Boundary	<b>42</b>	Green – Management Approach
<b>103-2</b>	The management approach and its components	<b>42</b>	Green – Management Approach
		<b>46-48</b>	Green – Energy Consumption and Efficiency
<b>103-3</b>	Evaluation of the management approach	<b>42</b>	Green – Management Approach
<b>GRI 302 Energy 2016</b>			
<b>302-1</b>	Energy consumption within the organization	<b>118-121</b>	Progress on Key Sustainability Indicators – Environmental Performance
		<b>46-48</b>	Green – Energy Consumption and Efficiency Majority of renewable energy generated is distributed to the local grid in Hong Kong.
<b>302-3</b>	Energy intensity	<b>118-121</b>	Progress on Key Sustainability Indicators – Environmental Performance  Intensities reflect consumption within our operations, except for total electricity consumption of property management, which also includes chiller plant electricity consumption for centralised cooling services for tenants.  A further breakdown of electricity consumed is not available, we will consider the feasibility of disclosing such data in the future.
<b>302-4</b>	Reduction of energy consumption	<b>46-48</b>	Green – Energy Consumption and Efficiency
		<b>118-121</b>	Progress on Key Sustainability Indicators – Environmental Performance

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## URBAN BIODIVERSITY

<b>GRI 103 Management Approach 2016</b>			
<b>103-1</b>	Explanation of the material topic and its Boundary	<b>42</b>	Green – Management Approach
<b>103-2</b>	The management approach and its components	<b>42</b>	Green – Management Approach
		<b>55</b>	Green – Urban Biodiversity
<b>103-3</b>	Evaluation of the management approach	<b>42</b>	Green – Management Approach
<b>GRI 304 Biodiversity 2016</b>			
<b>304-2</b>	Significant impacts of activities, products, and services on biodiversity	<b>55</b>	Urban Biodiversity – How We Are Managing It

## CLIMATE RESILIENCE AND GHG EMISSIONS

<b>GRI 103 Management Approach 2016</b>			
<b>103-1</b>	Explanation of the material topic and its Boundary	<b>42</b>	Green – Management Approach
<b>103-2</b>	The management approach and its components	<b>42</b>	Green – Management Approach
		<b>43-45</b>	Green – Climate Resilience and GHG Emissions
<b>103-3</b>	Evaluation of the management approach	<b>42</b>	Green – Management Approach
<b>GRI 305 Emissions 2016</b>			
<b>305-1</b>	Direct (Scope 1) GHG emissions	<b>118-121</b>	Progress on Key Sustainability Indicators – Environmental Performance  Not applicable: Emissions of NO <sub>x</sub> , SO <sub>x</sub> , POPs, VOCs, HAPs, PM and other air pollutants are not considered significant in the Group's operations.
<b>305-2</b>	Energy indirect (Scope 2) GHG emissions	<b>118-121</b>	Progress on Key Sustainability Indicators – Environmental Performance
<b>305-3</b>	Other indirect (Scope 3) GHG emissions	<b>118-121</b>	Progress on Key Sustainability Indicators – Environmental Performance

DISCLOSURE NUMBER			RELEVANT CHAPTER(S) OF THIS REPORT OR OTHER REFERENCES/EXPLANATION
305-4	GHG emissions intensity	118-121	Progress on Key Sustainability Indicators – Environmental Performance
305-5	Reduction of GHG emissions	43-45	Green – Climate Resilience and GHG Emissions
		46-48	Green – Energy Consumption and Efficiency
305-7	Nitrogen oxides (NO <sub>x</sub> ), sulfur oxides (SO <sub>x</sub> ), and other significant air emissions	–	Not applicable: Emissions of NO <sub>x</sub> , SO <sub>x</sub> , POPs, VOCs, HAPs, PM and other air pollutants are not considered significant in the Group's operations.
<b>GRI 307</b>	<b>Environmental Compliance 2016</b>		
307-1	Non-compliance with environmental laws and regulations	42	Green – Management Approach There were no confirmed incidents of non-compliance with relevant laws or regulations that had a significant impact on the Group during the reporting period.

## Wellness

### LABOUR PRACTICES

<b>GRI 103</b>	<b>Management Approach 2016</b>		
103-1	Explanation of the material topic and its Boundary	61	Wellness – Management Approach
103-2	The management approach and its components	61	Wellness – Management Approach
		63-68	Wellness – Labour Practices
103-3	Evaluation of the management approach	61	Wellness – Management Approach
<b>GRI 401</b>	<b>Employment 2016</b>		
401-1	New employee hires and employee turnover	122-127	Progress on Key Sustainability Indicators – Social Performance
401-2	Parental leave	122-127	Progress on Key Sustainability Indicators – Social Performance



