

Hopewell focuses on Sustainability



Sustainability Report
2013/14

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ABOUT THIS REPORT

This Sustainability Report ("Report") demonstrates our commitment to transparency and accountability to our stakeholders. A summary of this Report is incorporated into our Annual Report 2013/14. This Report is available for download at http://www.hopewellholdings.com/eng/hhl_sustainability_report.htm.

Scope of the Report

Our sustainability reporting period follows the financial year 2013/14 (from 1 July 2013 to 30 June 2014). This Report presents our group-wide approach to sustainability and our performance in the economic, environmental and social aspects of our business. It covers the core activities of the Group (including HHL and its key subsidiaries) and its joint venture operations in Hong Kong and Mainland China, involving four business sectors: property investment and development, hospitality, highways and power generation.

How We Report

This Report covers topics and indicators that reflect the most significant economic, environmental and social impacts from our operations, identified by our management and on-going engagement with stakeholders and industry dialogue. Different internal and external stakeholder groups have been engaged to ensure that we are responding to their expectations and concerns.

We use the Global Reporting Initiative (GRI, version 3.1) and The Environmental, Social and Governance (ESG) Reporting Guide from Hong Kong Exchanges and Clearing Limited (HKEx) to benchmark our sustainability reporting. We are pleased to declare that this is a GRI B+ level Report, which has been verified by the Hong Kong Quality Assurance Agency (HKQAA). Performance indicators included in this Report are summarised in the Index Table presented at the end of this Report.

While this Report presents a brief overview of our business and economic performance, full details of these aspects, including corporate governance, regulatory issues and directors' remuneration are presented in our Annual Report 2013/14 (downloadable at http://www.hopewellholdings.com/eng/hhl_annual_interim_reports.htm).

MANAGING DIRECTOR'S MESSAGE



Since our establishment in the 1970s, we have been striving to create shared value by developing and managing building clusters and infrastructure that foster economic development and supporting initiatives that promote sustainability. Our performance demonstrates our continuous efforts to sustain our business growth whilst maintaining longstanding partnerships with stakeholders in the communities where we operate.

We see the importance of running our business in a pragmatic way that meets the bottom line, addresses the needs of our stakeholders and fulfils our environmental responsibility. All our core businesses — properties, highways and power plant — begin with sustainable design and construction and continue during their operations to enhance their environmental efficiency.

In Hong Kong, our success in urban redevelopment is exemplified by our efforts to transform Wan Chai into a unique district with its own distinctive blend of modernism and historical characteristics. With the 200 Queen's Road East Project and Hopewell Centre II site formation works progressing and plans for a refined and enhanced conference hotel development scheme underway, we envisage that this will further strengthen the development of Wan Chai as a vibrant community with better connectivity upon completion of all works in 2018.

True to our role as a corporate pioneer in the use of electric vehicles (EVs), we took solid steps during the year to further promote the use of environment-friendly vehicles. With the support of Government's Pilot Green Transport Fund, we purchased two 45-seater electric coaches which were put into active service in October 2013 as part of our shuttle bus fleet operating between Kowloonbay International Trade & Exhibition Centre ("KITEC") and Kowloon Bay MTR station, replacing two conventional coaches in the process. To facilitate wider adoption of electric taxis by the industry, we installed

new charging stations for free use by electric taxis at Hopewell Centre, KITEC and Panda Place. We also work with notable car manufacturers on providing charging solutions at our premises for their latest EV models.

2014 saw the grand opening of The Metroplex, our wholly-owned and self-operated, state-of-the-art 9 screen cinema complex at KITEC. In line with our commitment to sustainability and community development in the arts and culture, The Metroplex has embarked upon its own course of community development activities. As a brand new entertainment venue, The Metroplex has already established itself as an active promoter of film culture and film education, supporting in particular the development of local films and film talents. Film seminars and community screenings for both educational and charity purposes were well-received by the public.

To promote and uphold a high degree of transparency in our corporate sustainability reporting, we will continue to benchmark our Sustainability Report to the Global Reporting Initiative (GRI) sustainability reporting framework. We will also benchmark our Report to the Environmental, Social and Governance (ESG) Reporting Guide of the Hong Kong Exchanges and Clearing Limited (HKEX).

We are delighted that in recognition of our ongoing commitment to sustainable development, HHL has been selected again by Hang Seng Indexes as a constituent stock of the Hang Seng Corporate Sustainability Index, making us one of the sustainability leaders in Hong Kong. Both HHL and HHI have also been selected as constituent stocks of the Hang Seng Corporate Sustainability Benchmark Index for four consecutive years from 2011 to 2014.

I would like to thank our employees for their outstanding efforts and our stakeholders for providing feedback and support to help us improve. Our Sustainability Report will further elaborate on our work and plans for the future, reflecting our stakeholders' expectations and what is important to us as a responsible corporation.

Our commitment to corporate sustainability guides our business decisions every day. Over the years we have strengthened our effort to build a solid foundation by integrating ESG into our key business practices. Our ultimate goal as we move forward is to sustain our business growth whilst achieving economic, environmental and social development on a long-term basis.

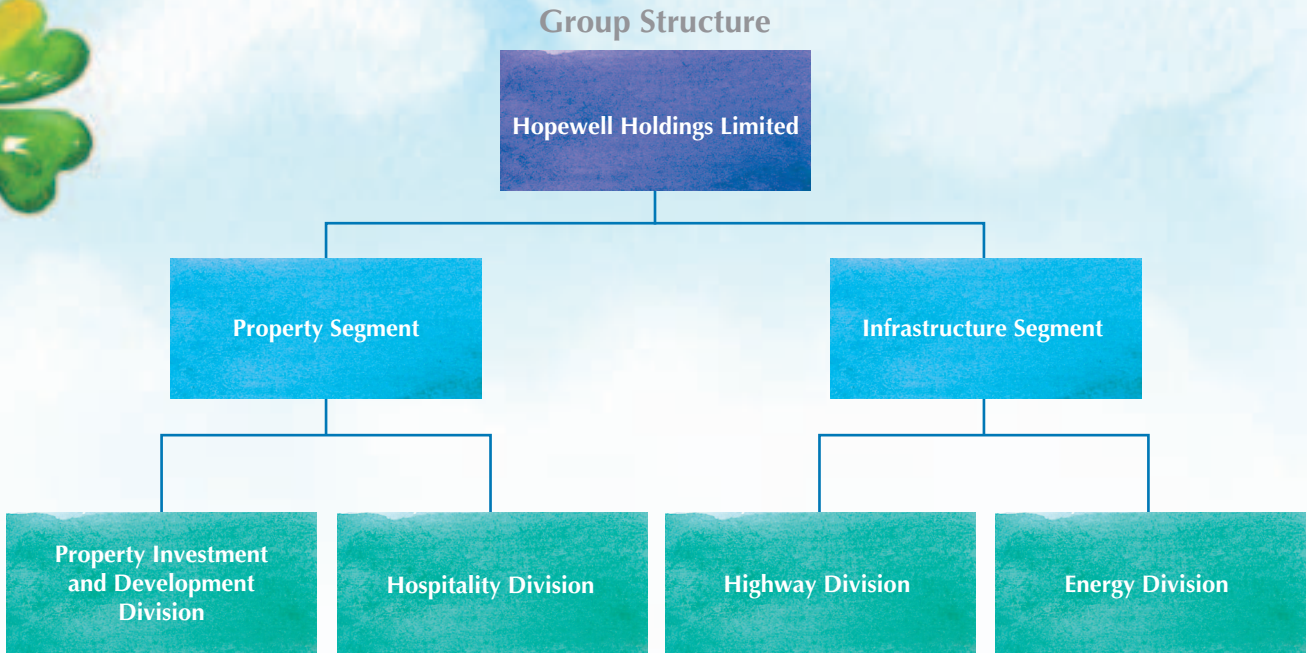
Thomas Jefferson WU

Managing Director, Hopewell Holdings Limited



OUR BUSINESS

Listed on the Main Board of The Stock Exchange of Hong Kong Limited in 1972, Hopewell Holdings Limited (“HHL”) built solid foundation in property and infrastructure sectors in Hong Kong and Pearl River Delta (“PRD”) region of Mainland China for over 40 years.



Property and Hospitality

Our business in the property investment and development division consists of properties for rental and for sale. In the property development process, we participated in project planning, design supervision, tendering, and overseeing the cost and quality control of premises from conception to completion. We also provide a wide range of high-quality facilities management and leasing services to our tenants, customers of our rental properties and owners of sold units in Hong Kong and Mainland China.

Our completed investment properties include a cluster of office buildings, shopping arcade and serviced apartments in Wan Chai with Hopewell Centre as our flagship office building and the cluster of retail outlets under the brand “The East”. Our portfolio also include KITEC, a large office, retail, convention and exhibition complex with a cineplex operated in-house located in Kowloon Bay and Panda Place, a shopping mall located in Tsuen Wan.





Through the years, we have also expanded our foothold in the hospitality business. We developed our first hotel project in the early 1980s and pioneered the “Build-Operate-Transfer” model for the 5-star China Hotel in Guangzhou. In Hong Kong, we currently operate Panda Hotel in Tsuen Wan, which has over 900 guest rooms serving both business and leisure travellers from around the world. We also operate restaurants and catering business at KITEC.

Our current projects under development in Hong Kong include Hopewell Centre II and 200 Queen’s Road East Project, both in Wan Chai. Hopewell Centre II is expected to be one of the largest hotels in Hong Kong with comprehensive conference facilities once completed. Avenue Walk of the residential-cum-commercial project, 200 Queen’s Road East, is targeted for grand opening in the second half of 2015. In Guangzhou, our projects include the on-going residential development of Hopewell New Town in Huadu District and the Liede Integrated Commercial Project in Zhujiangxincheng which, upon completion, will be a mixed-use commercial complex under a long-term operating lease arrangement.

Infrastructure: Highways

The Group has an approximately 68% stake in HHI which focuses on highways development and operation in Mainland China. HHI is listed on the Main Board of The Stock Exchange of Hong Kong Limited and holds interests in four highway projects — the 122.8 km Guangzhou-Shenzhen Superhighway (“GS Superhighway”) and 97.9km Western Delta Route comprising phases I, II and III through joint ventures with Guangdong Provincial Highway Construction Company Limited. Both the GS Superhighway and the entire Western Delta Route are currently in operation.



Infrastructure: Energy

To address the shortage of energy infrastructure in Mainland China, the Group began its power plant operations in the mid-1980s. The Group currently operates, through a joint venture (JV) company, Heyuan Power Plant in Guangdong province, one of the most environmentally efficient coal-fired power plants.



OUR BUSINESS

Our Business at a Glance 2013/14

Core Sector	Current Brands and Projects
Property & Hospitality	Properties for rental in Hong Kong: <ul style="list-style-type: none"> Hopewell Centre (Wan Chai) Kowloonbay International Trade and Exhibition Centre ("KITEC") (Kowloon Bay) QRE Plaza (Wan Chai) GARDENEast serviced apartment (Wan Chai) Wu Chung House retail outlets (Wan Chai) Panda Place (within Panda Hotel in Tsuen Wan)
	Residential properties for sale in Hong Kong and Mainland China: <ul style="list-style-type: none"> Broadwood Twelve (Happy Valley) Hopewell New Town (Huadu, Guangzhou)
	Properties under development in Hong Kong and Mainland China: <ul style="list-style-type: none"> Hopewell Centre II (conference hotel in Wan Chai) 200 Queen's Road East Project (an Urban Renewal Authority redevelopment project in Wan Chai under 50:50 joint venture with Sino Land Company Limited) Hopewell New Town (apartments, townhouses, commercial areas and recreational facilities being developed in phases, in Guangzhou) Liede Integrated Commercial Project (mixed-use commercial complex under a long-term operating lease, in Zhujiangxincheng)
	Hospitality business in Hong Kong: <ul style="list-style-type: none"> Panda Hotel (Tsuen Wan) Xi Shan Chinese Restaurant and "MENU" Restaurant (E-Max of KITEC) Catering services
Infrastructure	Toll expressways in operation in Mainland China: <ul style="list-style-type: none"> Guangzhou-Shenzhen Superhighway Phase I of the Western Delta Route Phase II of the Western Delta Route Phase III of the Western Delta Route
	Power plant in Mainland China: <ul style="list-style-type: none"> Heyuan Power Plant Phase I (2 x 600MW coal-fired power plant) Heyuan Power Plant Phase II (currently studying 2 x 1000MW coal-fired power plant, subject to approval by the People's Republic of China ("PRC") authorities)

Please refer to the Annual Report 2013/14 of HHL for more detailed economic performance of its various business operations, such as occupancy rate, sale and pre-sale results. The Annual Report shows the list of principal subsidiaries and jointly controlled entities under the Group.

Awards in 2013/14

Governance performance:

- HHL was selected as constituent stock of **Hang Seng Corporate Sustainability Index** for two consecutive years, and HHL and HHI were selected as constituent stocks of **Hang Seng Corporate Sustainability Benchmark Index** for four consecutive years
- **Asia's Best CEO (Investor Relations)** for Mr. Thomas Jefferson Wu (Corporate Governance Asia, 4th Asia Excellence Recognition Awards)
- **Best Investor Relations Award** (Corporate Governance Asia, 4th Asian Excellence Recognition Awards)
- **Best CSR Award** (Corporate Governance Asia, 4th Asian Excellence Recognition Awards)
- HHL Sustainability report 2012/13 achieved **GRI B+ standing**

Environmental performance:

- **Green Office Label** (World Green Organisation, Green Office Awards Labelling Scheme (GOALS))
- **Better World Company Label** (United Nations Millennium Development Goals (UNMDG))

Individual premises received the following environmental awards:

- **Gold Award** (Yan Oi Tong Plastic Recycling Partnership Scheme 2013-2014) received by Hopewell Centre
- **Bronze Award** (Yan Oi Tong Plastic Recycling Partnership Scheme 2013-2014) received by Wu Chung House
- **Certificate of Merit** (Hong Kong Council on Smoking and Health, Hong Kong Smoke-Free Leading Company Awards 2013) received by Hopewell Centre, KITEC and Panda Place
- **Progress Award** (Friends of the Earth (HK), Power Smart Contest 2013) received by KITEC
- **Certificate of Appreciation** (Friends of the Earth (HK), Power Smart Contest 2013) received by HHL and KITEC
- **"Class of Excellence" Wastewi\$e Label** (Environmental Campaign Committee (ECC) and Environmental Protection Department (EPD), Hong Kong Awards for Environmental Excellence) — GARDENEast
- **"Class of Good" Wastewi\$e Label** (Environmental Campaign Committee (ECC) and Environmental Protection Department (EPD), Hong Kong Awards for Environmental Excellence) — Hopewell Centre and Panda Place
- **Good Class** (Indoor Air Quality Information Centre, IAQ Certification Scheme for Offices and Public Places) — Hopewell Centre and GARDENEast
- **Silver Certificate** (Water Supplies Department, Quality Water Recognition Scheme for Buildings) — Hopewell Centre, QRE Plaza, GARDENEast and Wu Chung House
- **Blue Certificate** (Water Supplies Department, Quality Water Recognition Scheme for Buildings) — KITEC, Panda Place and Broadwood Twelve

Workplace and social performance:

- **Family-Friendly Employer Award (Corporations Category)** and **Special Mention** (Family Council, Family-Friendly Employers Award Scheme 2013/14)
- **Manpower Developer 1st** (Employees Retraining Board, 5th ERB Manpower Developer Award Scheme)
- **Annual Big Donors — Gold Award** (Hong Kong Red Cross)
- **Award of Merit 2013/2014** (The Community Chest of Hong Kong)
- **Corporate Citizenship Logo (Enterprise Category)** (Hong Kong Productivity Council, The 4th Hong Kong Corporate Citizenship Program)
- **Caring Organisation for Retired Athletes Certificate** (Sports Federation and Olympic Committee of Hong Kong, China, Hong Kong Athletes Career & Education Programme)
- **Certificate of Appreciation of Hong Kong Community Volunteers (Corporate Member)** (Agency for Volunteer Service)
- **Caring Company Logo** (The Hong Kong Council of Social Service)

10 years Plus Caring Company Logo

- Panda Hotel

5 years Plus Caring Company Logo

- Hopewell Holdings Limited
- Hopewell Highway Infrastructure Limited
- Hopewell Property Management Company Limited
- Hopewell Real Estate Agency Limited
- Hopewell Centre Management Limited
- KITEC Management Limited

Caring Company Logo

- Hopewell Property and Facility Management Limited
- GARDENEast Management Limited
- IT Catering and Services Limited
- Panda Place Management Limited

VISION AND FOCUS

At Hopewell, we take an integrated approach to sustainability, incorporating environmental and social considerations into our decision-making and actions. We focus on minimising the impact of our operations on the environment and creating positive impact in the community through our business. In doing so, we are guided by a set of core sustainability values and an effective governance structure.

