



Contents

- 1 About This Report
- 2 Managing Director's Message
- 3 Our Business
- 7 Vision and Focus
- 9 Stakeholder Engagement
- 11 Our People
- 17 Environmental Performance
- 25 Our Communities
- 31 Case Study: Wan Chai
- 33 Our Customers
- 37 Procurement and Supply Chain
- 38 Progress of Actions and Sustainability Targets for 2014/15
- 41 Economic Performance Table
- 42 Environmental Performance Tables
- 45 Social Performance Table
- 47 Verification Statement
- 48 Index Table
- 54 Glossary

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 2014/15. The full version of 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 2014/15 (from 1 July 2014 to 30 June 2015). 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 ongoing 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.



The Report is prepared in accordance with the core option stipulated in G4 Guidelines of the Global Reporting Initiative (GRI) as well as The Environmental, Social and Governance (ESG) Reporting Guide from Hong Kong Exchanges and Clearing Limited (HKEx) to benchmark our sustainability reporting 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 2014/15 (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.

The Group's two major projects, Hopewell Centre II and The Avenue, are expected to bring significant changes to Wan Chai. Site formation work of Hopewell Centre II is in progress and construction of the hotel is planned to be completed in 2018. In response to the calling for better connectivity and environmental protection by Wan Chai residents, and the increasing demands for world-class meeting, conference and convention facilities in Hong Kong, the Group submitted an application to refine and enhance the development scheme approved in 2009 to Town Planning Board. Sale of The Avenue was successful which will soon bring in a large group of high-income households to the area. The retail portion of 200 Queen's Road East which is targeted for grand opening in the first quarter of 2016, together with Hopewell Centre II and the Group's existing retail space will form one of Wan Chai's largest retail clusters.

To further engage with our stakeholders and improve the transparency in our corporate sustainability reporting, we will benchmark our Sustainability Report against the latest GRI sustainability reporting framework G4 as well as the ESG Reporting Guide of the HKEx.

I would like to thank our employees for their outstanding efforts and our stakeholders for their 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

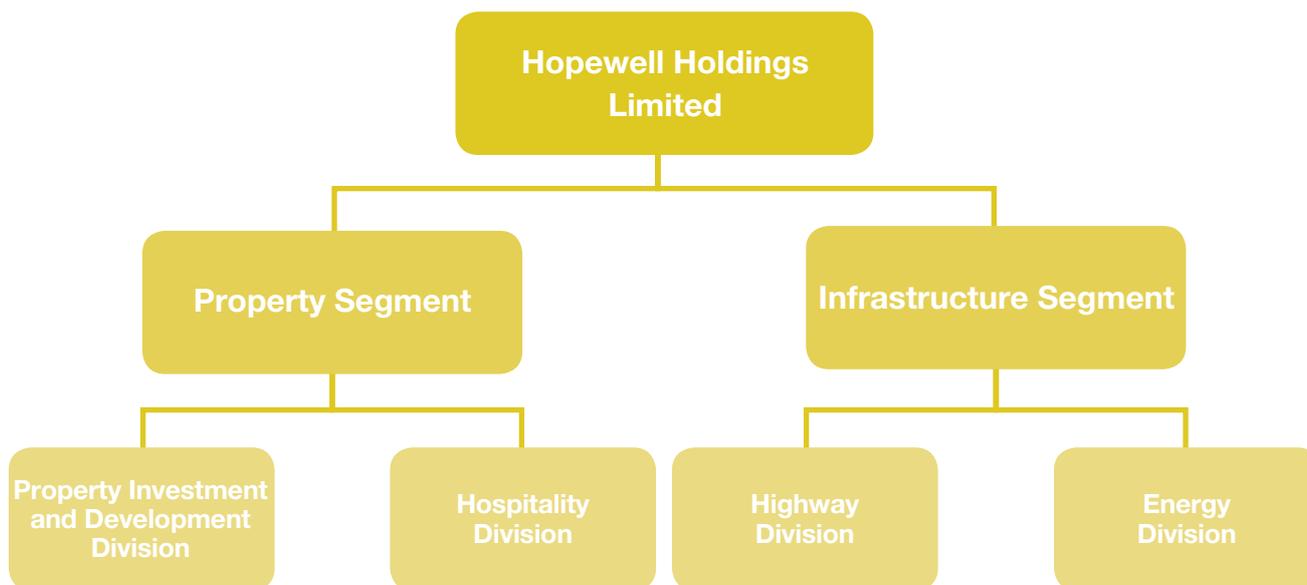
Managing Director, Hopewell Holdings Limited



Our Business

Hopewell Holdings Limited ("HHL") was listed on the Main Board of The Stock Exchange of Hong Kong Limited in 1972. Over the past 40 years, the Group established a solid foundation in the property and infrastructure sectors in Hong Kong and the Pearl River Delta ("PRD") region of Mainland China.