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<b>GRI 404 Training &amp; Education 2016</b>			
<b>404-1</b>	Average hours of training per year per employee	<b>122-127</b>	Progress on Key Sustainability Indicators – Social Performance
<b>404-2</b>	Programs for upgrading employee skills and transition assistance programs	<b>66-68</b>	Labour Practices – Training and Development
<b>404-3</b>	Percentage of employees receiving regular performance and career development reviews	<b>122-127</b>	Progress on Key Sustainability Indicators – Social Performance
<b>GRI 405 Diversity &amp; Equal Opportunity 2016</b>			
<b>405-1</b>	Diversity of governance bodies and employees	<b>122-127</b>	Progress on Key Sustainability Indicators – Social Performance
		<b>65</b>	Labour Practices – Diversity and Equal Opportunities
<b>GRI 406 Non-Discrimination 2016</b>			
<b>406-1</b>	Incidents of discrimination and corrective actions taken	<b>65</b>	Labour Practices – Diversity and Equal Opportunities  During the reporting period, there were no incidents of non-compliance with the laws or regulations related to discrimination that had a significant impact on the Group.
<b>GRI 412 Human Rights Assessment 2016</b>			
<b>412-2</b>	Employee training on human rights policies or procedures	<b>122-127</b>	Progress on Key Sustainability Indicators – Social Performance
<b>WELLBEING</b>			
<b>GRI 103 Management Approach 2016</b>			
<b>103-1</b>	Explanation of the material topic and its Boundary	<b>61</b>	Wellness – Management Approach
<b>103-2</b>	The management approach and its components	<b>61</b>	Wellness – Management Approach
		<b>69-72</b>	Wellness – Wellbeing
<b>103-3</b>	Evaluation of the management approach	<b>61</b>	Wellness – Management Approach

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<b>GRI 403 Occupational Health &amp; Safety 2018</b>			
<b>403-1</b>	Occupational health and safety management system	<b>70-71</b>	Wellbeing – Occupational Health and Safety
<b>403-2</b>	Hazard identification, risk assessment, and incident investigation	<b>31</b>	Ethics and Integrity – Open Communication Channels
		<b>70-71</b>	Wellbeing – Occupational Health and Safety The Group's internal Safety Manual clearly outlines the actions to be taken by staff and supervisors to identify and respond to potential hazards. Property supervisors are required to conduct regular inspections. The results including corrective and preventative actions must be recorded and reported to management to facilitate review and analysis.
<b>403-3</b>	Occupational health services	<b>70-71</b>	Wellbeing – Occupational Health and Safety
<b>403-4</b>	Worker participation, consultation, and communication on occupational health and safety	<b>70-71</b>	Wellbeing – Occupational Health and Safety
<b>403-5</b>	Worker training on occupational health and safety	<b>70-71</b>	Wellbeing – Occupational Health and Safety
<b>403-6</b>	Promotion of worker health	<b>70-71</b>	Wellbeing – Occupational Health and Safety
<b>403-7</b>	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	<b>70-71</b>	Wellbeing – Occupational Health and Safety
<b>403-9</b>	Work-related injuries	<b>70-71</b>	Wellbeing – Occupational Health and Safety
		<b>122-127</b>	Progress on Key Sustainability Indicators – Social Performance
<b>GRI 416 Customer Health &amp; Safety 2016</b>			
<b>416-2</b>	Incidents of non-compliance concerning the health and safety impacts of products and services	–	During the reporting period, there were no incidents of non-compliance with regulations or voluntary codes concerning the health and safety impacts of products and services.

## DISCLOSURE NUMBER

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## Design

## SUSTAINABLE BUILDINGS

GRI 103	Management Approach 2016		
103-1	Explanation of the material topic and its Boundary	77	Design – Management Approach
103-2	The management approach and its components	77	Design – Management Approach
		78-82	Design – Sustainable Buildings
103-3	Evaluation of the management approach	77	Design – Management Approach

## Innovation

## INVESTMENT IN INNOVATION

GRI 103	Management Approach 2016		
103-1	Explanation of the material topic and its Boundary	85	Innovation – Management Approach
103-2	The management approach and its components	85	Innovation – Management Approach
		86-91	Innovation – Investment in Innovation
103-3	Evaluation of the management approach	85	Innovation – Management Approach

## Heritage &amp; Culture

## HERITAGE AND CULTURE

GRI 103	Management Approach 2016		
103-1	Explanation of the material topic and its Boundary	95	Heritage & Culture – Management Approach
103-2	The management approach and its components	95	Heritage & Culture – Management Approach
		96-101	Heritage & Culture – Heritage and Culture
103-3	Evaluation of the management approach	95	Heritage & Culture – Management Approach