Our core sustainability values:

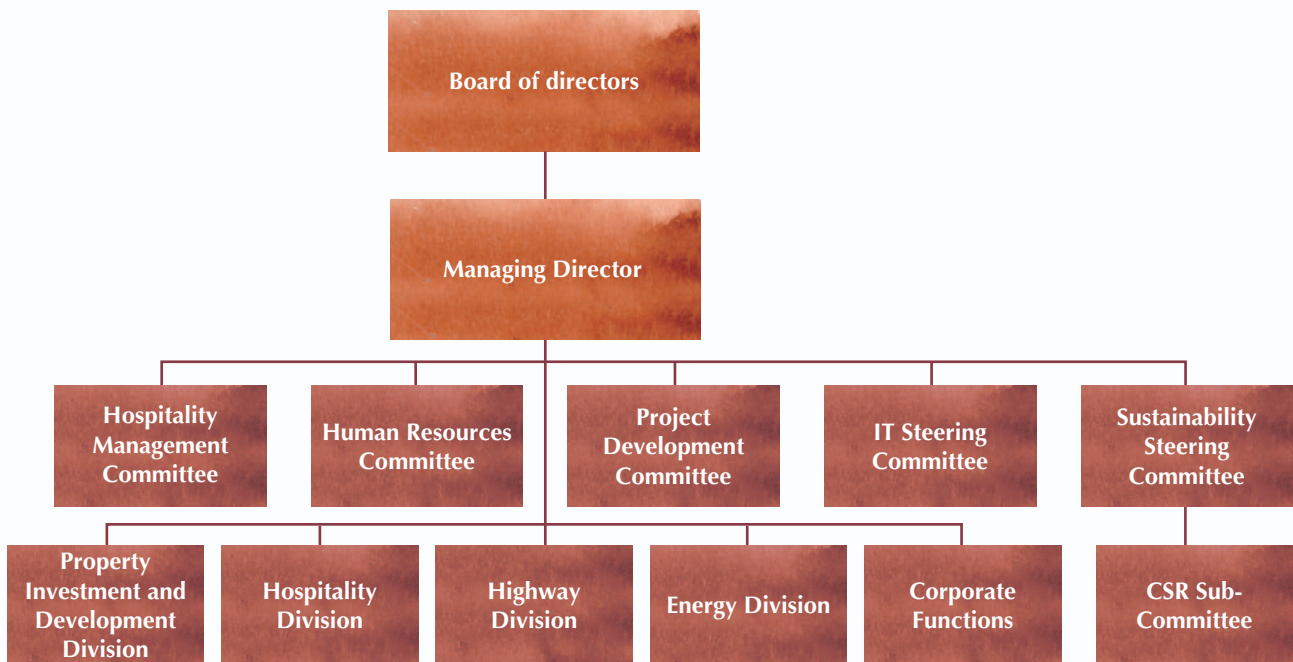
- We regard the promotion of sustainable community growth to be as important as achieving long-term business growth
- We believe a thriving community facilitates our continuing business success
- We consider ongoing communication with our stakeholders as vitally important to upholding the well-being of the community
- We will continue to listen to our stakeholders' views and work together with them to achieve a win-win scenario

We work closely with our employees and other stakeholders in the industry and community on four key areas (1) Environmental Protection, (2) Community Engagement, (3) Youth Development, and (4) Sports, Arts and Culture in order to achieve our sustainability vision — creating shared value. All subsidiaries also follow the group-wide direction and incorporate the relevant market best practices into their operations.

Our Governance Structure

The Group's highest governance body is the Board of Directors ("the Board"), which comprises seven Executive Directors (including the Chairman), two Non-executive Directors and five Independent Non-executive Directors. The position and responsibilities of the Chairman remain separated from those of the Managing Director to ensure that there is a clear division of duties. The Board is responsible for setting the strategic direction and policies of the Group and provides supervision of the management. We have established an Audit Committee and a Remuneration Committee with written terms of reference publicly available online.

Hopewell Holdings Limited





Our risk management processes are supported by all staff and they have the responsibility to evaluate, understand and report risk issues under their areas of responsibility to their superiors. Where appropriate and necessary, mitigation measures and reporting should also be ultimately made to the Executive Directors.

Ensuring Business Integrity

All employees are required to sign the Group-wide Code of Conduct (“Code”) upon employment and comply fully with it during their tenure to keep a high degree of integrity. The Code is our central guide and is written based on our core values; issues covered include bribery, conflicts of interest, relations with suppliers and contractors, investors, customers and consumers. Briefing sessions were organised to explain how it governs the behavior of the organisation.

Relevant policies and mechanisms are detailed in the Employee Handbook provided to staff on their first day at the company and are communicated to employees on our intranet and training whenever applicable.

We issued a Whistleblowing Policy with the purpose of providing a confidential platform for our employees to report on any issues of concern arising in our operation. Briefing sessions on the policy were conducted for employees to understand the procedures. We also continued to organise training on staff integrity briefing, bribery prevention, equal opportunities, customer data and personal data privacy.

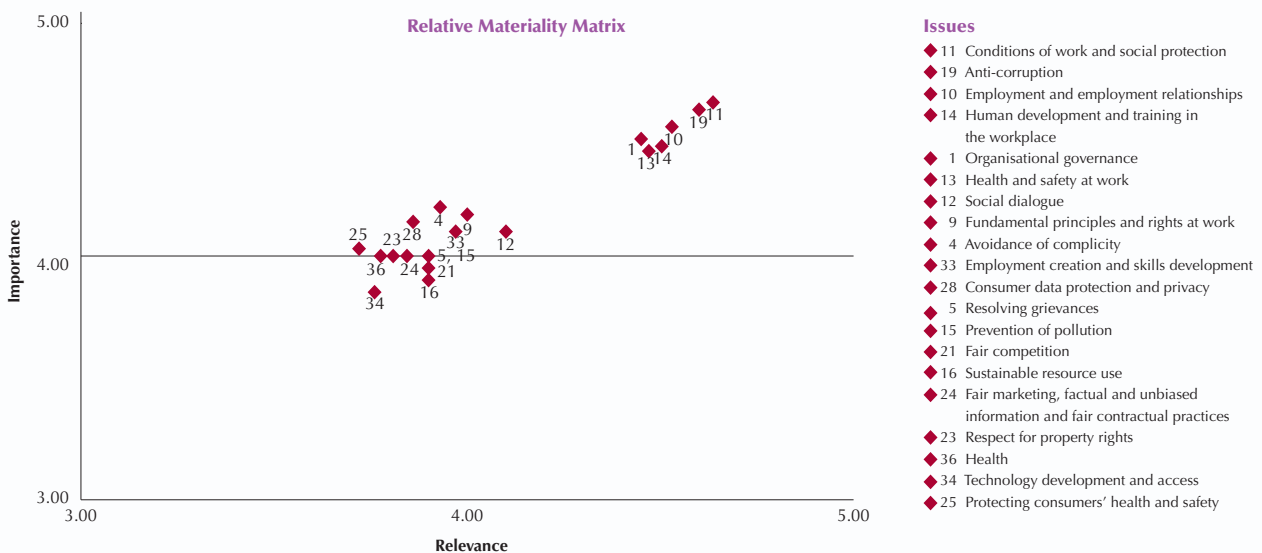


STAKEHOLDER ENGAGEMENT

We value the importance of engaging with stakeholders in formulating our business decisions, managing our business operations, and identifying community needs for our community investment. We seek to develop long-term relationships with our key stakeholders and engage with them through various formal and informal communication channels as well as independent and internal stakeholder exercises. The table below shows how we form the materiality matrix:

	2010/2011	2011/2012	2012/2013
Stakeholder Group	Type of Engagement		
Senior management	Interview		
Institutional investors	Interview		Interview
Tenants	Interview		
NGOs	Interview	Interview	
Employees		Focus group and survey	Interview
Highway users		Interview	Interview
JV partners		Interview	
Wan Chai community members			Interview
Suppliers			Interview

This year, we conducted a comprehensive internal survey on the findings of the materiality matrix we collected from the past three years in order to balance the interest of various stakeholders and fine-tune the direction of our sustainability initiatives. The survey was completed by management from all major business units and corporate functions. The following materiality matrix shows the top 20 sustainability issues that we consider as being of greatest relevance to the Group:



HHL's Corporate Memberships

- Hong Kong Green Building Council
- Hong Kong Corporate Governance Charter
- Real Estate Developers Association of Hong Kong
- Hong Kong General Chamber of Commerce
- The Hong Kong Management Association
- The Canadian Chamber of Commerce
- Chamber of Hong Kong Listed Companies
- Friends of the Earth (HK)
- WWF-Hong Kong
- World Green Organisation

OUR PEOPLE



Our employees are our important asset and the primary force in driving our business growth on a sustainable basis. We advocate cooperation and enable our employees to develop their full potential and contribute their diverse range of skills and experiences. Adequate training programs are offered to assist their personal and professional growth. To promote a healthy, diverse and inclusive working environment, we are committed to provide equality of opportunity by eliminating discrimination, including gender, age, disability, marital status, pregnancy, family status, sexual orientation and race. Employment, promotion, salary review and redeployment are made strictly based on individual performance. The Group's senior management works closely with our partners to ensure that all staff employed at our joint venture operations are treated fairly in accordance with the same high standards applicable within the Group.

To maintain effective internal communication, we have revamped our intranet, embedding it with interactive elements and social media. We announce the latest updates of the Group through our intranet in a timely manner. We also publish staff surveys and evaluation reports on the intranet to enhance employee engagement and provide concise and clear information on health and safety to ensure a safe workplace. Reporting and feedback mechanisms have been put in place and communicated to various business units to allow employees to raise concerns about violations of conduct, workplace human rights issues or personal matters.

We are devoted to creating an engaging workplace for our employees by establishing HH Social Club, a platform for organising volunteer and leisure activities which encourage work-life balance and enhance employee relationship. An Employee Assistance Program (EAP) was setup to offer stress management and wellness-related training as well as counselling services.

OUR PEOPLE

Creating Diverse and Inclusive Working Environment

As an equal opportunity employer, we embrace inclusive employment by recruiting people with disabilities. Since 2013, KITEC hired two employees with disabilities as Ticketing Officer and Customer Service Ambassador at Information Counter. In order to remove barriers at work that disabled people face, we modified the work counter to facilitate the use of wheelchair and provided a mentor to coach the staff on relevant job skills and help them adapt to the working environment. We also organised Equal Opportunities Training Workshop to introduce anti-discrimination ordinances to managerial staff which helped them understand the necessity of treating staff fairly and with dignity and respect.

We were awarded the “Caring Organization for Retired Athletes” by the Hong Kong Athletes Career and Education Programme (HKACEP) of the Sports Federation and Olympic Committee of Hong Kong, China for our on-going support of the program. HKACEP aims to help former athletes find mainstream employment following their retirement from professional sport. We have been recruiting retired athletes since 2008 and this year marked the first time we recruited a retired athlete into our Management Trainee (MT) Programme.



Offering Competitive Employee Benefits

We offer competitive remuneration packages for our employees according to external and internal salary benchmark. Additional financial incentives include share options and share award schemes, as well as discretionary bonuses based on individual and business performance. We also provide other financial benefits, such as transportation allowance and reimbursement of tuition fees for eligible employees. Medical insurance coverage is provided to all employees. All our full-time employees receive retirement benefits following the labour laws in Hong Kong and Mainland China.

A wide range of paid leave provisions are available, including marriage, maternity, compassionate and examination leave. Employees below managerial grade are eligible for leave in compensation for overtime work if with the approval of divisional or department head. The five-day work week arrangement applies to all office staff. Operational staff working at Panda Hotel are given an additional 12 days off a year. All newly-joined employees are briefed on their entitled benefits with external speaker introducing our available Mandatory Provision Fund schemes.

To show our gratitude to the continuous efforts of our employees, we offer Long Serving Employees awards to those who served the Group for a long time. We give all our employees birthday cards and cash vouchers on their birthdays, and offer free tickets to concerts held at KITEC, discount in VIP application of The Metroplex, and discount vouchers for stores within our premises from time to time.

For staff leaving the Group, we conduct exit interviews and gather statistics on staff turnover and recruitment for analysis. By evaluating the data and exit interview findings and submitting monthly report to management, we seek to shape our future strategies on staff retention.

Fostering Employee Development

Education allowance and tuition reimbursement are available to subsidise the employees who pursue continuous learning and education programmes that are relevant to their job. We provide on-the-job training and various training courses and seminars, either conducted in-house or by external experts, to different grades of management, operations and technical staff. We update employees' knowledge on regulations and voluntary codes relevant to the operation and address the importance of integrity and anti-corruption. We equip employees with functional and technical skills and other business-related knowledge to facilitate their daily work and career development. Knowledge on physical and emotional health care was shared with employees to raise awareness.