GROUP STRUCTURE



PROPERTY AND HOSPITALITY

Our business in the property investment and development division consists of properties for rental and for sale. We are involved in project planning, design supervision, tendering, and overseeing the cost and quality control of premises from conception to completion. Our portfolio of 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 properties also include Kowloonbay International Trade and Exhibition Centre ("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.

We also provide a wide range of high-quality facilities management and leasing services to tenants and customers of our rental properties and owners of sold units in Hong Kong and Mainland China.



Our Business



We have also expanded our presence in the hospitality business over the years. 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 worldwide. 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. 200 Queen’s Road East is a residential-cum-commercial project the retail portion of which is targeted for grand opening in the first quarter of 2016. In Guangzhou, our projects include the ongoing 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

HHL holds an approximately 66.69% stake in HHI, listed on the Main Board of The Stock Exchange of Hong Kong Limited, focusing on highways development and operation in Mainland China. HHI has interests in four highway projects – the 122.8 km Guangzhou-Shenzhen Superhighway (“GS Superhighway”) and the 97.9 km 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 AT A GLANCE 2014/15

Core Sector

Current Brands and Projects

Property & Hospitality

Properties for rental in Hong Kong:

- Hopewell Centre (Wan Chai)
- Kowloonbay International Trade and Exhibition Centre (Kowloon Bay)
 - Office
 - E-Max
 - Conventions, Exhibitions and Entertainment
 - The Metroplex (multi-cinema complex)
- 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:

- Broadwood Twelve (Happy Valley)
- Hopewell New Town (Huadu, Guangzhou)

Properties under development in Hong Kong and Mainland China:

- Hopewell Centre II
- 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:

- 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:

- 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:

- 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 2014/15 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.

Our Business

AWARDS IN 2014/15

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
- HHL Sustainability report 2013/14 achieved **GRI B+ standing**

Environmental performance:

- **Gold Tier (Fuel Consumption Saver)** (Friends of the Earth (HK), Take a 'Brake'—Corporate Green Driving Award Scheme 2014)

Individual premises received the following environmental awards:

- **Silver Award** (Yan Oi Tong Plastic Recycling Partnership Scheme 2014–2015) received by Hopewell Centre
- **Bronze Award** (Yan Oi Tong Plastic Recycling Partnership Scheme 2014–2015) received by Wu Chung House
- **“Class of Excellence” Wastewise Label** (Environmental Campaign Committee (ECC) and Environmental Protection Department (EPD), Hong Kong Awards for Environmental Excellence) — GARDENEast, Panda Place and Villa Lotto
- **“Class of Good” Wastewise Label** (Environmental Campaign Committee (ECC) and Environmental Protection Department (EPD), Hong Kong Awards for Environmental Excellence) — Hopewell Centre, Panda Hotel and Broadwood Twelve
- **“Class of Good” IAQwise Label** (Environmental Campaign Committee (ECC) and Environmental Protection Department (EPD), Hong Kong Awards for Environmental Excellence) — GARDENEast
- **Hong Kong — Guangdong Cleaner Production Partner (Manufacturing) Label** (Environment Bureau of Hong Kong, the Economic and Information Commission of Guangdong Province, Hong Kong — Guangdong Cleaner Production Partners Recognition Scheme) received by Shenzhen Energy Hopewell Power (Heyuan) Co.,Ltd
- **Silver Certificate** (Water Supplies Department, Quality Water Recognition Scheme for Buildings) — Hopewell Centre, QRE Plaza, KITEC, GARDENEast and Wu Chung House
- **Blue Certificate** (Water Supplies Department, Quality Water Recognition Scheme for Buildings) — Panda Hotel and Panda Place

Workplace and social performance:

- **Bronze Award (Volunteer Team Category)** and **Corporate Citizenship Logo (Enterprise Category)** (Hong Kong Productivity Council, The 5th Hong Kong Corporate Citizenship Program)
- **Award of Merit 2014/15** (The Community Chest of Hong Kong)
- **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
- Panda Place Management Limited

Caring Company Logo

- Hopewell Property and Facility Management Limited
- GARDENEast Management Limited
- IT Catering and Services Limited (“ITC”)

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.