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**Community**

**COMMUNITY INVESTMENT AND ENGAGEMENT**

<b>GRI 103 Management Approach 2016</b>			
<b>103-1</b>	Explanation of the material topic and its Boundary	<b>104</b>	Community – Management Approach
<b>103-2</b>	The management approach and its components	<b>104</b>	Community – Management Approach
		<b>105-108</b>	Community – Community Investment and Engagement
<b>103-3</b>	Evaluation of the management approach	<b>104</b>	Community – Management Approach
<b>GRI 413 Local Communities 2016</b>			
<b>413-1</b>	Operations with local community engagement, impact assessments, and development programs	<b>31</b>	Ethics and Integrity – Addressing Grievances
		<b>78-82</b>	Design – Sustainable Buildings
		<b>95</b>	Heritage & Culture – Management Approach
		<b>105-108</b>	Community – Community Investment and Engagement We have implemented community engagement programmes in each of our areas of operation.
<b>Real Estate Sector Disclosures</b>			
<b>CRE-1</b>	Building energy intensity	<b>118-121</b>	Progress on Key Sustainability Indicators – Environmental Performance  Intensities reflect consumption within our operations, except for total electricity consumption of property management, which also includes chiller plant electricity consumption for centralised cooling services for tenants.  A further breakdown of electricity consumed is not available, we will consider the feasibility of disclosing such data in the future.



DISCLOSURE NUMBER		RELEVANT CHAPTER(S) OF THIS REPORT OR OTHER REFERENCES/EXPLANATION
CRE-2	Building water intensity	<p>118-121 Progress on Key Sustainability Indicators – Environmental Performance</p> <p>In 2021/2022, 165 buildings included in the reporting scope are managed by the Group. These include 65 commercial (retail and office), 29 industrial, 68 residential properties and three hotels.</p> <p>We monitor the consumption of water in our operations monthly and have used this data to establish our water-related goals and targets.</p>
CRE-3	Greenhouse gas emission intensity	<p>118-121 Progress on Key Sustainability Indicators – Environmental Performance</p> <p>In 2021/2022, 165 buildings included in the reporting scope are managed by the Group. These include 65 commercial (retail and office), 29 industrial, 68 residential properties and three hotels.</p>
CRE-4	Greenhouse gas emissions intensity from new construction and redevelopment activity	<p>117 Progress on Key Sustainability Indicators – Economic Performance</p> <hr/> <p>118-121 Progress on Key Sustainability Indicators – Environmental Performance</p>
CRE-6	Percentage of the organisation operating in verified compliance with an internationally-recognised health and safety management system	<p>70-71 Wellbeing – Occupational Health and Safety</p> <p>We operate under comprehensive health and safety management systems. Some systems are yet to be verified as compliant with internationally recognised standards.</p>
CRE-8	Type and number of sustainability certification, rating and labelling schemes for new construction, management, occupation and redevelopment	<p>78-82 Design – Sustainable Buildings</p>

# SASB Content Index

SASB Standards guide the disclosure of financially material sustainability information by companies to their investors and other stakeholders. Available for 77 industries, the Standards identify the subset of ESG issues most relevant to financial performance in each industry. This year, we are pleased to align our reporting with the SASB Standard for the Real Estate sector for the first time.

## ACCOUNTING METRICS

## DISCLOSURE

### ENERGY MANAGEMENT

<b>IF-RE-130a.1</b>	Energy consumption data coverage as a percentage of total floor area, by property subsector	Property Management: 100%
		Construction Sites: 100% wholly-owned properties
		Hotels: 100%
<b>IF-RE-130a.2</b>	Total energy consumed by portfolio area with data coverage, by property subsector	Property Management: 897,935 GJ
		Construction Sites: 12,086 GJ
		Hotels: 95,280 GJ
	Total energy consumed by percentage grid electricity, by property subsector	Property Management: 99.96%
		Construction Sites: 79.43%
		Hotels: 83.44%
	Total energy consumed by percentage renewable, by property subsector	Property Management: 0.21%
		Construction Sites: 0%
		Hotels: 0%
<b>IF-RE-130a.3</b>	Like-for-like percentage change in energy consumption for the portfolio area with data coverage, by property subsector	Due to the significant expansion in the reporting scope of our greenhouse gas inventory in this Report, the like-for-like percentage changes are expressed in terms of intensity for a more accurate comparison.
		Property Management: -43%
		Construction Sites: -1%
		Hotels: -52%

## ACCOUNTING METRICS

## DISCLOSURE

<b>IF-RE-130a.4</b>	Percentage of eligible portfolio that has an energy rating, by property subsector	Percentage of eligible portfolio that has obtained the Energywise Certificate from the Hong Kong Green Organisation Certification ("HKGOC") at or above the Basic Level:
		Property Management: 31%
		Construction Sites: N/A
		Hotels: N/A
	Percentage of eligible portfolio that is certified to ENERGY STAR®, by property subsector	Not applicable to Hong Kong, Singapore and Sydney
<b>IF-RE-130a.5</b>	Description of how building energy management considerations are integrated into property investment analysis and operational strategy	<p>With a view to reducing carbon footprint, the Group is committed to harnessing technology and implementing initiatives to improve energy efficiency and promote the use of renewable energy in its daily operations. Our Energy Policy <a href="#">↗</a> guides our approach to managing consumption and improving efficiency, including by establishing smart monitoring platforms to optimise building services and installing renewable energy features in both new and existing buildings.</p> <p>We perform technical building assessments to identify opportunities to improve energy efficiency in our portfolio. Measures implemented include the installation of high-efficiency equipment and appliances, automatic meter readings, management system upgrades and replacements, the use of smart technologies and systems commissions or retro-commissioning.</p> <p>During the reporting period, we achieved our goal by reducing our electricity consumption by 39.68% from our 2012 baseline. This year, we also set a new, complementary target to reduce electricity intensity by 30% from our 2018 baseline by 2030. More information can be found in the Energy Consumption and Efficiency <a href="#">↗</a> section this Report.</p>