We have organised MT Programme for eight years providing a structured and effective training programme for young talents. The Programme provides a comprehensive view of the Group's business and equips MTs with the practical skills and knowledge necessary for their career and personal development. They are assigned with mentors, coaches and buddies, who can provide all-round support and regular feedback for MTs in their career planning. MTs will be arranged to conduct site visits to NGOs, such as Life Journey Centre and Food Angel, to learn about NGOs and their implementation of commercial strategies to improve human well-being.

In Mainland China, both the GS Superhighway JV and the West Route JV provided internal training to employees covering business etiquette and industry knowledge to help them maintain high-quality service standard and raise their safety awareness. Apart from inviting external trainers to conduct training sessions, the GS Superhighway JV also organised external training for staff to enhance their skills and knowledge. For the Heyuan Power Plant JV, a variety of training on accident and emergency handling, first aid and safe driving were offered to management and frontline employees. All employees are required to participate in quizzes on safety and fire safety.

Emphasising Health and Safety

We make every effort to maintain a safe and healthy workplace. Training on occupational safety is provided to employees of different business divisions. We also created an Occupational Health and Safety section on our intranet and provided comprehensive operational manuals and guidelines.

Employees who need to enter construction sites are required to have a Construction Industry Safety Training Certificate. This training equips them with knowledge of the latest safety legislation and health safety issues related to construction work. Personal protective equipment is available at the site for our employees and contractors.

We have fire safety measures in place at all our premises. We have been working with the Fire Services Department of HKSAR Government to arrange relevant briefings, fire drills and training of Fire Safety Ambassadors to raise employees' awareness of fire safety. Regular safety inspections and improvement works at our premises were conducted to protect employees, tenants, residents and users of our buildings. Our premises have signed the Workplace Hygiene Charter advocated by the Hong Kong Occupational Safety and Health Council to pledge support for workplace hygiene.

Both the GS Superhighway JV and the West Route JV address the importance of safety and apply the same high standards to employees. We named June 2014 as Safety Operation Month to promote safety awareness, enhance the culture of emphasising operation safety and educate employees on safety operation law and compliance, as well as teach the techniques of handling accidents and emergency cases to strengthen employees' awareness and knowledge of safety.

At Heyuan Power Plant, we continue to encourage the adoption of the global NOSA standard on occupational health and safety risk management. A competition on NOSA knowledge was organised for employees during the Safety Operation Month in June 2014. A written test on fire safety was designed and all power plant employees were required to participate. We invited external experts to conduct a seminar on road safety and driving skills to allow employees to learn more about road safety and safe driving habits. Other training on accident and emergency handling and first aid were also offered to management and frontline employees.

OUR PEOPLE

Advocating Work-Life Balance and Workplace Emotional Wellness

We continued to run the EAP offering counselling services, critical incident management, work-life balance activities and training to all staff to improve their physical and mental health. A 24-hour hotline has been setup to allow employees and their spouses to address personal problems or financial distress in confidence. During the reporting year, seminars and workshops including cancer prevention, healthy eating, traditional Chinese medicine, traditional massage and time management were organised.



The HH Social Club continued to organise volunteer and leisure events for employees to encourage their participation in sporting activities such as football and bowling to maintain their physical wellness. During the reporting year, various interest classes such as photography, makeup, wine tasting and bakery classes were also organised to encourage new interests and build team spirit.

Birthday parties are organised regularly to boost staff morale. A total of 410 employees attended our Christmas Party at KITEC in December 2013. To encourage employee engagement, employee suggestion boxes are installed to receive employee comments on anything related to the company.

In Mainland China, the GS Superhighway JV organised a basketball match with its business partner; while the West Route JV organised a party to celebrate Mid-Autumn Festival.

Strengthening Sustainability Awareness

We organise Corporate Social Responsibility (CSR) activities for employees to participate which give them a hands-on opportunity to support sustainability and recognise the needs of the communities. We regularly engage employees on sustainability issues through activities organised by the HH Social Club, a platform to mobilise our employees in volunteering initiatives. The feedbacks of our employees are obtained after their participation of volunteering activities to improve our directions and arrangements on sustainability.

We issue a certificate of recognition to our employee volunteers for their outstanding contributions. An online forum is created on the intranet to invite volunteers to share their experiences and suggestions. Information on volunteer participation rates of different departments are disclosed to employees.

Objectives of HH Social Club:

- To encourage staff to contribute to the well-being of society
- To share their volunteering experience in community related projects so as to encourage greater participation
- To strengthen their sense of belonging to our Group
- To provide an additional platform for team building



ENVIRONMENTAL PERFORMANCE

Environmental protection is a key focus area for our Group. We integrate environmental considerations in our decision-making process and promote environmental awareness across all our business. We are committed to minimising the environmental impact of our operations and strive to implement various environmental initiatives to reduce wastage and energy consumption. We believe that we can build a better future by our collective efforts towards environmental protection.

We highlight the importance of environmental considerations in the environmental policy of our property and facility management division. Our property management company, Hopewell Property and Facility Management Limited, received ISO 9001:2008 and ISO 14001:2004 Certification from Hong Kong Quality Assurance Agency (HKQAA). We conduct environmental audits internally and verified by a third party to ensure the effectiveness of the system, so that our environmental activities are in line with the standard. Environmental targets are set for our properties in relation to waste reduction, energy savings, reduction of paper, other resource usage and environmental awareness which has been monitored through quarterly reports and regular meetings.

Environmental Highlights in 2013/14:

- Reinforce employee awareness on environmental responsibility
- Promote green transportation
- Enhance energy efficiency
- Conserve biodiversity
- Minimise wastage



Reinforcing Awareness on Environmental Responsibility – Go Green Workplace



Employees are key to carrying out environmental practices. Thus, we launched different green programmes through the Go Green Workplace campaign to reinforce their awareness on environmental responsibility.

Green Partners and their Programmes:

- WWF-Hong Kong Earth Hour 2014
- WWF-Hong Kong Walk For Nature 2013
- WWF-Hong Kong Low-carbon Office Operation Programme (LOOP)
- Green Office Awards Labelling Scheme (GOALS) organised by the World Green Organization (WGO)
- Green Family Day organised by WGO
- Green Efficiency Training Workshop and Green Leadership Workshop organised by WGO
- Friends of the Earth (HK) Power Smart Programme 2013
- Take a Brake Low Carbon Action organised by Friends of the Earth (HK), Green Power and WWF-Hong Kong
- Energy Saving Charter on Indoor Temperature organised by the Environment Bureau and the Electrical and Mechanical Services Department
- Yan Oi Tong Plastic Recycling Partnership Scheme 2013-2014

ENVIRONMENTAL PERFORMANCE



Energy

Climate change is now widely recognised as a major challenge to our environment. Energy consumption plays a significant role in greenhouse gas emissions. Therefore, we actively make an effort to address this challenge by integrating more efficient energy management practices.

1. Promoting the use of electric vehicles

As a pioneer in the use of electric vehicles (EVs), we continue to expand the Group's green car fleet in order to mitigate environmental impact. Our employees are encouraged to use EVs during local and cross-border business trips. Enhancing the efficiency of EV charging stations is also crucial to encouraging the usage of EVs. We have therefore installed more than 40 EV charging stations at the car parks of our commercial and residential buildings as well as two along our highways in Mainland China. To facilitate wider adoption of electric taxis by the industry, we installed new charging stations for free use by electric taxis at Hopewell Centre, KITEC and Panda Place. We also work with notable car manufacturers on providing charging solutions at our premises for their latest EV models.

In October 2013, with the support of Government's Pilot Green Transport Fund, two 45-seater electric coaches were purchased to replace two of the existing conventional shuttle buses servicing between KITEC and Kowloon Bay MTR station. Electric coaches have zero roadside emission which help minimises air pollutants and improve roadside air quality. Fuel cost for the electric coach is only 27% of the conventional diesel coach, which also reduces the operation cost of the coach service.

2. Enhancing energy efficiency by participating in green campaigns

Electricity consumption by the commercial sector always accounts for the most significant contribution to GHG emissions. We try our best to implement more environmentally friendly measures to further reduce electricity consumption.









ENVIRONMENTAL PERFORMANCE





Energy Conservation Initiatives

HHL:

-  Supported and sponsored the Power Smart Contest 2013 organised by Friends of the Earth (HK).
-  Participated in the Low-carbon Office Operation Programme (LOOP) by WWF-Hong Kong and was awarded the LOOP Silver Label which demonstrated our efforts in managing and reducing carbon footprint of our office operations.
-  Recognised as a green office by the Green Office Awards Labelling Scheme (GOALS) by WGO.
-  Supported Earth Hour organised by WWF-Hong Kong for the fourth consecutive year. Six of our commercial and residential buildings switched lights off during the Hour, including Hopewell Centre, QRE Plaza, GARDENEast, Panda Hotel, Panda Place and E-Max. The staff dormitories of Guangzhou-Shenzhen Superhighway and Western Delta Route of HHI organised their own activities to support the Hour aiming to raise employees' awareness on carbon reduction. Apart from the living areas of Dongguan Management office, the lighting of public areas in Bijiang and Ronggui living areas were also turned off for one hour on that night to support energy saving.
-  Hopewell Centre, E-Max and Wu Chung House signed the Energy Saving Charter of the Environment Bureau and maintained the average indoor temperature at office buildings between 24 — 26°C in the summer months from June to September 2014 to conserve energy as one-third of electricity consumed in Hong Kong is used for air conditioning.
-  Participated in the Take a "Brake" Low Carbon Action — Corporate Green Driving Award Scheme organised by Friends of the Earth (HK) for the third year, with the objective of encouraging employees to drive less and adopt green driving habits, as well as to promote low carbon living among non-drivers.

KITEC:

-  KITEC received the Progress Award and Certificate of Appreciation in the Power Smart Contest 2013. 5.5% of electricity reduction was recorded in the contest period (from June to August 2013) compared to the same period in 2012.
-  Signed the Energy Saving Charter of the Environment Bureau and maintained the average indoor temperature between 24 — 26°C during June to September 2014.



ENVIRONMENTAL PERFORMANCE

As a result of various energy conservation initiatives, we recorded a reduction of 2.83% in electricity consumption compared with last year.



3. Investing in energy saving technology

In 2014, our HR and IT departments launched an e-HR platform on our intranet offering the services of e-Payroll and e-Forms. The application and approval processes of business travel and all types of leaves are now completed electronically through the platform. With greater use of digital communication, we can help promote environmental protection while improve workplace efficiency at the same time.

We have implemented different energy saving technologies aiming to enhance our energy efficiencies. At Panda Place, all T5 lighting tubes have been replaced with LED lighting tubes at G/F Atrium in June 2014 and an energy audit was conducted for this replacement. It is estimated that there will be a saving in power consumption by 80% — 84% after the replacement. We have also replaced all spotlights with LED lights in both rooms and public area of GARDENEast to save electricity usage.

In our Highway Infrastructure division, the GS Superhighway replaced all conventional low-mast sodium lamps with LED lights on its 122.8km main alignment. We recorded 46% year-on-year reduction in electricity consumption for the main alignment lighting during this reporting period. The GS Superhighway JV is also testing to refit high-pole lamps with energy-saving lights to further reduce electricity consumption.

4. Systems upgrade

Heyuan Power Plant, one of the most efficient and environmentally responsible coal-fired power plants in Guangdong Province, place comprehensive environmental management guidelines in operations.

This year, Heyuan Power Plant has carried out the following initiatives for Unit 1 of the power generating units:

- Installed the NOx reduction system. The emission level of NOx has been reduced to less than 100mg/m³, further mitigating environmental impacts.
- Completed the Condensate Pump upgrade to enhance energy efficiency.
- Completed the electrostatic precipitation upgrade to reduce energy consumption as well as dust emissions.
- Installed the low temperature economizer to reduce emission of dust.
- Completed the force draft fan and induced fan upgrade to reduce electricity consumption greatly.

ENVIRONMENTAL PERFORMANCE

Water and Air

Water and air are essential elements for all living creatures. It is our prime objective and responsibility to ensure the provision of high standard water and indoor air quality for our building users.

1. Healthy environment for building users: water and indoor air quality

Hopewell Centre, QRE Plaza, Wu Chung House and GARDENEast complied with the standards of the Quality Water Recognition Scheme for Buildings and were awarded Silver Certificates in recognition of our achievements in maintaining the plumbing system properly. Only companies with continuous participation of 3 years or more but less than 5 years can get this certification. KITEC, Panda Place and Broadwood Twelve were awarded Blue Certificates in recognition of our consistent compliance with the prescribed criteria under the Scheme.

We are always concerned with indoor air quality as good indoor air quality safeguards the health of building occupants. Hopewell Centre and GARDENEast received certification that the indoor air quality has fully complied with the Good Class of the Indoor Air Quality Objectives by the Indoor Air Quality (IAQ) Certification Scheme.



2. Mitigating water and noise pollution

We recognise that noise is unavoidable in highway operations. Both JV companies have continued to install more noise barriers along the expressways to further mitigate impact to the residential areas in proximity. The GS Superhighway JV and the West Route JV installed around 1km and 4km of additional noise barriers along expressways respectively. The West Route JV is also planning to install around 0.4km of additional noise barriers in the coming year.

3. Environmental inspection

Heyuan Power Plant implemented measures to ensure compliance with the relevant environmental standards. We invited the environmental inspection unit of Heyuan to carry out monthly noise, wastewater and air pollution monitoring throughout the year and provided us with a monthly report of results. Simultaneously, the environmental inspection division of the Guangdong Province helped us conduct quarterly stack sampling to evaluate the effluent pollutants emitted to the atmosphere. It also conducted environmental audits on our CEMS system. We achieved all the environmental standards required.

ENVIRONMENTAL PERFORMANCE



Biodiversity

1. Integrating green activities to conserve biodiversity

We organised green activities for staff and aim to raise their awareness on biodiversity and other environmental issues. In November 2013 and April 2014, we participated in WWF-Hong Kong Walk for Nature fundraising event and the Hong Kong Tree Planting Day respectively. These activities helped to strengthen staff awareness of the importance of environmental conservation by providing hands-on opportunity to fight against climate change.

2. Serving sustainable seafood

In order to promote sustainability of the oceans, our hotel, restaurants and banquet venues continued to work with WWF-Hong Kong to provide the Ocean Friendly Menu, featuring WWF-Hong Kong's sustainable seafood guidelines at our restaurants and for the wedding menu of Panda Hotel. We also continued to promote shark-free menu option to lower fin consumption at our hospitality outlets.

Waste

We recognise the importance of waste management and thus actively encourage employees to minimise their use of resources and increase recycling of, for instance, paper, plastics, metals, glasses, food and cooking oil, etc. Five of our commercial buildings, including Hopewell Centre, QRE Plaza, KITEC, Wu Chung House and Panda Place, have joined the Programme on Source Separation of Commercial and Industrial Waste organised by EPD while Broadwood

Twelve joined the Programme on Source Separation of Domestic Waste.