## WATER MANAGEMENT

<b>IF-RE-140a.1</b>	Water withdrawal data coverage as a percentage of total floor area, by property subsector	Property Management: 100%
		Construction Sites: 100% wholly-owned properties
		Hotels: 100%
	Water withdrawal data coverage as a percentage of floor area in regions with High or Extremely High Baseline Water Stress, by property subsector	According to Version 3.0 of the WRI's Aqueduct Water Risk Atlas tool, none of our operations are currently located in regions with high or extremely high baseline water stress.

## ACCOUNTING METRICS

## DISCLOSURE

<b>IF-RE-140a.2</b>	Total water withdrawn by portfolio area with data coverage, by property subsector	Property Management: 1,188.2 thousand m <sup>3</sup> Construction Sites: 49.9 thousand m <sup>3</sup> Hotels: 242.5 thousand m <sup>3</sup>
	Total water withdrawn by percentage in regions with High or Extremely High Baseline Water Stress, by property subsector	According to Version 3.0 of the WRI's Aqueduct Water Risk Atlas tool, none of our operations are currently located in regions with high or extremely high baseline water stress.
<b>IF-RE-140a.3</b>	Like-for-like percentage change in water withdrawn for portfolio area with data coverage, by property subsector	Due to the significant expansion in the reporting scope of our water-related data in this Report, the like-for-like percentage changes are expressed in terms of intensity for a more accurate comparison.  Property Management: 15% Construction Sites: 51% Hotels: -43%
<b>IF-RE-140a.4</b>	Description of water management risks and discussion of strategies and practices to mitigate those risks	Our Environmental Policy <a href="#">🔗</a> , Green Office Policy <a href="#">🔗</a> , Sustainable Building Guidelines <a href="#">🔗</a> and Sustainable Procurement Policy <a href="#">🔗</a> outline our commitment to utilising precious shared resources, like water, more efficiently across our operations. We monitor the consumption of water in our operations monthly, install water-saving devices and adopt a variety of practices to reduce consumption, including through stakeholder engagement. This includes our operations in water-stressed Singapore. We continue to progress towards our target of reducing water consumption intensity by 20% from our 2018 baseline by 2030, and have achieved a reduction of 12.59% as at 30 June 2022. More information can be found in the Water Consumption and Efficiency <a href="#">🔗</a> section of this Report.

## MANAGEMENT OF TENANT SUSTAINABILITY IMPACTS

<b>IF-RE-410a.1</b>	Percentage of new leases that contain a cost recovery clause for resource efficiency related capital improvements, by property subsector	Currently our lease agreement does not contain a cost recovery clause for resource efficiency related capital improvements.
	Associated leased floor area of new leases that contain a cost recovery clause for resource efficiency related capital improvements, by property subsector	



## ACCOUNTING METRICS

## DISCLOSURE

<b>IF-RE-410a.2</b>	Percentage of tenants that are separately metered or submetered for grid electricity consumption, by property subsector	We are gradually installing sub-meters at more properties to monitor our tenants' electricity and water consumption.
	Percentage of tenants that are separately metered or submetered for water withdrawals, by property subsector	
<b>IF-RE-410a.3</b>	Discussion of approach to measuring, incentivizing, and improving sustainability impacts of tenants	<p>We actively seek opportunities to incorporate sustainability into our tenant relationships and achieve our vision of Creating Better Lifescapes via joint efforts. Key tenant engagement channels include Sino Club <a href="#">🔗</a>, Farm Together <a href="#">🔗</a>, and SPS <a href="#">🔗</a>. During the reporting period, we engaged our tenants on numerous topics including the circular economy <a href="#">🔗</a>, biodiversity <a href="#">🔗</a> and arts and culture <a href="#">🔗</a>.</p> <p>The SPS Green Fit-Out Guide helps our tenants join us on our sustainability journey. The Guide provides recommendations for sustainable choices regarding energy and water, IAQ, construction materials, food waste and more. In addition, our standard lease contracts include ESG-specific recommendations regarding energy management, sustainable procurement, environmental initiatives and more. During the reporting period, we also launched Hong Kong's first Green Mortgage Plan <a href="#">🔗</a> to provide prospective purchasers with paperless and digital mortgage services at designated Sino Land residential projects that have received the BEAM Plus Platinum or Gold rating.</p>

## CLIMATE CHANGE ADAPTATION

<b>IF-RE-450a.1</b>	Area of properties located in 100-year flood zones, by property subsector	Property Management: 901,886 sq. ft.
		Construction Sites: N/A
		Hotels: N/A

## ACCOUNTING METRICS

**IF-RE-450a.2** Description of climate change risk exposure analysis, degree of systematic portfolio exposure, and strategies for mitigating risks

## DISCLOSURE

Guided by our Climate Change Policy [🔗](#), we are committed to identifying the climate-related risks and opportunities affecting our business, assessing the financial implications and responding in line with the three focus areas of our climate-related strategy. We focus on optimising our properties and construction sites for efficiency and climate resilience during construction, managing properties in ways that minimise carbon emissions during operations, and managing resources and inspiring stakeholders to join our efforts through collaboration.

As at 30 June 2022, we achieved our goal by reducing our GHG emissions by 39.68% from our 2012 baseline. We have announced a new target to reduce our Scope 1 and Scope 2 GHG emissions per square metre by 53.1% from the 2018 baseline. This target has been developed with HKUST academics in line with SBTi methodology, which reflects what the latest climate science deems necessary to meet the goals of the Paris Agreement. We are now working with HKUST to incorporate Scope 3 GHG emissions into this target.

This year, we continued to focus our efforts on climate-related risk management. We have engaged an external consultant to evaluate the resilience of over 170 existing and new buildings under different climate scenarios in alignment with recommendations from the TCFD, and we are working to enhance the integration of climate-related risks into our ERM framework.

Our decarbonisation strategy is summarised in our case study, “A Blueprint for a More Sustainable Future” [🔗](#). More information, including a summary of the climate-related risks and opportunities relevant to our business and our steps to address them, can be found in the Climate Resilience and GHG Emissions [🔗](#) and TCFD Recommendations [🔗](#) sections of this Report.

## ACTIVITY METRICS

**IF-RE-000.A** Number of assets, by property subsector

Property Management: 162

Construction Sites: 7

Hotels: 3

**IF-RE-000.B** Leasable floor area, by property subsector

Residential properties are excluded from the calculation of leasable floor area.

Property Management: 11,636,558 sq. ft.

Construction Sites: N/A

Hotels: N/A

**IF-RE-000.C** Percentage of indirectly managed assets, by property subsector

We will consider the feasibility of disclosing the data in the future.

**IF-RE-000.D** Average occupancy rate, by property subsector

Annual Report 2022 [🔗](#)

Please refer to the Business review section in the Annual Report 2022.

# WEF Stakeholder Capitalism Metrics

## CORE METRICS

## RELEVANT CHAPTER(S) OF THIS REPORT OR OTHER REFERENCES/EXPLANATION

### Principles of Governance Metrics

#### GOVERNING PURPOSE

##### Setting purpose

The company's stated purpose, as the expression of the means by which a business proposes solutions to economic, environmental, and social issues. Corporate purpose should create value for all stakeholders, including shareholders.

4-5

Message from the Chairman of the ESG Steering Committee

#### QUALITY OF GOVERNING BODY

##### Governance body composition

Composition of the highest governance body and its committees by: competencies relating to economic, environmental, and social topics; executive or non-executive; independence; tenure on the governance body; number of each individual's other significant positions and commitments, and the nature of the commitments; gender; membership of under-represented social groups; stakeholder representation.

–

Annual Report 2022 [🔗](#)

For more detail, please refer to the Biographical details of Directors & senior management in the Annual Report 2022.

#### STAKEHOLDER ENGAGEMENT

##### Material issues impacting stakeholders

A list of the topics that are material to key stakeholders and the company, how the topics were identified, and how the stakeholders were engaged.

18-20

Defining our Material Topics

#### ETHICAL BEHAVIOUR

##### Anti-corruption

1. Total percentage of governance body members, employees and business partners who have received training on the organization's anti-corruption policies and procedures, broken down by region.
2. (a) Total number and nature of incidents of corruption confirmed during the current year but related to previous years;  
(b) Total number and nature of incidents of corruption confirmed during the current year, related to this year.
3. Discussion of initiatives and stakeholder engagement to improve the broader operating environment and culture, in order to combat corruption.

30-32

Governance – Ethics and Integrity

Employees in all regions are required to confirm their compliance with our Code of Conduct annually. We provide anti-corruption training for our employees, including Executive Directors, in collaboration with the Independent Commission Against Corruption ("ICAC") on an annual basis. Our business partners are required to declare their compliance with our Code of Conduct in the Group Approved Contractors/Suppliers List Policies & Procedures ("GACSL") form. During this reporting period, there were no concluded legal cases of non-compliance with relevant laws and regulations relating to bribery, extortion, fraud, or money laundering brought against the Group.