Hopewell Centre, KITEC, Panda Place, GARDENEast and Broadwood Twelve continue to participate in the Wastewi\$e Label Programme organised by the Environmental Campaign Committee (ECC) and EPD of the Hong Kong Government. This scheme requires participants to meet a set of requirements and targets in waste reduction, recycling and green purchasing. We achieved the targets set under the programme in 2013-14 and GARDENEast was awarded the "Class of Excellence" Wastewi\$e Label while Hopewell Centre and Panda Place received the "Class of Good" Wastewi\$e Label. This recognises our efforts in demonstrating our commitment to environmental protection and waste reduction.



ENVIRONMENTAL PERFORMANCE

<p>Electronic Waste</p> 	<p>In 2013, we donated 64 pieces of used computer maincases to The Salvation Army Digital Plus. All donated computers will be used in the project “Lai See Appeal Children of Low Income Family Project” which aims at facilitating e-learning among low income families. The programme will be of great benefit to disadvantaged students while minimising waste at the same time. We also worked with our computer recycler on a recycling scheme to dispose of computer equipment after on-site data sanitization process.</p>
<p>Plastic Waste</p> 	<p>We participated in the Yan Oi Tong Plastic Recycling Partnership Scheme 2013-2014 organised by Yan Oi Tong EcoPark Plastic Resources Recycling Centre. Hopewell Centre and Wu Chung House won Gold and Bronze Awards in the categories of Housing Estate and C&I Building respectively as recognition of our continuous efforts in plastic waste recovery and recycling. Hopewell Centre and Wu Chung House have participated in the plastic recycling scheme since 2011 to encourage all employees and tenants to support the recycling of plastics.</p>
<p>Food Waste</p> 	<p>Under the Collection of Food Waste Program, a total of 331,417 litres of food waste were collected at Panda Hotel and our catering units and further processed into animal feed.</p> <p>Panda Hotel and ITC continued to join the food rescue and assistance programme of Food Angel. Panda Hotel actively supported the Food Wise Charter initiated by EPD and the Hong Kong Hotels Association (HKHA).</p> <p>In the cooking oil recycling programme co-organised by Dynamic Progress International Limited and Friends of the Earth (HK), and supported by the Hong Kong Federation of Restaurants & Related Trades, we collected 301 barrels of used cooking oil up until 30 June 2014 and refined into bio-diesels for beneficial use.</p>
<p>Waste Glass</p> 	<p>Panda Hotel has newly joined the Glass Container Recycling Programme for the Hotel Sector supported by EPD and the HKHA. Our Hotel separated used glass containers which would be delivered to proper recycling facilities for further processing. From November 2013 to June 2014, 4,990kg of used bottles have been collected.</p>
<p>Chemical Waste</p> 	<p>We ensure that all chemical waste is properly managed. Hopewell Centre, KITEC, Panda Place, Broadwood Twelve and GARDENEast have registered as “Waste Producer” under the Waste Disposal (Chemical Waste) (General) Regulation at EPD in Hong Kong. Hazardous chemical wastes were transported and treated by licensed waste collectors. At Hopewell Centre, KITEC and Panda Place, a total weight of chemical waste of 25.6 kg, 406.6kg and 800kg were transported and collected by licensed waste collector respectively. Most of them are fluorescent tubes/lamps. No chemical spills happened in our property division during the reporting period.</p>
<p>Waste Water</p> 	<p>Hopewell Centre, Panda Place, Broadwood Twelve and Wu Chung House have obtained the “Waste Water Discharge Licence” by EPD. We ensured that our effluent discharge meet regulatory standards prior to discharging. Our power plant continued to deploy waste water treatment facilities on site to achieve zero waste water discharge.</p>
<p>Festive Waste</p> 	<p>Panda Hotel participated in the Christmas Tree and Chinese New Year Peach Blossom Recycling Programme for the second time in support of the initiatives of the Hong Kong Environment Protection Association. Withered plants were sent to designated collection points to be recycled as organic fertilisers, which were then donated to local schools for planting.</p>

ENVIRONMENTAL PERFORMANCE

Products and Services

1. Integrating environmental considerations in the property division

We take active steps to minimise environmental impact across our businesses and actively support sustainable property development. We incorporate environmental friendly elements in our property business in all phases including design, construction and management. The 200 Queen's Road East Project, a 50:50 joint venture project in Wan Chai with Sino Land Company Limited under Hong Kong's urban renewal plan administered by the Urban Renewal Authority (URA), illustrated the concept of green building. Various sustainable features have been installed in the 200 Queen's Road East Project, including heat-insulating rooftops, energy-efficient lighting systems and water recycling plants. The project also incorporated solar-powered and wind-powered light fittings, electronic sunlight collectors, and daylight dimmers to maximise utilisation of natural resources. In order to minimise the usage of non-renewable energy, demand control ventilation systems, occupancy sensors and solar hot water system have been installed. Grey water recycling and rainwater harvesting facilities were equipped to assist the project's irrigation system, saving around 10% of fresh water required for irrigation and cleaning. Besides, the retail portion will be a tree-lined pedestrian walk equipped with sophisticated shopping and dining options. Over 70,000 sq ft of landscaping area accounts for 83% of the total floor area. The 200 Queen's Road East Project was awarded a Provisional HK-BEAM "Platinum Standard" Certificate.

2. Guest engagement in the hospitality division

Panda Hotel received widespread support from guests by offering the option to change bed sheets on alternate days. In addition, guests are encouraged to adjust their room temperature and to re-use linen and towels.



Panda Hotel participated in the "HopeOneFuture" scheme, a soap recycling programme organised by the University of Hong Kong. We work with the partner to collect, sanitise and recycle partially-used soap from our guest rooms. Those processed soap will be distributed to underprivileged families and schools in developing countries around the world. This scheme can improve sanitation and hygiene in underprivileged regions while simultaneously reducing the environmental impact of discarding large quantities of used guest soap.



CASE STUDY: THE METROPLEX



In 2014, The Metroplex, our wholly owned cinema, opened its doors to the public as a state-of-the-art 9 screen multiplex at the heart of Eastern Kowloon. Located in the iconic KITEC where many major international concerts have debuted for the first time in Hong Kong at the widely popular event venue Star Hall. Utilising the Group's vast experience in operating large scale venues, we hope to bridge the gap between film and music in creating cross-over artistic events and festivals to provide never before seen cross-platform entertainment within one venue.

The Metroplex is a self-operated independent cinema showing a wide range of films from Hollywood blockbusters, international award-winning pictures, film festivals, local, specialty and independent films in its 9 silver screens, the vast array of diverse film content will fit the likes of the most discerning audience. Metro Select, the brand for alternative cinematic entertainment at The Metroplex, aims to bring audiences the best in the world of film entertainment, from the works of master and auteur filmmakers, festival favourites, independent productions, thematic programs, to new and alternative forms of visual entertainment that continues to extend the boundaries of the cinema experience. In order to extend the variety, we contacted more than 27 consulates and cultural organisations to explore more international film festivals to provide high quality art and cultural opportunities for our community.

Promoting Arts & Culture

We make strategic use of our resources and leverage the advantages of our location to make contribution to society. Being located in one of the Group's investment properties KITEC, The Metroplex has the flexibility in organising large scale cross platform entertainment such as film and music festivals, live streaming, concerts & shows, multi-media conferences, and many other events of similar genre. We have supported different local film festivals by providing venue and facilities for their red carpet gala, press conference, media interview, screening, seminars and workshops. By providing a state-of-the-art venue, we hope to attract world-class art events to Hong Kong.



CASE STUDY: THE METROPLEX

Youth Arts Education

We believe supporting youth educational initiatives will help nurture young talents in Hong Kong as well as promote arts and culture. Therefore, we established a student ticket price strategy of “same price all days all shows” to encourage young audiences to build up their cinema-going habit. We also partnered with educational institutes to house film education seminars to existing and prospective film school students. Recognising the importance of encouraging youths to learn more about films from different perspectives, we supported community screenings by sponsoring transportation and venue and the after-show director Q&A session to promote film appreciation to secondary school students. We have also organised cinema tour and cinema management Q&A session for secondary school students, which in turn will help them understand more about the operation of cinema. Through our work, we aim to develop their interest and film arts literacy by sowing the seeds through participation and enjoyment. Positive feedback was received from participants and many students expressed their eagerness to return for movies. We also worked closely with our community partners and sponsored some charity screenings for special need schools, NGOs, and community centres.

Environmental Measures at The Metroplex

We take active steps to minimise the environmental impact of our daily operation. Consideration will be given to the recyclability of materials when selecting supplies for cinema, for instance, the popcorn cup, drink cup, paper napkin, etc. When we select foods or drinks for the candy counter, priority will be given to fair trade products, organic products, and products from local manufacturers. We believe collective efforts can help build a better future, one small step at a time.



CUSTOMERS AND COMMUNITIES



We believe that serving the wider community goes hand in hand with our responsibility to serve our customers. Together with our employees, we aim to build safe, vibrant and connected communities by developing infrastructure that increases safety and efficiency, organising public events to bring people together, and supporting disadvantaged groups through financial and in-kind donations in partnership with NGOs.

We are working towards developing a more systematic way of managing our community involvement initiatives and have established a set of four core sustainability values, including Environment and sustainable communities, Youth development, Sports, Arts and Culture, and Volunteering and community engagement. We always review our community initiatives to ensure that our work can contribute to the communities effectively and we also engage our NGO partners to discuss areas in which we can contribute.

Our priorities for action are:

- Preserving heritage and developing a vibrant Wan Chai district
- Increasing the safety and efficiency of our developing infrastructure for both Hong Kong and Mainland China
- Engaging with the communities where we operate our business
- Partnering with NGOs to provide support to the communities
- Raising the awareness of our employees and communities in environmental and social responsibility

CUSTOMERS AND COMMUNITIES

Revitalising Wan Chai

We aim to contribute to the quality of life of the communities where we serve. Being a pioneer in the urban renewal of Wan Chai, we continue to strengthen community investment efforts in Wan Chai. Our flagship development, Hopewell Centre, is situated in the heart of Wan Chai. “The East”, a significant landmark in Wan Chai, including Hopewell Centre, QRE plaza, GARDENEast, Wu Chung House and the footbridges, has successfully established itself as a renowned business, shopping, lifestyle and dining zone. Our two developing projects, Hopewell Centre II and 200 Queen’s Road East Project, will further transform Wan Chai into a commercial and community friendly hub.

We believe that it is our responsibility to help create thriving and vibrant communities through our developments and activities. Our annual QRE Festival in Wan Chai has become one of the highlight street carnivals recommended by the Hong Kong Tourism Board. Enchanting live performances

and free interactive events are provided at the Open Piazza of Hopewell Centre to celebrate, together with our neighbours, local community and tourists, the charm and harmony of Wan Chai in the unique ambience of “East meets West”. All details have been included in the official website of QRE Festival (<http://www.qre.com.hk/>).

Preserving Heritage

We strive to support the preservation of local heritage in Wan Chai and believe in retaining both historical and contemporary elements in the district. We strengthened efforts on heritage preservation in the 200 Queen’s Road East Project to further stimulate the transformation of Wan Chai into a vibrant district. The ongoing 200 Queen’s Road East Project consists of redevelopment, conservation and revitalisation elements and will feature themed shops, a wedding tradition and culture gallery in the three conserved historical buildings, adding vibrancy to the district.



CUSTOMERS AND COMMUNITIES

Creating Barrier-Free and Convenient Environment

Our properties installed and modified a wide range of facilities to offer convenient access for disabled customers and employees including disabled car parking spaces, wheelchair ramps and tactile indicators, lift and toilets. All latest fitting out and alteration works complied with the relevant barrier-free mandatory requirements set by Buildings Department. We also invited the Hong Kong Federation of the Blind to examine our current barrier-free access facilities and services at the shopping arcade of Hopewell Centre, QRE Plaza, KITEC and Panda Place by conducting mystery shopper visits from September to November in 2013. We reviewed the findings and recommendations given by the Hong Kong Federation of the Blind and are developing improvement plans to upgrade our facilities for disabled visitors.

In addition, E-Max and The Metroplex supported Diamond Cab's barrier-free programme — "Diamond Leisure". This programme shares local and global barrier-free travel and entertainment information, organises regular barrier-free outings with the aim of encouraging families to plan more outdoor trips with wheelchair user, thereby revitalizing the barrier-free environment and culture in Hong Kong. Wheelchair users and their families can experience "barrier-free cinematic journey" with free movie voucher when they ordered barrier-free taxi service and enjoyed meal at KITEC.

Providing Safety and Efficiency

Promoting safety and efficiency for our customers is one of our primary responsibilities. Ensuring fire safety at our premises, food safety of our catering business and traffic safety of road users are all pivotal to the well-being of those using our services.

We regularly assessed the health and safety impacts of our services. Our facilities including lifts and escalators, fire services system, air and water supply were all regularly inspected and maintenance conducted to ensure they were safe in operation. We employed qualified security personnel who have taken both in-house and external training programmes. We placed great emphasis on food safety in our hospitality business. We conducted monthly laboratory tests on high risk food products at Panda Hotel, Xi Shan and MENU to ensure food quality. Panda Hotel received the Quality Tourism Services (QTS) Accreditation administered by the Hong Kong Tourism Board (HKTB) in recognition of our high standards of product quality and service.

In our highway business, various communication channels such as mobile application, corporate website and road signs were used to promote road safety. We continued to maintain smooth traffic flow and high quality service standards as our key priorities. We held "Safety Operation Month 2014" and an annual campaign to raise service standards and maintain customer satisfaction. Emergency drills and a variety of training were provided to strengthen



CUSTOMERS AND COMMUNITIES

our employees' technical knowledge and increase their safety awareness. In order to provide the public with updated traffic conditions along the road, both JV companies shared traffic information through a provincial customer service website (www.02096998.com) and radio broadcasting. The GS Superhighway JV launched a free mobile application in 2012 which provided road users with latest information about road conditions. The iOS version of this application was launched in 2013.

Engaging Our Communities

Public engagement is one of the important steps to improve our performance. We ensure that customers and communities are provided with transparent and reliable information on our projects and policies. It is essential for us to conduct regular customer satisfaction assessment to evaluate our service quality. We actively encourage customers and community members to share their views through a number of channels including customer service hotlines, customer surveys, guest comment cards and social media. We invited our customers to evaluate our quality of service by direct face-to-face interview (Xi Shan and MENU), telephone calls (KITEC), guest comment cards and online feedback form (Panda Hotel). From July 2013 to March 2014, Panda Hotel received 2,035 pieces of online comment and 929 pieces of offline comment. Customer satisfaction survey and tenant interviews were conducted in our property division. Elite Club has been established at Hopewell Centre and KITEC to enhance communication with customers.