## CORE METRICS

## RELEVANT CHAPTER(S) OF THIS REPORT OR OTHER REFERENCES/EXPLANATION

### Protected ethics advice and reporting mechanisms

30-32 Governance – Ethics and Integrity

A description of internal and external mechanisms for

1. Seeking advice about ethical and lawful behaviour and organizational integrity;
2. Reporting concerns about unethical or lawful behaviour and organizational integrity.

## RISK AND OPPORTUNITY OVERSIGHT

### Integrating risk and opportunity into business process

– Annual Report 2022 [🔗](#)

Company risk factor and opportunity disclosures that clearly identify the principal material risks and opportunities facing the company specifically (as opposed to generic sector risks), the company appetite in respect of these risks, how these risks and opportunities have moved over time and the response to those changes. These opportunities and risks should integrate material economic, environmental, and social issues, including climate change and data stewardship.

For more detail, please refer to the Risk management report in the Annual Report 2022.

## Planet Metrics

## CLIMATE CHANGE

### Greenhouse Gas (GHG) emissions

118 Progress on Key Sustainability Indicators – Environmental Performance

For all relevant greenhouse gases (e.g. carbon dioxide, methane, nitrous oxide, F-gases etc.), report in metric tonnes of carbon dioxide equivalent (tCO<sub>2</sub>e) GHG Protocol Scope 1 and Scope 2 emissions.

Estimate and report material upstream and downstream (GHG Protocol Scope 3) emissions where appropriate.

### TCFD implementation

128 TCFD Recommendations

Fully implement the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD). If necessary, disclose a timeline of at most three years for full implementation. Disclose whether you have set, or have committed to set, GHG emissions targets that are in line with the goals of the Paris Agreement – to limit global warming to well-below 2°C above pre-industrial levels and pursue efforts to limit warming to 1.5°C – and to achieve net-zero emissions before 2050.

## NATURE LOSS

### Land use and ecological sensitivity

– We will consider the feasibility to track the number and areas of properties that are in or adjacent to protected areas and/or KBA in the future.

Report the number and area (in hectares) of sites owned, leased or managed in or adjacent to protected areas and/or key biodiversity areas (KBA).



**CORE METRICS**

**RELEVANT CHAPTER(S) OF THIS REPORT OR OTHER REFERENCES/EXPLANATION**

**FRESH WATER AVAILABILITY**

**Water consumption and withdrawal in water-stressed areas**

Report for operations where material, mega litres of water withdrawn, mega litres of water consumed and the percentage of each in regions with high or extremely high baseline water stress according to WRI Aqueduct water risk atlas tool.

Estimate and report the same information for the full value chain (upstream and downstream) where appropriate.

– According to Version 3.0 of the WRI's Aqueduct Water Risk Atlas tool, none of our operations are currently located in regions with high or extremely high baseline water stress. We do not collect water consumption and withdrawal data for our upstream value chain (i.e., suppliers). For our downstream value chain (i.e., tenants), no water is consumed or withdrawn in regions with high or extremely high baseline water stress.

**People Metrics**

**DIGNITY AND EQUALITY**

**Diversity and inclusion (%)**

Percentage of employees per employee category, per age group, gender and other indicators of diversity (e.g. ethnicity).

122-124 Progress on Key Sustainability Indicators – Social Performance

**Pay equality**

Ratio of the basic salary and remuneration for each employee category by significant locations of operation for priority areas of equality: women to men; minor to major ethnic groups; and other relevant equality areas.

– We will consider the feasibility of disclosing the data concerning pay equality in the future.

**Wage level (%)**

1. Ratios of standard entry-level wage by gender compared to local minimum wage.
2. Ratio of CEO's total annual compensation to median total annual compensation of all employees (excluding the CEO).

– We will consider the feasibility of disclosing the data concerning wage level in the future.

**Risk for incidents of child, forced or compulsory labour**

An explanation of the operations and suppliers considered to have significant risk for incidents of child labour, forced or compulsory labour. Such risks could emerge in relation to type of operation (such as manufacturing plant) and type of supplier; or countries or geographic areas with operations and suppliers considered at risk.

33 Governance – Sustainable and Ethical Supply Chain

63-68 Wellness – Labour Practices

## CORE METRICS

## RELEVANT CHAPTER(S) OF THIS REPORT OR OTHER REFERENCES/EXPLANATION

HEALTH & WELLBEING	
<b>Health and Safety (%)</b>	125-126 Progress on Key Sustainability Indicators – Social Performance
1. The number and rate of fatalities as a result of work-related injury; high-consequence work-related injuries (excluding fatalities); recordable work-related injuries, main types of work-related injury; and the number of hours worked.	
2. An explanation of how the organization facilitates workers' access to non-occupational medical and healthcare services and the scope of access provided for employees and workers.	63-68 Wellness – Labour Practices
SKILLS FOR THE FUTURE	
<b>Training provided (#)</b>	126 Progress on Key Sustainability Indicators – Social Performance
1. Average hours of training per person that the organization's employees have undertaken during the reporting period, by gender and employee category (total number of trainings provided to employees divided by the number of employees).	
2. Average training and development expenditure per full time employee.	– Average training and development expenditure per full time employee: HK\$243

## Prosperity Metrics

EMPLOYMENT AND WEALTH GENERATION	
<b>Absolute number and rate of employment</b>	122-123 Progress on Key Sustainability Indicators – Social Performance
1. Total number and rate of new employee hires during the reporting period, by age group, gender, other indicators of diversity and region.	
2. Total number and rate of employee turnover during the reporting period, by age group, gender, other indicators of diversity and region.	