In dealing with customer complaints, we investigate and respond to their concerns swiftly and efficiently. At The Metroplex, all cases were well recorded and will be replied to within three working days. At Panda Hotel, all comments or complaints were well recorded and followed up by proper log books and monthly report.

During this reporting period, the GS Superhighway JV and the West Route JV in Mainland China installed around 1-km and 4-km of additional noise barriers along the expressways respectively to mitigate impact to residential areas in the proximity.

Transparent Operations to Consumers

At property sales, all marketing materials and sales arrangements including sales brochures, price lists, payment terms, show flats, registers of transactions and advertisements fully complied with the Residential Properties (First-hand Sales) Ordinance which came into effect in April 2013. We also created a website to provide detailed information on the development of Hopewell Centre II.

After the amendment of the Personal Data (Privacy) Ordinance 2012 came into effect on 1 April 2013, we followed the revised ordinance strictly and will not use customer data in direct marketing or communication without getting prior consent from our customers. Briefing session on the amendment to the Privacy Ordinance was arranged for our staff and related forms have been amended in compliance with the new amendment at Panda Hotel. We have also invited the Office of the Privacy Commissioner for Personal Data to deliver Customer Data & Personal Data Privacy training to our employees.

In Mainland China, our GS Superhighway JV and the West Route JV have set up customer service hotlines. Road users can express queries or complaints through these platforms. We conduct investigations accordingly upon the receipt of complaints and our road users will be notified of the results after verification. Our GS Superhighway JV launched its official website (<http://www.g4gs.cn>) in September 2012. It provides road users with the latest traffic conditions and useful information for trip planning, such as locations of gas stations and service areas.



CUSTOMERS AND COMMUNITIES

Developing Long-Term Partnerships with NGO



Working closely with our NGO partners enable us to better understand the needs of our communities and explore ways to leverage our business strength and resources to contribute to community development. We partner with NGOs according to our core sustainability values to ensure that our investment in the community will create real impact.

Some of the NGOs we have been working with include

- Friends of the Earth (HK)
- Playright Children's Play Association
- St. James' Settlement
- The Community Chest of Hong Kong
- The Hong Kong Outstanding Students' Association
- The Hong Kong Red Cross
- The World Green Organisation
- WWF-Hong Kong

We have been actively participating in social or environmental programmes by providing sponsorship or in-kind support to our NGO partners. Through the "HH Social Club" volunteer team, we motivate and support our employees to contribute to community development by participating in voluntary services. In Mainland China, with our management's support, the JV companies were able to organise and engage staff in a variety of community services, such as environmental protection activities, visiting people in need.

Serving the Community

Our employees participated in a variety of community activities, such as "2013/2014 Hong Kong and Kowloon Walk", "Dress Casual Day 2013" and "Love Teeth Day 2013" organised by the Community Chest of Hong Kong, and "Red Décor Day 2013" organised by the Hong Kong Red Cross. Several large scale volunteering activities have been held to raise the awareness of our employees and communities of social and environmental responsibilities. We care about the needs of the elderly in our community, especially those who live alone or face financial difficulties, and give support to young hospital patients with chronic illness and their families.

Bless Hong Kong: Tuen Ng Volunteer Visit to Elderly



Tuen Ng Volunteer Visit to the elderly has been one of our highlight programmes in collaboration with our community partner for the fourth consecutive year. The Group and St. James' Settlement (SJS) co-organised the visit to singleton elderly in Hong Kong on 24 May 2014. The event was listed as one of the programmes under "Bless Hong Kong" Campaign organised by the Societal Engagement Task Force of the Commission on Poverty which focuses on poverty alleviation and encourages the spirit of mutual help for the underprivileged. Nearly 110 HH Social Club volunteers, our staff members, the Group's senior executives together with their families and friends paid home visits and spread warmth and love to around 130 units of singleton elderly residing in various districts of Hong Kong — Wan Chai, Causeway Bay, North Point, Kwun Tong, Tsuen Wan and Tsing Yi. The total number of beneficiaries in the Tuen Ng Volunteer Visit Program reached 800 this year.

CUSTOMERS AND COMMUNITIES



Full support for the elderly visit

On the event day, HH Social Club volunteers gathered in the morning at the headquarters of SJS to prepare festive gift packs, including gifts, fruits, daily necessities and high-fibre rice dumplings specially prepared by Panda Hotel.

Representatives from SJS also conducted a pre-visit briefing with the team prior to the visits, which equipped volunteers with skills to better communicate with the elderly and identify their needs. Volunteers also learnt the techniques of conducting assessment on home safety for the elderly by observing their living environment during the visit.



Hopewell-Playright Chinese New Year Playday

In partnership with Playright Children's Play Association (Playright), we have been organising the "Hopewell-Playright Playday" since 2012 at Panda Hotel for around 100 young hospital patients aged between 1.5 and 17 years old with chronic illness and their families. These young hospital patients were from Princess Margaret Hospital, Caritas Medical Centre and Pamela Youde Nethersole Eastern Hospital. This year, the "Hopewell-Playright Chinese New Year Playday" was organised with a series of play activities, performances and buffet to celebrate Chinese New Year, with Panda Hotel sponsoring the venue and all drinks. This event was listed as another programme under "Bless Hong Kong" Campaign to implement the concept of "helping those in need, is a blessing in deed".

Around 70 HH Social Club volunteers comprising Hopewell staff, their families and friends and 11 Playright Hospital Play Youth Ambassadors ("Youth Ambassadors") from the Hopewell-sponsored programme — "Advance Play Actions of Hospital Play Youth Ambassadors" worked together to spread festive joy to young patients. We have been sponsoring the Playright's Hospital Play Development Project since 2011. In the "Advance Play Actions of Hospital Play Youth Ambassadors" programme, Youth Ambassadors were able to build confidence and overcome obstacles through helping other young hospital patients.

Celebration filled with endless bliss and love

The Youth Ambassadors designed and managed play zones including Red Couplets and Mandarin Trees Making, Lion Dance, Wishing Trees Village and Catching Fortune and Luck etc. The games were made from recycled materials with Chinese New Year theme which allowed the participants to experience festive joy in an environmentally friendly way.

Participants used their creativity in designing their own Chinese New Year decorations and enjoyed the magic performance of the clown. The event ended on a high note with the distribution of gifts and candies by Panda mascot and God of Wealth which surprised the young hospital patients.

CUSTOMERS AND COMMUNITIES

Care for Our Environment

We play an active role in raising environmental awareness in all aspects of our value chain including employees and the communities we operate in.

Hong Kong Tree Planting Day 2014



We supported the “Hong Kong Tree Planting Day 2014” in April 2014 at Tai Tong in Yuen Long. The event was organised by the Hong Kong Tree Planting Day Organizing Committee and was the largest annual tree planting event in Hong Kong. Apart from being the major sponsor of the event, around 60 HH Social Club members comprising our employees, their families and friends, joined together with members of various government departments, organisations and companies to participate in planting tree seedlings of various species, raising their awareness in environmental protection and providing a hands-on opportunity to build a greener environment.

Coastal Cleanup Challenge 2013



In November 2013, we jointly organised the Coastal Cleanup Challenge with Hong Kong Cleanup at Angler’s Bay in Tsuen Wan. A volunteer team of 140 volunteers from different organisations, including 110 employees and 30 students and teachers from our community partner, Hong Kong Tang King Po College, participated in this event. The volunteers cleaned the beach by collecting around 100 kg and nearly 2,400 pieces of trash in total, including foam, plastics, metal wastes, cigarettes and ink boxes, etc., and left the beach in pristine condition after hours of efforts.

Apart from large scale voluntary services, we also offered in-kind support to community partners including the following:

- We participated in the “Wan Chai Care for the Elderly Project 2014” organised by the Wan Chai Methodist Centre for the Seniors, St. James’ Settlement Wan Chai District Elderly Community Centre, Eastern and Wan Chai District Social Welfare Office, Social Welfare Department, the Community Building Committee of Wan Chai District Council, the Hong Kong East Cluster Community Service of Hospital Authority and Wan Chai District Office. Our employees reached out to seniors in the district and brought gifts and warmth to them.



- We supported Happy Family “Poon Choi” Banquet 2013 organised by Community Building Committee of Wan Chai District Council, St. James’ Settlement and Methodist Centre. Gift packs with some personal care products were sponsored by us to express our care for the community.

CUSTOMERS AND COMMUNITIES



Promoting Arts and Culture

Promoting arts and cultural development is one of our core sustainability values where we organised exhibitions and events as well as sponsored programmes to bring art closer to the community. Examples included:

- Art jamming at the QRE Discovery Walk in Wan Chai
- Sponsorship of Asian Youth Orchestra in support of youth development through classical music training
- The Metroplex has become one of the venues of the Hong Kong International Film Festival and works closely with other organisations to support the development of local film and independent film
- Art Exhibitions organised by The East, including Le French May — Skyart by Thomas Lamadieu and “Egg” stravgant Easter Bonnet Show” at Open Piazza of Hopewell Centre
- “Green Carnival” with around 30 handcrafters and around 20 sessions of workshops at KITEC to support local design and promote green lives
- Donation to Tsuen Wan Festive Lighting Event by Panda Hotel



PROCUREMENT AND SUPPLY CHAIN

We recognise the importance of promoting supply chain sustainability across our operation. We have a management system in place to regularly evaluate supplier performance and ensure that our standards are met.

Properties division:

Our standard contract requires suppliers and contractors to comply with laws and regulations that are relevant to its services and products. Our new and existing contractors and significant suppliers are also required to acknowledge and follow our Environmental and CSR Policy for Contractors/Suppliers and Environmental Guidelines.

Highway division:

All contractors are required to sign a contract to protect labour interests such as ensuring timely payment of wages and Statutory Minimum Wage.

Hospitality division:

We have launched two initiatives — sustainable seafood sourcing practices and Ocean Friendly Menu — that made references to the WWF-Hong Kong sustainable seafood guideline. We do not serve shark fin at the Group's annual dinners and continue to promote shark-free menu option to our customers to lower fin consumption at our banquets. Shark fin consumption this year was 38.5% less than that in the previous reporting year.

Power division:

We have developed long-term partnerships with several coal suppliers in Mainland China who are aligned with our sustainability values — safety. It is a critical issue in the coal mining industry and we take this into account in our coal supplier selection process. Our chosen suppliers are those with consistent records showing a much lower fatality rate per million tonnes of coal than the industrial average in Mainland China (0.288 in 2013).



PROGRESS OF ACTIONS AND SUSTAINABILITY TARGETS

Targets and Actions for 2013/14	Status of Achievement
Property	
<ul style="list-style-type: none"> Strengthen efforts in achieving barrier free access certification <ul style="list-style-type: none"> The current barrier free access facilities and services of Hopewell Centre, QRE Plaza, KITEC and Panda Place will be reviewed by Hong Kong Federation of the Blind. Improvement plans will be developed after the review Conduct energy audits for our commercial buildings Monitor the progress of meeting the environmental targets set in relation to waste reduction, energy savings, reduction of paper, other resource use and raising environmental awareness Strengthen efforts on heritage preservation in Nam Koo Terrace and 200 Queen's Road East Project 	<ul style="list-style-type: none"> HPFM invited Hong Kong Federation of the Blind (香港失明人互聯會, HKFB) to conduct mystery shopper visits at the shopping arcade of Hopewell Centre, QRE Plaza, KITEC and Panda Place, to assess our BFA facilities and services in September-November 2013. <p>The above shopping arcades were rated 5.07 points to 6.3 points, which were ranked as between 2nd to 4th out of the 10 selected shopping arcades of HKFB in 2013.</p> <p>The properties are reviewing the findings and recommendations given by HKFB, and are conducting improvement actions if feasible.</p> Energy audits have been conducted at Hopewell Centre, QRE Plaza, KITEC and Panda Place during 2013-14. Environmental targets set in relation to waste reduction, energy savings, reduction of paper, other resource use and raising environmental awareness have been monitored through quarterly reports and regular meetings. In progress
Hospitality	
<p>Work with property management business units to utilise resources to enhance the Employee Assistance Programme</p> <ul style="list-style-type: none"> Organise social festive activities for NGOs Enhance guest engagement and brand development <ul style="list-style-type: none"> Examine new media Conduct feasibility study on customer relationship management system Continue participating in food donation and waste recycling programmes 	<ul style="list-style-type: none"> Examine new media: Explored new media both in online and offline channels 'Collection of Food Waste Program' by Greeners Action: Food waste is collected and sent to food waste recycle factory every day for further processing into animal feed in order to reduce the amount of waste sent to landfills. Food Angel: Panda Hotel have been donating surplus edible food to a collection and assistance program called 'Food Angel' in which meats, vegetables and other items are prepared to ensure sufficient nourishment for those in need and also help minimise food waste, which helps promote a greener Hong Kong. Table for Two Program: Panda Hotel will donate HK\$2 for particular dish to help supply a healthy school meal for poor students in China and Africa. Glass Recycling Program: Panda Hotel would separate used glass containers which are delivered to proper recycling facilities for processing. The waste glass containers collected would be turned into glass sand, which substitutes natural river sand as an engineering material for the production of paving blocks. From November 2013 to June 2014, over 4,990kg of used bottles have been collected

PROGRESS OF ACTIONS AND SUSTAINABILITY TARGETS

Highways	
<ul style="list-style-type: none"> • Install more noise barriers along the expressways to further mitigate impact to residential areas in the proximity • Carry out improvement works at Taiping and Nantou living areas to provide a better living environment for staff of GS Superhighway JV • Maintaining smooth traffic flow and high quality service standards are our management's top priority. • Provide JV staff members with professional training in business etiquette, dealing with emergency incidents and managing heavy traffic. Internal contests will also be held to enhance service quality and staff morale via positive competition 	<ul style="list-style-type: none"> • The GS Superhighway JV and West Route JV installed around 1km and 4km of additional noise barriers along expressways respectively • Improvement works were carried out at Taiping and Nantou living area including water heating system improvement and interior decorations • Every year in June or July, both JV companies host a month-long campaign which aims at raising service standards and maintaining customer satisfaction. Both JV companies will provide free travel handbooks and emergency drugs to road users during the period. Service consultation points are set up for public enquiries. During the period, skill level contests and operation knowledge tests for toll collection staff were held to increase morale and enhance efficiency and service quality. Both JV companies launched Safety Operation Month 2014 in June this year to enhance knowledge of safety operation law, promote safety operation culture and strengthen safety awareness among staff. The GS Superhighway JV published safety management regulations which were distributed to frontline staff members. The West Route JV also held education learning week and launched safety operation checking activities to enhance skills and safety consciousness among staff. Both JV companies also organised emergency drills to strengthen staff's technical knowledge and safety awareness. The GS Superhighway JV invited a senior trainer of Guangdong Association for Quality to launch a two-day training session in June 2014 to enhance our service standards. The GS Superhighway JV also provided external training for staff to enhance their skills and knowledge. A total of 84 staff members participated in external training in the first half of 2014
Energy	
<p>The Heyuan JV plans to carry out the following initiatives:</p> <ul style="list-style-type: none"> • Install the NOx reduction system for Unit 1 in the second half year of 2013 • Continue to improve the power plant thermal efficiency and coal consumption • Reinforce sense of safety through occupational health and safety training • Strengthen leisure activities for employees for better work-life balance • Organise competitions for staff to enhance their team spirit and sense of belonging • Encourage employee volunteering 	<ul style="list-style-type: none"> • Installed NOx reduction system for Unit 1 in December 2013. • Power plant thermal efficiency increased by 0.02%. • Through fire safety knowledge test, safety & risk management training, safety knowledge test and NOSA knowledge competition were organised for the employees in order to reinforce their sense of safety. Independent Safety Management Department was established. • The Heyuan JV organised a variety of activities/training such as fitness, tennis, hiking, jogging along the Dong River, riding 20 kilometers along the river, driving skills and road safety training, blood donation, articles published in the Shenzhen Energy Group Co., Ltd 's journals, pre-wedding photo activity and photography exhibition to encourage employees' participations and promote better work-life balance. • Various competitions including basketball, badminton, football, karaoke contest, knowledge of NOSA and talent show were organised for staff to enhance their team spirit and sense of belonging. • Encourage employee volunteering such as repairing electrical appliances or computers, free haircut and promoting environmental awareness