**CORE METRICS**

**RELEVANT CHAPTER(S) OF THIS REPORT OR OTHER REFERENCES/EXPLANATION**

**Economic Contribution**


1. Direct economic value generated and distributed (EVG&D) – on an accrual basis, covering the basic components for the organization’s global operations, ideally split out by:
  - a. Revenue
  - b. Operating costs
  - c. Employee wages and benefits
  - d. Payments to providers of capital
  - e. Payments to government
  - f. Community investment
2. Financial assistance received from the government – Total monetary value of financial assistance received by the organization from any government during the reporting period.

117 Progress on Key Sustainability Indicators – Economic Performance

**WEALTH CREATION AND EMPLOYMENT**

**Financial investment contribution disclosure**

1. Total capital expenditures (CapEx) – Depreciation supported by narrative to describe the company’s investment strategy.
2. Share buybacks + Dividend payments supported by narrative to describe the company’s strategy for returns of capital to shareholders.

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For more detail, please refer to Consolidated statement of cash flows and Notes to the consolidated financial statements in the Annual Report 2022.

**INNOVATION IN BETTER PRODUCTS AND SERVICES**

**Total R&D expenses (\$)**

Total costs related to research and development.

– We will consider the feasibility of disclosing the data concerning total R&D expenses in the future.

**COMMUNITY AND SOCIAL VITALITY**

**Total tax paid**

The total global tax borne by the company, including corporate income taxes, property taxes, non-creditable VAT and other sales taxes, employer-paid payroll taxes and other taxes that constitute costs to the company, by category of taxes.

117 Progress on Key Sustainability Indicators – Economic Performance

# Ng Teng Fong Charitable Foundation

The Ng Teng Fong Charitable Foundation was established in 2010 in memory of Mr Ng Teng Fong, the founder of Sino Group in Hong Kong and the Far East Organization in Singapore.

The Ng Teng Fong Charitable Foundation focuses on supporting education, arts and culture, the environment, medical services, heritage and ageing-related initiatives. It pays particular attention to alleviating poverty and supporting disadvantaged groups and social welfare causes. Since its establishment, the Ng Teng Fong Charitable Foundation has donated to various charitable causes across Mainland China, Hong Kong, Singapore and overseas. Highlights of the Foundation's work during this reporting period are shared below.

## Educational Initiatives

### Ng Teng Fong Scholarship

Established by the Ng Teng Fong Charitable Foundation with a HK\$100 million seed fund, the Ng Teng Fong Scholarship was founded in 2015. Over the past seven years, the Scholarship has awarded over HK\$32 million to 6,272 outstanding secondary and university students from less-resourced families in Hong Kong and Mainland China.

In 2021, the Ng Teng Fong Charitable Foundation awarded the Scholarship to 139 outstanding Hong Kong secondary school students from less-resourced families. Each awardee received HK\$5,000.



The Ng Teng Fong Scholarship was awarded to 139 outstanding Hong Kong secondary school students from less-resourced families in 2021.





The Fullerton Hotel Singapore hosted sessions for students from the e-KidsExcel@Nee Soon programme to create artwork at the Fullerton Farm.

### **e-KidsExcel@Nee Soon Programme**

In July 2021, eight students from the e-KidsExcel@Nee Soon programme participated in the first Fullerton Academy sessions at The Fullerton Hotel Singapore, learning how to extract pigment from plants hand-picked from the Fullerton Farm to create their own artwork. Launched by the Ng Teng Fong Charitable Foundation and The Fullerton Hotel Singapore, e-KidsExcel@Nee Soon is a two-year programme providing holistic learning experiences to 110 under-resourced Primary 3 and 4 students. In partnership with Nee Soon Group Representative Constituency and social enterprise, Viva Kids, the programme hosts weekly online tutoring lessons and various extra-curricular activities. The programme held eight coding sessions in December 2021, and six online enrichment sessions per week beginning in January 2022.

### **Partnership with Maximilian Maeder and the Singapore Sailing Federation (“SSF”)**

The Ng Teng Fong Charitable Foundation and Yeo Hiap Seng entered into a three-year partnership with Maximilian Maeder, the 15-year-old Singaporean world champion in kitefoiling, and the SSF, Singapore’s national governing body overseeing sailing activities in Singapore. Sponsorship funds will go towards Max’s expenses for his training, coaching, equipment and personal development. By partnering with Max,

we hope to inspire young people in Singapore and across Asia to maximise their potential through hard work, goal setting and tenacity.