PROGRESS OF ACTIONS AND SUSTAINABILITY TARGETS

General	
<ul style="list-style-type: none"> Assess and explore information technology solutions to improve workplace efficiency 	<ul style="list-style-type: none"> To turn technology solutions into business value, improve workplace efficiency and advocate sustainable development in environmental protection, we launched e-HR Service, as follows: <ul style="list-style-type: none"> e-Payslip for monthly payroll (launched in January 2014) e-Forms launched by phase (launched in May 2014) e-Leave system — application and approval for all types of leave (launched in June 2014)
<ul style="list-style-type: none"> Promote and upgrade corporate branding 	<ul style="list-style-type: none"> Management Trainee Program — conduct recruitment talks at universities and recruit from the universities. Provide a 24-month on-the-job rotation training, with different kinds of training workshops and diverse projects to bring a unique experience (employed 3 management trainees from local universities in July 2013) Summer Intern Program — to meet the needs of our expanding business, provide working opportunities for our university students. Also to attract potential talent for Management Trainee Programme (employed 14 students from universities as summer internship during July and August 13)
<ul style="list-style-type: none"> Enhance employee relations and staff engagement 	<ul style="list-style-type: none"> Employee Assistance Program — to help staff relieve stress and anxiety arising from work, family and personal problems so as to support and strengthen the work force and enhance their personal well-being, counselling hotline and various consultation services and staff wellness programme were organised. E.g. “Chinese Medicine — Health and Beauty” workshop, “Eat Smartly” workshop, “Wine Tasting and makeup” workshop, etc. have been organised in this reporting year Birthday Party — organised 5 times in this reporting year. Christmas Party — organised on 24 December 2013 (Total no. of participants: 410) Annual Dinner — organised on 27 February 2014 Employee suggestion boxes are placed
<ul style="list-style-type: none"> Revamp human resource analytical reports to provide timely information for management 	<ul style="list-style-type: none"> FLEX HRIS launched on schedule in Q3 2013, the new system providing up-to-date staff information, with high flexibility to extract information for analysis
<ul style="list-style-type: none"> Acquire and retain talents and high potential staff effectively 	<ul style="list-style-type: none"> Training subsidies are available for employees to broaden their skill sets and knowledge
<ul style="list-style-type: none"> Continue to recruit retired athletes 	<ul style="list-style-type: none"> Recruited a former elite athlete as one of our Management Trainees

PROGRESS OF ACTIONS AND SUSTAINABILITY TARGETS

Areas of Concern	Targets and Actions for 2014/15
Property	<ul style="list-style-type: none"> • Hopewell Centre, KITEC, Panda Place, GARDENEast and Broadwood Twelve will continue to participate in the Wastewi\$e Label Programme organised by ECC and EPD of the Hong Kong Government • Continue recruiting disabled persons at KITEC
Hospitality	<ul style="list-style-type: none"> • Continue exploring new media in both online and offline channels • Continue participating in food donation and waste recycling programmes and explore new green activities and initiatives • Implementation of water-saving device in guestroom's bathroom • Target to replace existing high consumption lighting with LED lighting for energy-saving purpose • Review and improve on The Metroplex membership system • Work with disabled artists to design plastic bottle recycling bins for The Metroplex
Highways	<ul style="list-style-type: none"> • The GS Superhighway JV is testing to refit high-pole lamps with energy-saving lights to further reduce electricity consumption • The West Route JV is planning to install an additional 0.4km of noise barriers along the expressways to further mitigate impact on residential areas in the proximity and to build a badminton stadium in Zhongshan South living area for staff use • Both JV companies will continue to maintain service standards by providing staff members with professional training, internal contests and educational activities
Energy	<p>Heyuan JV plans to implement the following:</p> <ul style="list-style-type: none"> • Carry out related upgrades for the plant to reduce dust emissions • Carry out NOSA audit • Continue to reinforce sense of safety through occupational health and safety training • Continue to encourage employees to participate in leisure activities and promote better work-life balance • Continue to organise competitions for staff to enhance their team spirit and sense of belonging • Continue to encourage employee volunteering
General	<ul style="list-style-type: none"> • Assess and explore information technology solutions to improve workplace efficiency • Promote and upgrade corporate branding • Enhance employee relations and staff engagement • Revamp human resource analytical reports to provide timely information for management • Arrange training on Compliance and Corporate Governance

ECONOMIC PERFORMANCE TABLE

	2011/12 (HK\$ million)	2012/13 (HK\$ million)	2013/14 (HK\$ million)
Revenue⁽¹⁾			
Property letting, agency and management	707	798	890
Hotel, restaurants and catering operation	461	462	454
Property development	1,267	1,009	749
Toll road investment	2,386	2,244	2,419
Power plant	1,493	1,378	1,233
Treasury income	246	257	247
	6,560	6,148	5,992
Earnings before interest and tax ("EBIT")⁽¹⁾			
Property letting, agency and management	445	509	556
Hotel, restaurants and catering operation	130	145	127
Property development	335	222	299
Toll road investment	1,036	749	667
Power plant	86	146	153
Treasury income	246	257	247
Others	-142	-127	-129
Land conversion gain of Hopewell Centre II	-	2,249	-
EBIT	2,136	4,150	1,920
Operating cost ⁽²⁾	718	685	883
Employee wages and benefits ⁽³⁾	403	416	443
Payment to providers of capital ⁽⁴⁾	1,387	1,342	1,057
Government Tax	365	295	329
HK Profits Tax	65	72	61
PRC taxation	263	195	229
Deferred tax	37	28	39
Charitable donations	2	1	1

Notes:

- ⁽¹⁾ Please refer to Management Discussion and Analysis section of the Annual Report 2013/14 for definitions of Revenue and EBIT above, and reconciliation with Consolidated Statement of Profit or Loss and Other Comprehensive Income
- ⁽²⁾ Includes cost of sales and services, selling and distribution costs, administrative expenses, but excludes staff costs and charitable donations
- ⁽³⁾ Represents staff costs disclosed in the Annual Report, including directors' emoluments
- ⁽⁴⁾ Represents dividends recognised as distribution during the year plus finance costs

ENVIRONMENTAL PERFORMANCE TABLES

Property and Hospitality Division

Indicator	Unit	2011/12	2012/13	2013/14
Energy use				
Purchased electricity	MWh	58,380	58,646	56,986
	GJ	210,168	211,126	205,148
Industrial diesel	Litres	1,821	1,265	1,519
	GJ	70	49	58
Diesel oil	Litres	239,606	220,525	171,818
	GJ	8,592	7,908	6,161
Petrol	Litres	23,023	24,380	19,938
	GJ	741	785	642
Town gas	GJ	22,637	19,779	20,527
CO₂e emissions				
Direct CO ₂ e emissions	Tonnes	1,509	2,694	2,116
Electricity indirect CO ₂ e emissions	Tonnes	35,873	36,590	38,819
Other indirect CO ₂ e emissions	Tonnes	555	291	290
Waste disposal⁽¹⁾				
Construction waste	Tonnes	3,312	2,460	4,150
Commercial waste	Tonnes	204,404	9,209	132,128
Waste recycled⁽²⁾				
Paper	Kg	218,319	203,793	208,662
Plastic	Tonnes	2.20	3.54	5.79
Metals	Tonnes	0.50	0.59	0.47
Food ⁽³⁾	Litres	412,650	347,939	331,417
Used cooking oil	Barrels	478	29	301
Water				
Fresh water used ⁽⁴⁾	m ³	392,791	395,019	395,780
Reused water	m ³	2,266	1,887	728
Materials used				
Paper	Ream	11,002	10,277	9,538
	Kg	27,448	25,150	23,831

⁽¹⁾ For 2011/12, the waste disposal data of construction waste and commercial waste of Hopewell Centre covered October 2011 to June 2012. The figure of commercial waste disposal of Hopewell Centre is in accordance with the daily average waste collected times no. of days in a year.

⁽²⁾ For 2011/12, the recycling data of paper, plastic and metals of Hopewell Centre covered October 2011 to June 2012, whereas that of Broadwood Twelve covered August 2011 to May 2012. For 2013/14, the recycling data of plastic of Hopewell Centre covered July 2013 to May 2014. The recycling data of paper, plastic and metals of Broadwood Twelve covered January 2014 to June 2014.

⁽³⁾ The figure of food waste recycled of Panda Hotel is in accordance with the daily average food recycled times no. of days in a year.

⁽⁴⁾ For 2011/12, the fresh water used of Broadwood Twelve covered 1 July 2011 to 24 May 2012, whereas for 2012/13 covered 1 July 2012 to 22 May 2013 and for 2013/14 covered 1 July 2013 to 29 May 2014.

ENVIRONMENTAL PERFORMANCE TABLES

Highway Division

Indicator	Unit	2011/12			2012/13			2013/14		
		GS Superhighway JV	West Route JV	Total	GS Superhighway JV	West Route JV	Total	GS Superhighway JV	West Route JV	Total
Energy use										
Purchased electricity (non-renewable)	MWh	28,082	4,378	32,460	24,038	6,143	30,181	21,702	10,206 ⁽⁴⁾	31,908
	GJ	101,095	15,761	116,856	86,537	20,272	106,809	78,127	36,742	114,869
Renewable energy ⁽¹⁾	MWh	–	13.49	13.49	–	11.65	11.65	–	12.87	12.87
	GJ	–	48.56	48.56	–	41.94	41.94	–	46.33	46.33
Diesel	Litres	370,364	23,975	394,339	476,192	13,505	489,697	439,872	23,110	462,982
	GJ	13,281	860	14,141	17,076	484	17,561	15,774	829	16,603
Petrol	Litres	559,345	164,903	724,248	545,920	254,963	800,883	509,007	275,949	784,956
	GJ	18,000	5,307	23,306	17,568	8,205	25,772	16,380	8,880	25,260
CO₂e emissions⁽²⁾										
Direct CO ₂ e emissions	Tonnes	2,541	513	3,054	2,798	728	3,526	2,598	811	3,409
Electricity indirect CO ₂ e emissions	Tonnes	27,414	4,274	31,687	22,461	5,740	28,201	20,015	9,413	29,429
Water										
Fresh water used	m ³	495,624	96,346	591,970	479,912	89,306	569,218	392,869	125,940 ⁽⁴⁾	518,809
Materials used⁽³⁾										
Cement	Tonnes	361,969	314,776	676,745	16,973	81,391	98,364	17,494	186	17,680
Steel	Tonnes	13,200	77,606	90,806	2,238	5,777	8,015	4,557	1	4,558
Steel strand	Tonnes	701	6,560	7,261	21	42	63	86	0	86
Bitumen	m ³	33,240	0	33,240	7,356	25,557	32,913	9,122	0	9,122

Notes:

- ⁽¹⁾ Estimated data based on the energy consumption of 21 surveillance cameras powered by micro wind and solar power on the Western Delta Route.
- ⁽²⁾ Calculation based on the purchased electricity figures applying the default Mainland China Southern Grid emission factor of 922.3gCo₂/kWh.
- ⁽³⁾ Include the consumption of materials for repair and maintenance work in the GS Superhighway and the Western Delta Route.
- ⁽⁴⁾ Data in April, May and June 2014 at some toll stations were estimated based on monthly average usage from July 2013 to March 2014.



ENVIRONMENTAL PERFORMANCE TABLES

Energy Division

Indicator	Unit	2011/12	2012/13	2013/14
Operation				
Electricity sent out	GWh	6,995	6,237	5,535
	TJ	25,183	22,452	19,927
Own electricity consumption	GWh	422	395	350
	TJ	1,519	1,420	1,260
Coal consumed	TJ	63,360	56,607	50,243
Oil consumed	TJ	7.9	7.3	7.2
Thermal efficiency	%	42.2	42.2	42.2
Availability factor	%	87.3	90.7	85.5
Air emissions				
Direct CO ₂ e emissions ⁽¹⁾	kT	5,562	4,969	4,411
Indirect CO ₂ e emissions ⁽²⁾	kT	0.59	0.55	0.53
Power plant emission factor (Intensity)	tCO ₂ /GWh	790.73	792.23	792.42
SO ₂ ⁽³⁾	kT	2.57	1.93	1.35
NO _x ⁽³⁾	kT	7.91	6.09	2.25
Dust particles ⁽³⁾	kT	0.73	0.41	0.41
Waste produced				
Pulverized Fuel Ash (PFA)	kT	297.19	242.44	256.93
Gypsum	kT	71.89	78.20	53.30
Slag	kT	24.05	19.61	20.86
Crystalline Salt	kT	0.50	0.58	0.66
Pebble Coal	kT	4.28	4.24	5.95
Mud/Sludge	kT	7.046	5.49	5.80
Waste recycled/reused				
Pulverized Fuel Ash (PFA)	kT	297.19	242.44	256.93
Gypsum	kT	71.89	78.20	53.30
Slag	kT	24.05	19.61	20.86
Crystalline Salt	kT	0.50	0.58	0.66
Pebble Coal	kT	4.28	4.24	5.95
Mud/Sludge	kT	7.05	5.49	5.80
Water				
Fresh water used	kT	12,958	11,809	11,117
Reused/Recycled Water	%	100	100	100
Wastewater discharged	%	0	0	0

⁽¹⁾ Calculations based on the 2006 IPCC Guidelines for National Greenhouse Inventories. Emission source included is the coal consumed. Emission factors used are CO₂: 87.3tCO₂/TJ, CH₄: 0.001tCO₂/TJ, N₂O: 0.0015tCO₂/TJ.

⁽²⁾ Includes emissions related to transportation in the plant area.