Separately, the Ng Teng Fong Charitable Foundation will donate S\$25,000 a year for three years, or S\$75,000 in total, to the SSF for the coaching, equipment and personal development of kitefoiling sailors in Singapore. The donation will be matched dollar-for-dollar by the One Team Singapore Fund under the auspices of the Ministry of Culture, Community and Youth.

## **Community Initiatives**

### **Helping Hong Kong Youth Appreciate Chinese Arts and Culture**

In June 2022, the Ng Teng Fong Charitable Foundation and the Greater Bay Area Homeland Youth Community Foundation announced “Art Journey for Youth at HKPM” to inspire Hong Kong youth and help them appreciate Chinese arts and culture through an immersive cultural experience at the new Hong Kong Palace Museum. In addition, the Ng Teng Fong Charitable Foundation launched the Beijing-Hong Kong Cultural Appreciation Programme. The Programme will enable 50 local university and college students to travel to the Palace Museum and other historic buildings in Beijing each year to deepen their appreciation of Chinese heritage and foster a sense of identity.



The Ng Teng Fong Charitable Foundation sponsored Vaccination Lucky Draws to help boost the COVID-19 vaccination rate in Hong Kong.

### Wellness Lodge Transitional Homes for the Underprivileged

In April 2022, Sino Group partnered with Pumen Foundation to develop a transitional housing project, “Wellness Lodge”, on a seaside lot in Hong Kong. The project promotes environmental features and wellness in its design and planning while fulfilling the short-term housing needs of the underprivileged, to facilitate a healthy living experience for beneficiary families and their children.

The Ng Teng Fong Charitable Foundation will work with Pumen Foundation when “Wellness Lodge” begins operating and provide HK\$5,000 per academic year to each child of the residents via the Ng Teng Fong Scholarship. In addition, financial support will be offered for Pumen Foundation to organise interest classes and courses for families and their children.

### Phase 1 Vaccination Lucky Draw

We all share a common responsibility for personal and societal health and wellbeing. To encourage the community to reach a high COVID-19 vaccination rate, the Ng Teng Fong Charitable Foundation and Chinese Estates Holdings Limited sponsored prizes including a brand-new apartment at Grand Central as the grand prize for Hong Kong’s Phase 1 Vaccination Lucky Draw. Participation in the lucky draw was overwhelming, with over 2.5 million registrations.

### Phase 2 Vaccination Lucky Draw

To sustain the momentum of the vaccination drive in Hong Kong, the Ng Teng Fong Charitable Foundation sponsored additional prizes in Hong Kong’s Phase 2 Lucky Draw. 20 vaccinated winners aged between 12 and 18 each received a scholarship worth HK\$200,000, while a further 200 vaccinated winners aged 70 or above were presented pre-paid cards with a value of HK\$10,000 each. In addition, the Ng Teng Fong Charitable Foundation supported Hong Kong Community Anti-Coronavirus Link by sponsoring over 50,000 gift packs for elderly residents who were inoculated in public hospitals or COVID-19 Mobile Vaccination Stations, as well as offering health talks and consultation sessions that provide greater understanding about COVID-19 amongst the elderly community.

# Hong Kong Innovation Foundation

The Ng family established the Hong Kong Innovation Foundation as a non-profit organisation in 2018, to support Hong Kong's development as an international innovation and technology hub. The Foundation is committed to building a smart and sustainable future for our city and the world. With the firm belief that innovation and technology will define the future, the Foundation promotes collaboration among industry leaders, innovators, academics and like-minded partners. The Foundation focused on the following key programme during this reporting year.

## Hong Kong Science Fair

The creativity of youth is boundless, and we are confident in their potential. The Hong Kong Innovation Foundation accordingly organised the inaugural Hong Kong Science Fair in June 2022 to encourage schools, teachers, and students to think out of the box. Themed 'Think Big Be Innovative', the Science Fair showcased innovative creations from 120 primary and secondary school teams that express students' original ideas to tackle some of the biggest issues facing society, including problems related to COVID-19 and climate change. The 120 shortlisted teams were chosen from more than 400 project submissions from over 1,200 Primary 4 to Secondary 6 students across 140 Hong Kong schools.



The participating students introduced their creative ideas and innovations to Mrs Kao May Wan, Chairman of Charles K Kao Foundation for Alzheimer's Disease and Ms Nikki Ng, Deputy Chairman of the Hong Kong Innovation Foundation.


Sino Group and the Hong Kong Innovation Foundation collaborated with industry experts to offer assistance and guidance to help students better express their creativity through their works and provide professional advice during the development of their prototypes. The Hong Kong Science Fair judging panel considered works based on their design concepts, creativity, innovation, feasibility and functionality, as well as students' presentation skills and teamwork.



Winners from the Senior Secondary School Division.



# Contact Details

We value your feedback, please share your comments on our sustainability report and performance with us at [sustainability@sino.com](mailto:sustainability@sino.com) .


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