⁽³⁾ SO₂, NO_x and dust particles data derived from plant emissions monitoring system.

SOCIAL PERFORMANCE TABLE

Indicator	Unit	The Group ⁽¹⁾			West Route JV ⁽²⁾			GS Superhighway JV ⁽³⁾			Heyuan Power Plant JV ⁽⁴⁾		
		2011/12	2012/13	2013/14	2011/12	2012/13	2013/14	2011/12	2012/13	2013/14	2011/12	2012/13	2013/14
Total Full-time Workforce⁽⁵⁾													
by Location	no.												
Hong Kong		1,189	1,163	1,186	2	2	2	3	3	3	0	0	0
Mainland China		194	209	225	686	960	949	2,648	2,578	2,581	258	266	268
Total HK and China Employees⁽⁶⁾		1,383	1,372	1,411	688	962	951⁽⁷⁾	2,651	2,581	2,584⁽⁸⁾	258	266	268
by Gender	%												
Female		39.48	40.7	41.18	40.41	37.63	39.12	39.91	39.36	39.09	10.08	11.28	10.45
Male		60.52	59.3	58.82	59.59	62.37	60.88	60.09	60.64	60.91	89.92	88.72	89.55
by Age Group	%												
Under 30 years old		23.79	21.94	20.77	71.95	74.95	72.34	55.90	53.08	52.09	53.88	51.13	39.18
30-50 years old		58.13	56.41	58.54	26.16	23.18	25.66	42.32	44.87	45.47	44.19	45.86	55.97
Over 50 years old		18.08	21.65	20.69	1.89	1.87	2.00	1.77	2.05	2.44	1.94	3.01	4.85
by Employment Category	%												
Senior Management	no. (%)	16 (1.17)	16 (1.17)	14 (0.99)	8 (1.16)	7 (0.73)	8 (0.84)	10 (0.38)	8 (0.31)	9 (0.35)	5 (1.94)	9 (3.38)	9 (3.36)
Managerial		179 (12.94)	186 (13.56)	197 (13.96)	22 (3.20)	19 (1.98)	18 (1.89)	28 (1.06)	31 (1.20)	34 (1.32)	24 (9.3)	21 (7.89)	31 (11.57)
General		1,188 (85.90)	1,170 (85.28)	1,200 (85.05)	658 (95.64)	936 (97.30)	925 (97.27)	2,613 (98.57)	2,542 (98.49)	2,541 (98.34)	229 (88.76)	236 (88.72)	228 (85.07)
Minority groups within workforce	%	0.51	6	0.71	0	1.56	2.10	1.85	1.86	1.86	3.1	3.01	2.99
Governance Bodies⁽⁹⁾⁽¹⁰⁾⁽¹¹⁾⁽¹²⁾													
by Gender	no.												
Female		1	1	1	0	0	0	1	1	1	1	1	1
Male		15	15	13	8	8	8	9	9	9	6	6	6
By Age Group	no.												
Under 30 years		0	0	0	0	0	0	0	0	0	0	0	0
30-50 years old		4	4	2	6	6	6	6	5	5	6	6	5
Over 50 years old		12	12	12	2	2	2	4	5	5	1	1	2
Employee turnover rate⁽¹³⁾	no. (%)	268 (19.38)	387 (28.21)	461 (32.67)	111 (16.13)	151 (15.70)	180 (18.93)	427 (16.11)	509 (19.72)	341 (13.20)	5 (1.94)	8 (3.01)	12 (4.48)
by Gender	no. (%)												
Female		98 (7.09)	130 (9.48)	156 (11.06)	41 (5.96)	72 (7.48)	71 (7.47)	191 (7.20)	258 (10)	163 (6.31)	0 (0)	1 (0.38)	3 (1.12)
Male		170 (12.29)	257 (18.73)	305 (21.62)	70 (10.17)	79 (8.21)	109 (11.46)	236 (8.90)	251 (9.72)	178 (6.89)	5 (1.94)	7 (2.63)	9 (3.36)
by Age Group	no. (%)												
Under 30 years		112 (8.10)	161 (11.73)	193 (13.68)	N/A	136 (14.14)	158 (16.61)	362 (13.66)	426 (16.51)	273 (10.57)	4 (1.55)	2 (0.75)	5 (1.87)
30-50 years old		128 (9.26)	175 (12.76)	206 (14.60)	N/A	14 (1.46)	22 (2.31)	65 (2.54)	78 (3.02)	60 (2.32)	1 (0.39)	6 (2.26)	7 (2.61)
Over 50 years old		28 (2.02)	51 (3.72)	62 (4.39)	N/A	1 (0.10)	0 (0)	0 (0)	5 (0.19)	8 (0.31)	0 (0)	0 (0)	0 (0)
New Employee	no.												
No. of new employee		454	471	551	103	444	171	280	440	344	18	16	15
Rates of new employee hire ⁽¹⁴⁾	%	32.83	34.33	39.05	14.97	46.15	17.98	10.56	17.05	13.31	6.98	6.02	5.6
Employees covered under collective bargaining agreement	%	N/A	N/A	N/A	100	100	100	100	100	100	100	100	100
Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements.	no.	1 month	1 month	1 month	1 month	1 month	1 month	1 month	1 month	1 month	1 month	1 month	1 month

SOCIAL PERFORMANCE TABLE

Indicator	Unit	The Group ⁽¹⁾			West Route JV ⁽²⁾			GS Superhighway JV ⁽³⁾			Heyuan Power Plant JV ⁽⁴⁾		
		2011/12	2012/13	2013/14	2011/12	2012/13	2013/14	2011/12	2012/13	2013/14	2011/12	2012/13	2013/14
Occupational Injuries													
by Region	no.												
Hong Kong		44	33	24	0	0	0	0	0	0	0	0	0
Mainland China		0	0	0	0	2	1	5	10	8	0	1	0
by Gender	no.												
Female		21	12	10	0	1	1	1	1	2	0	0	0
Male		23	21	14	0	1	0	4	9	6	0	1	0
Lost Days due to Injuries	Days	470.5	558.5	329.5	0	67	18	N/A	N/A	N/A	0	67	0
Work-Related Fatalities	no.	0	0	0	0	0	0	0	1	0	0	0	0
Rate of injury per 1000 employees⁽⁵⁾	%	31.81	24.05	17.01	0	2.08	1.05	1.89	3.87	3.10	0	3.76	0.00
Employees receiving regular performance reviews	%	100	100	100	100	100	100	100	100	100	100	100	100

⁽¹⁾ The Group includes HHI management employees, which HHL, the parent company, holds a 68.11% stake in as at 30 June 2014, and other subsidiaries under the control of the parent company.

⁽²⁾ The Group has 34% stake in West Route JV through HHI.

⁽³⁾ The Group has 32.64% stake in GS Superhighway JV through HHI.

⁽⁴⁾ The Group accounted for 35% stake of the Heyuan Power Plant through a joint venture with Shenzhen Energy Group Company Limited.

⁽⁵⁾ The Group has only 38 part-time employees, 37 in Hong Kong and 1 in Mainland China, and all these part time employees are not included in the above Table.

⁽⁶⁾ No part-time employees have been hired by the three joint venture companies in Mainland China.

⁽⁷⁾ Two HHI employees also counted as employees of West Route TV.

⁽⁸⁾ Three HHI employees also counted as employees of GS Superhighway JV.

⁽⁹⁾ The Group Board's of Directors is the highest governance body. Separate Boards of Directors govern the joint venture companies in Mainland China.

⁽¹⁰⁾ Two HHL directors were on the board of GZW JV, including the Managing Director of HHL and HHI.

⁽¹¹⁾ Three HHL directors were on the board of GS JV, including the Managing Director and Chairman of HHL and HHI.

⁽¹²⁾ Three HHL directors and management were on the board of Heyuan Power Plant JV.

⁽¹³⁾ Employee turnover rate was calculated as: Total no. of employees who leave the organisation voluntarily or due to dismissal, retirement, or death in service divided by total workforce during the reporting year.

⁽¹⁴⁾ Rates of New Employee Hire was calculated as: Total new employees divided by Total workforce.

⁽¹⁵⁾ Rate of occupational injury was calculated according to the definition adopted by the Labour Department of Hong Kong government, i.e., Total number of occupational injuries per year/Total employment size X 1,000 employees=number of injuries per 1,000 employee during the reporting year.



VERIFICATION STATEMENTS



Statement GRI Application Level Check

GRI hereby states that **Hopewell Holdings** has presented its report "Hopewell focuses on Sustainability" (2014) to GRI's Report Services which have concluded that the report fulfills the requirement of Application Level B+.

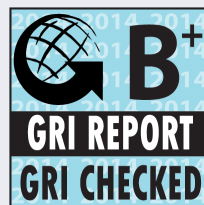
GRI Application Levels communicate the extent to which the content of the G3.1 Guidelines has been used in the submitted sustainability reporting. The Check confirms that the required set and number of disclosures for that Application Level have been addressed in the reporting and that the GRI Content Index demonstrates a valid representation of the required disclosures, as described in the GRI G3.1 Guidelines. For methodology, see www.globalreporting.org/SiteCollectionDocuments/ALC-Methodology.pdf

Application Levels do not provide an opinion on the sustainability performance of the reporter nor the quality of the information in the report.

Amsterdam, 10 September 2014

A handwritten signature in black ink, appearing to read "Ásthildur Hjaltadóttir".

Ásthildur Hjaltadóttir
Director Services
Global Reporting Initiative



The "+" has been added to this Application Level because **Hopewell Holdings** has submitted (part of) this report for external assurance. GRI accepts the reporter's own criteria for choosing the relevant assurance provider.

The Global Reporting Initiative (GRI) is a network-based organization that has pioneered the development of the world's most widely used sustainability reporting framework and is committed to its continuous improvement and application worldwide. The GRI Guidelines set out the principles and indicators that organizations can use to measure and report their economic, environmental, and social performance. www.globalreporting.org

Disclaimer: Where the relevant sustainability reporting includes external links, including to audio visual material, this statement only concerns material submitted to GRI at the time of the Check on 01 September 2014. GRI explicitly excludes the statement being applied to any later changes to such material.



VERIFICATION STATEMENT

Scope and Objective

Hong Kong Quality Assurance Agency (HKQAA) has been commissioned by Hopewell Holdings Limited (HHL) to conduct an independent verification of its Sustainability Report 2013/14 (herein referred to as “the Report”). The Report stated HHL’s sustainability performance and efforts towards sustainable development for the period from 1 July 2013 to 31 June 2014.

The aim of this verification was to provide assurance on the completeness and accuracy of the information stated in the Report. The Report covers the standard disclosures defined in the Global Reporting Initiative (GRI) Sustainability Reporting Guidelines Version 3.1 (G3.1) with B+ Application Level and the Key Performance Indicators that defined in the Environmental, Social and Governance (ESG) Reporting Guide of the Hong Kong Exchanges and Clearing Limited (“HKEx”).

Methodology

The process used in this verification was based on current best practices. The Report was reviewed against the following criteria:

- The principles of completeness, accuracy, neutrality, comparability and responsiveness, as set out in the Institute of Social and Ethical AccountAbility standard AA1000;
- The Global Reporting Initiative (GRI) G3.1 Guidelines; and
- ESG Reporting Guide published by HKEx

The verification procedure included reviewing relevant documentation, interviewing responsible personnel with accountability for preparing the Report and verifying the selected representative sample of data and information consolidated in the Report. Raw data and supporting evidence of the selected samples were thoroughly examined.

Conclusion

Based on the outcome of the verification process, it is opined that the Report fulfills the B+ application level of the GRI G3.1 Guidelines and covers the Key Performance Indicators of the ESG Reporting Guide.

The information presented in the Report provided a structured, balanced and consistent representation of HHL’s sustainability performance in the context of sustainable development. We are satisfied that the Report includes factual statements and the data contained within the Report is accurate and reliable. It is a fair and honest representation of HHL’s initiatives, targets, progress and performance on its sustainable development achievements.

Signed on behalf of Hong Kong Quality Assurance Agency

Jorine Tam

Assistant Director, Strategic Business Branch
September 2014

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GRI Index Table

STANDARD DISCLOSURES PART I: Profile Disclosures		
1. Strategy and Analysis		
GRI Indicator	Reported	Cross-reference/Direct answer
1.1	Fully	Managing Director's Message Our Sustainability Vision and Focus Progress of Actions and Sustainability Targets for 2014/15
1.2	Fully	Our Sustainability Vision and Focus Environmental Performance Customer and Communities Procurement and Supply Chain
2. Organizational Profile		
Profile Disclosure	Reported	
2.1	Fully	About This Report Our Business
2.2	Fully	Our Business
2.3	Fully	Our Business
2.4	Fully	Our Business
2.5	Fully	About This Report Our Business
2.6	Fully	About This Report Our Business
2.7	Fully	About This Report Our Business
2.8	Fully	Our Business Social Performance Table Economic Performance Table
2.9	Fully	No material change in share capital structure during the reporting year
2.10	Fully	Our Business
3. Report Parameters		
Profile Disclosure	Reported	
3.1	Fully	About This Report
3.2	Fully	About This Report
3.3	Fully	About This Report
3.4	Fully	Back Cover
3.5	Fully	About This Report Stakeholder Engagement
3.6	Fully	About This Report
3.7	Fully	We consider the boundary for our sustainability reporting to be sufficient to comply with the GRI completeness principle, covering material topics and Indicators that could reflect our significant economic, environmental, and social impacts and enable stakeholders to assess our performance in the reporting period.
3.8	Fully	About This Report
3.9	Fully	We have established a system for gathering, consolidating, analysing and reporting non-financial data. For bases of calculations, please refer to the Social and Environmental Performance Tables
3.10	Fully	No re-statement as we followed the format in the previous Sustainability Report of 2012/13
3.11	Fully	No significant changes were made
3.12	Fully	Index Table
3.13	Fully	Our report has been verified by Hong Kong Quality Assurance Agency (HKQAA)
4. Governance, Commitments, and Engagement		
Profile Disclosure	Reported	
4.1	Fully	Our Sustainability Vision and Focus Please also refer to the Corporate Governance Report section in our Annual Report 2013/14
4.2	Fully	Our Sustainability Vision and Focus
4.3	Fully	Our Sustainability Vision and Focus Social Performance Table Please also refer to the Corporate Governance Report section in our Annual Report 2013/14

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4.4	Fully	Our Sustainability Vision and Focus Stakeholder Engagement
4.5	Fully	Please also refer to the Corporate Governance Report section in our Annual Report 2013/14
4.6	Fully	Our Sustainability Vision and Focus Please refer to the Corporate Governance Report section in our Annual Report 2013/14
4.7	Fully	Social Performance Table Please also refer to the Corporate Governance Report section in our Annual Report 2013/14
4.8	Fully	Our Sustainability Vision and Focus Our People
4.9	Fully	Our Sustainability Vision and Focus Environmental Performance Customer and Communities Procurement and Supply Chain
4.10	Fully	Please refer to our Annual Report 2013/14
4.11	Fully	Our Sustainability Vision and Focus Environmental Performance Customer and Communities Procurement and Supply Chain
4.12	Fully	Our Sustainability Vision and Focus Environmental Performance
4.13	Fully	Stakeholder Engagement
4.14	Fully	Stakeholder Engagement
4.15	Fully	We define stakeholders as those who are directly involved with or impacted by our businesses or who constructively seek community and environmental improvements
4.16	Fully	Stakeholder Engagement
4.17	Fully	Our Sustainability Vision and Focus Stakeholder Engagement
STANDARD DISCLOSURES PART II: Disclosures on Management Approach (DMAs)		
G3.1 DMAs	Reported	
DMA EC	Disclosure on Management Approach EC	
Aspects	Fully	Managing Director's Message Customers and Communities Please refer to our Annual Report 2013/14
DMA EN	Disclosure on Management Approach EN	
Aspects	Fully	Environmental Performance
DMA LA	Disclosure on Management Approach LA	
Aspects	Fully	Our People
DMA HR	Disclosure on Management Approach HR	
Aspects	Fully	Our People Customers and Communities Procurement and Supply Chain
DMA SO	Disclosure on Management Approach SO	
Aspects	Fully	Our Sustainability Vision and Focus Customers and Communities
DMA PR	Disclosure on Management Approach PR	
Aspects	Fully	Customers and Communities
STANDARD DISCLOSURES PART III: Performance Indicators		
Economic		
Performance Indicator	Reported	
Economic performance		
EC1	Partially	Economic Performance Table
EC2	Partially	Environmental Performance
EC3	Fully	During the reporting year, the Group made contributions to the Hong Kong's Mandatory Provident Fund (MPF) Schemes amounted to HK\$11,644,000 . For more details of MPF and other benefit plan such as share Option Scheme, please refer to our Annual Report 2013/14

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Market presence		
EC5	Fully	We complied with local minimum wage laws in both Hong Kong and Mainland China. All our employees, who fall under the category subject to minimum wage rules, are paid at or above the minimum wage. There is no difference in wage rate due to gender distinction. Employees performing similar jobs are paid based on performance and experience.
EC6	Fully	There is no policy for preferring locally based suppliers. Our selection of suppliers is based on various considerations. Further details please refer to the 'Procurement and Supply Chain'. However, for our development projects following the BEAM standards, we tend to choose materials which are locally produced (i.e. those manufactured within 500 miles of the construction site) to reduce carbon emissions from transportation
Indirect economic impacts		
EC8	Fully	Case Study 1 Customers and Communities We see a strong positive correlation between the traffic growth on GS Superhighway and GDP growth of Guangdong. Please also refer to http://www.hopewellhighway.com/WebSite_en/ir/doc/HHL_Economic_Backdrop_Eng.pdf for more information
EC9	Fully	Case Study 1 Customers and Communities Please also refer to http://www.hopewellhighway.com/WebSite_en/ir/doc/HHL_Economic_Backdrop_Eng.pdf for more information
Environmental		
Performance Indicator	Reported	
Materials		
EN1	Fully	Environmental Performance Table
EN2	Fully	Environmental Performance Table
Energy		
EN3	Fully	Environmental Performance Table
EN4	Fully	Environmental Performance Table
EN5	Fully	Environmental Performance
EN6	Fully	Environmental Performance
EN7	Fully	Environmental Performance
Water		
EN8	Fully	Environmental Performance Table
EN10	Fully	Environmental Performance Table
Biodiversity		
EN14	Fully	Environmental Performance
EN15	Partially	We followed the sustainable seafood guideline developed by WWF-Hong Kong which produced Hong Kong's first pocket-sized Seafood Guide in 2007, sharing the results of its scientific assessment of the sustainability status of 67 popular seafood species. For more information, please visit: http://awsassets.wwfhk.panda.org/downloads/sci_business.pdf
Emissions, effluents and waste		
EN16	Fully	Environmental Performance
EN17	Fully	Environmental Performance Environmental Performance Table
EN18	Fully	Environmental Performance
EN20	Fully	Environmental Performance Table
EN21	Partially	Environmental Performance Table
EN22	Fully	Environmental Performance Table
EN23	Fully	There were no significant spills within the reporting period
Products and services		
EN26	Fully	Environmental Performance
Compliance		
EN28	Fully	There have been no significant fines for non-compliance with environmental laws and regulations during the reporting period
Transport		
EN29	Fully	Environmental Performance

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Social: Labor Practices and Decent Work		
Performance Indicator	Reported	
Employment		
LA1	Partially	Social Performance Table
LA2	Partially	Social Performance Table
LA3	Fully	Our People
Labor/management relations		
LA4	Fully	Social Performance Table
LA5	Fully	Social Performance Table
Occupational health and safety		
LA7	Fully	Social Performance Table
LA8	Fully	Our People
LA9	Fully	No health and safety topics covered in formal agreements with trade union
Training and education		
LA11	Fully	Our People
LA12	Fully	All our employees received regular performance appraisal during the reporting year
Diversity and equal opportunity		
LA13	Fully	Social Performance Table
Equal remuneration for women and men		
LA14	Fully	We respect the principle of equal pay for work of equal value, with appropriate consideration of employees' experience, qualification and performance, regardless of gender distinction.
Social: Human Rights		
Performance Indicator	Reported	
Non-discrimination		
HR4	Fully	No complaints of discrimination received within the reporting year. We have policies and training on Equal Opportunity
Child labor		
HR6	Fully	No operation identified as having significant risk of child labour. Our suppliers also have to officially acknowledge our guidelines for suppliers which include the requirement of not hiring child and forced labour
Forced and compulsory labor		
HR7	Fully	No operation identified as having significant risk of compulsory labour. Our suppliers also have to officially acknowledge our guidelines for suppliers which include the requirement of not hiring child and forced labour
Indigenous rights		
HR9	Fully	No incidents related to violations involving rights of indigenous people
Remediation		
HR11	Fully	No incidents related to grievances related to human rights reported by tenants, customers or visitors.
Social: Society		
Performance Indicator	Reported	
Local communities		
SO1	Fully	Customers and Communities
SO10	Fully	Our Sustainability Vision and Focus Customers and Communities
Corruption		
SO4	Fully	No incident of corruption was identified
Public policy		
SO5	Fully	Environmental Performance Customers and Communities

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Anti-competitive behavior		
SO7	Fully	No incidents of anti-competitive behavior, anti-trust, and monopoly practices reported
Compliance		
SO8	Fully	No significant fines or non-monetary sanctions for non-compliance with laws and regulations.
Social: Product Responsibility		
Performance Indicator	Reported	
Customer health and safety		
PR1	Partially	Customers and Communities
PR2	Fully	No incidents of non-compliance concerning health and safety of our products and services reported.
Product and service labeling		
PR3	Fully	We complied with all regulations related to provision of information about our products and services. We ensure fair and transparent presentation of our marketing information.
PR4	Fully	No incident of non-compliance with regulations and voluntary codes concerning product and service information and labeling
PR5	Fully	Customers and Communities
Marketing communications		
PR6	Fully	Customers and Communities We provide description of our development projects in sales brochures and corporate website. The disclosure of information related to our property, products or services follow the guidelines issued by the Consumer Council, Real Estate Developers Association of Hong Kong, as well as all requirements specified by relevant government authorities.
PR7	Fully	No incident of non-compliance identified in relation to marketing communication practices
Customer privacy		
PR8	Fully	No incident of substantiated complaints identified in relation to customer privacy
Compliance		
PR9	Fully	No significant fines received concerning the provision and use of products and services

HKEx ESG Reporting Guide General Disclosures and KPIs

Our People	A1, A2, A2.3, A3, A3.1, A4, A4.1, A4.2
Social Performance Table	A1.1, A1.2, A2.1, A2.2
Environmental Performance	B1, B1.5, B1.6, B2, B2.3, B2.4, B3, B3.1
Environmental Performance Table	B1.1, B1.2*, B1.3, B1.4, B2.1, B2.2, B3.1
Procurement and Supply Chain	C1, C1.2
Customers and Communities	C2, C2.3, C2.5, D1, D1.1, D1.2
Vision and Focus	C3, C3.2

* Modified Indicators

GLOSSARY

Building Environmental Assessment Method (BEAM)	A voluntary scheme and leading initiative in Hong Kong aiming to benchmark and improve environmental performance of all building types. A common set of performance standards are available for developers, designers, architects, engineers, contractors and operators to encourage them to reduce the environmental impacts of buildings through the planning, design, construction, management and demolition life cycle.
BEAM Plus	A comprehensive environmental assessment scheme recognised by the Hong Kong Green Building Council (HKGBC) which has been officially launched since 1 April 2010. BEAM Plus is demonstrated as a cost effective management tool to benchmark performance, prioritise improvement, and communicate achievements for a building or property portfolio.
BEAM Pro	BEAM PRO stands for BEAM Professionals, who are green building professionals trained and accredited by the Hong Kong Green Building Council (HKGBC) in all aspects of the BEAM Plus of the entire green building life cycle. A key role of BEAM Pro is to inject the latest green building standards and practices into everyday building planning, design, construction and operation.
Carbon Audit	A carbon audit, sometimes referred to as a 'carbon footprint', is a systematic means of measuring and recording the greenhouse gases emissions of an organisation or a building within a defined system boundary. This includes measurement of all greenhouse gases produced in daily operation through burning fossil fuels for electricity, heating, transportation, etc, usually in the unit of tonnes (or kg) of carbon dioxide equivalent.
Carbon Audit. Green Partner	"Carbon Audit. Green Partner" is promoted by the Environmental Protection Department and the Electrical and Mechanical Services Department of Hong Kong. Organisations are invited to join this scheme by signing the Carbon Reduction Charter and undertook to carry out activities in support of greenhouse gas emission reduction.
Energy Audit	An energy audit is a regular review of the usage of energy in a building to increase effectiveness of energy. The auditors examines the energy account of energy consuming equipment, checks the way energy is used in its various components and identifies savings opportunities.
Hong Kong Energy Efficiency Registration Scheme for Buildings	This scheme was launched by the Electrical and Mechanical Services Department for promoting the application of Building Energy Codes (BEC) since October 1998. It provides an official platform for interested parties to register their buildings which comply with BEC, which requires commercial buildings to conduct energy audits effective from 21 February 2011. Previously, energy audits were voluntary.
The Forest Stewardship Council ('FSC')	Set up in 1993 following the Rio environmental summit, the FSC is a non-governmental, non-profit organisation that promotes environmentally responsible, socially acceptable and economically sustainable use of forests. The most important tool used in the marketing of these forest products (such as paper) is the FSC seal that is placed on products meeting these criteria.
Global Reporting Initiative ('GRI')	A multi-stakeholder-governed institution which provides a framework for sustainability reporting. This globally recognised framework sets out the principles and indicators that entities can use to measure and report their economic, social and environmental performance.
Global Reporting Initiative 'Level B'	This covers the Profile and Management Approach disclosures of the reporting company and minimum 20 GRI Performance Indicators, including at least one from each of the economic, environment and social indicators.
Greenhouse Gas (GHG)	<p>Greenhouse gases include carbon dioxide (CO₂), nitrous oxide (N₂O), hydro fluorocarbons (HFCs), perfluorocarbons (PFCs), sulphur hexafluoride (SF₆) and water vapour.</p> <p>Scope 1 emission: Also known as direct emissions, occur onsite or from sources that a company owns and controls. This may include the combustion of fuels (e.g. boilers, furnaces, turbines); its vehicle fleet; and refrigerants.</p> <p>Scope 2 emission: Indirect emissions that result from the generation of the electricity, heat or steam company purchases.</p> <p>Scope 3 emission: All indirect emissions other than those covered by scope 2. Examples include emissions associated with waste-related emissions and any business travel or employee commuting in vehicles not owned or controlled by the company.</p>

GLOSSARY

Greening Partner Charter by HKSAR Development Bureau	Greening partners will pledge to promote quality green environment and tree management in Hong Kong and will participate in a range of public engagement activities, such as community tree surveillance talks, tree appreciation and landscape design seminars.
Green Lunch by Green Monday	The initiative aims to promote healthy environmentally friendly living in Hong Kong where participants will go meatless on Monday to reduce carbon footprint.
IAQwi\$e Label of Hong Kong Awards for Environmental Excellence (HKAEE)	A recognition scheme established to recognise participants achieving Indoor Air Quality (IAQ) standards beyond certification requirements of the IAQ Certification Scheme.
NOSA	NOSA stands for National Occupational Safety Association. It is a wholly owned subsidiary of MICROmega Holdings Limited, a company listed on the Johannesburg Stock Exchange. NOSA is a leading global supplier of occupational risk management services and products for mining operations.
Stakeholder engagement/dialogue	A constructive conversation with groups that have a vested interest in an organisation. The aim is to get to know and, where relevant, consider the various expectations and needs of the diverse interest groups in corporate decisions and planning, governance, social and environmental performance.
“Take a brake” by Friends of the Earth	The campaign aims to encourage participants to drive less and promote green driving habits so as to promote low carbon living among drivers and non-drivers.
WWF-Hong Kong’s Low-carbon Office Operation Programme (LOOP)	LOOP has been established by WWF-Hong Kong to enable Hong Kong companies and organisations to become part of the solution to climate change. By participating in LOOP, companies or organisations are engaged to reduce their greenhouse gas emissions generated from office operation via the adoption of managerial and technological best practices, staff behavioural adaptation, and a labelling scheme.
Wastewi\$e Label	The Wastewi\$e Label is a recognition scheme established to recognise the effort of participating businesses or organisations in Hong Kong in reducing waste generated within their establishments or generated through the services and products they provide.
WWF-Hong Kong’s Ocean friendly menu	The Ocean-Friendly Menu programme is designed to assist catering services providers in selecting sustainable seafood to provide alternative choices for the public. Participants are required to design an additional menu containing only seafood from Green — Recommended and Yellow — Think Twice categories according to the WWF-Hong Kong Seafood Guide.



HOPEWELL HOLDINGS LIMITED

For the full Sustainability Report, please visit:

http://www.hopewellholdings.com/eng/hhl_sustainability_report.htm

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www.hopewellholdings.com

This is the fourth year that we published a Sustainability Report, demonstrating our continuing commitment to transparency and accountability to our stakeholders. The annual Sustainability Report provides an in-depth coverage of our sustainability activities and performance. Highlights of the Report have been incorporated into our Annual Report 2013/14.

We have written the Report according to the Global Reporting Initiative (GRI) sustainability reporting G3.1 Framework and verified by the Hong Kong Quality Assurance Agency ("HKQAA").

CONTACT US

We welcome your feedback and suggestions for any improvements to this Sustainability Report and our sustainability programmes. For any comments and enquiries, please contact us via email at sustainability@hopewellholdings.com.

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