We work closely with various stakeholders on four key areas (1) Environmental Protection, (2) Community Engagement, (3) Youth Development, and (4) Sports, Arts and Culture. All subsidiaries also follow the group-wide direction and incorporate relevant market best practices into their operations.

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

Property Investment and Development



- ✓ Sustainable design
- ✓ Managing carbon footprint
- ✓ Promoting electric vehicles
- ✓ Providing barrier-free access and facilities
- ✓ Waste reduction and recycling
- ✓ Community engagement
- ✓ Stakeholder engagement
- ✓ Responsible supply chain

Hospitality



- ✓ Food safety
- ✓ Promoting sustainable seafood
- ✓ Food waste management
- ✓ Waste reduction and recycling
- ✓ Stakeholder engagement
- ✓ Responsible supply chain

Highway



- ✓ Traffic safety
- ✓ Sustainable design
- ✓ Improving operational and traffic efficiency
- ✓ Carbon footprint management
- ✓ Promoting electric vehicles
- ✓ Stakeholder engagement
- ✓ Responsible supply chain

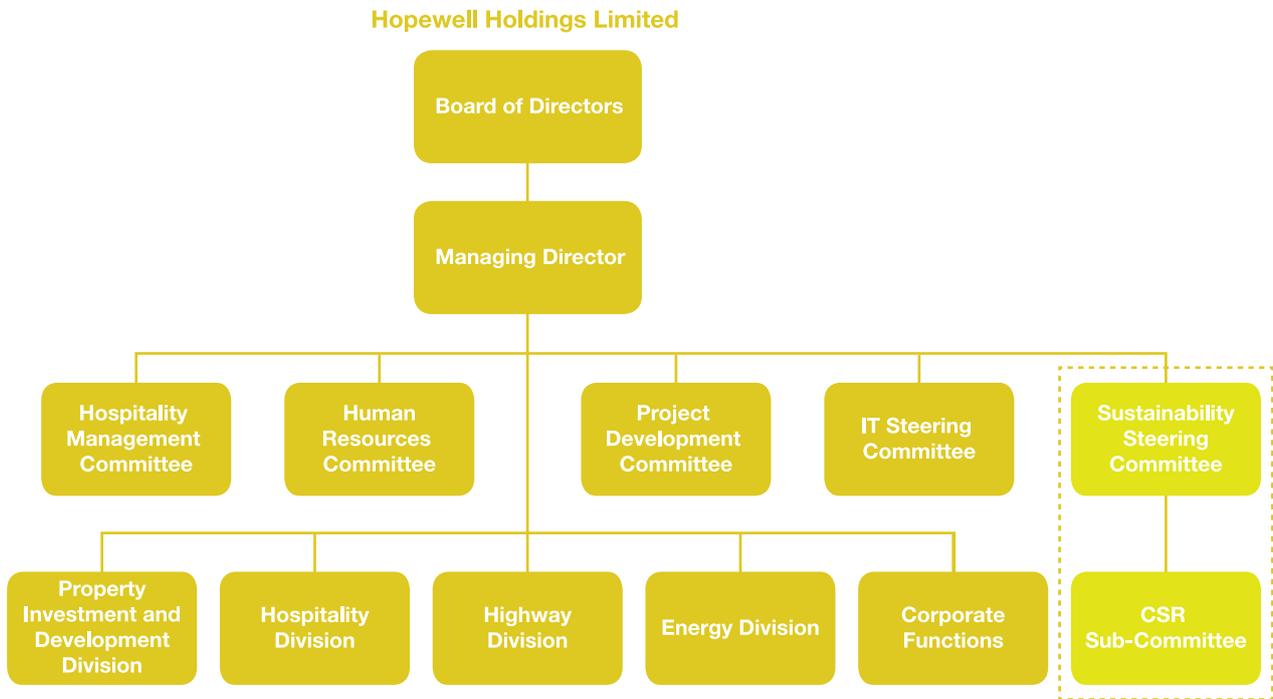
Energy



- ✓ Carbon footprint management
- ✓ Wastewater treatment and recycling
- ✓ Ensuring safe and healthy environment for communities
- ✓ Environmental emergencies and disaster preparedness
- ✓ Stakeholder engagement

Vision and Focus

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 six 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.

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 include bribery, conflicts of interest, relations with suppliers and contractors, investors, customers and consumers. Briefing sessions for employees were organised to explain how it governs the behavior of the organisation.

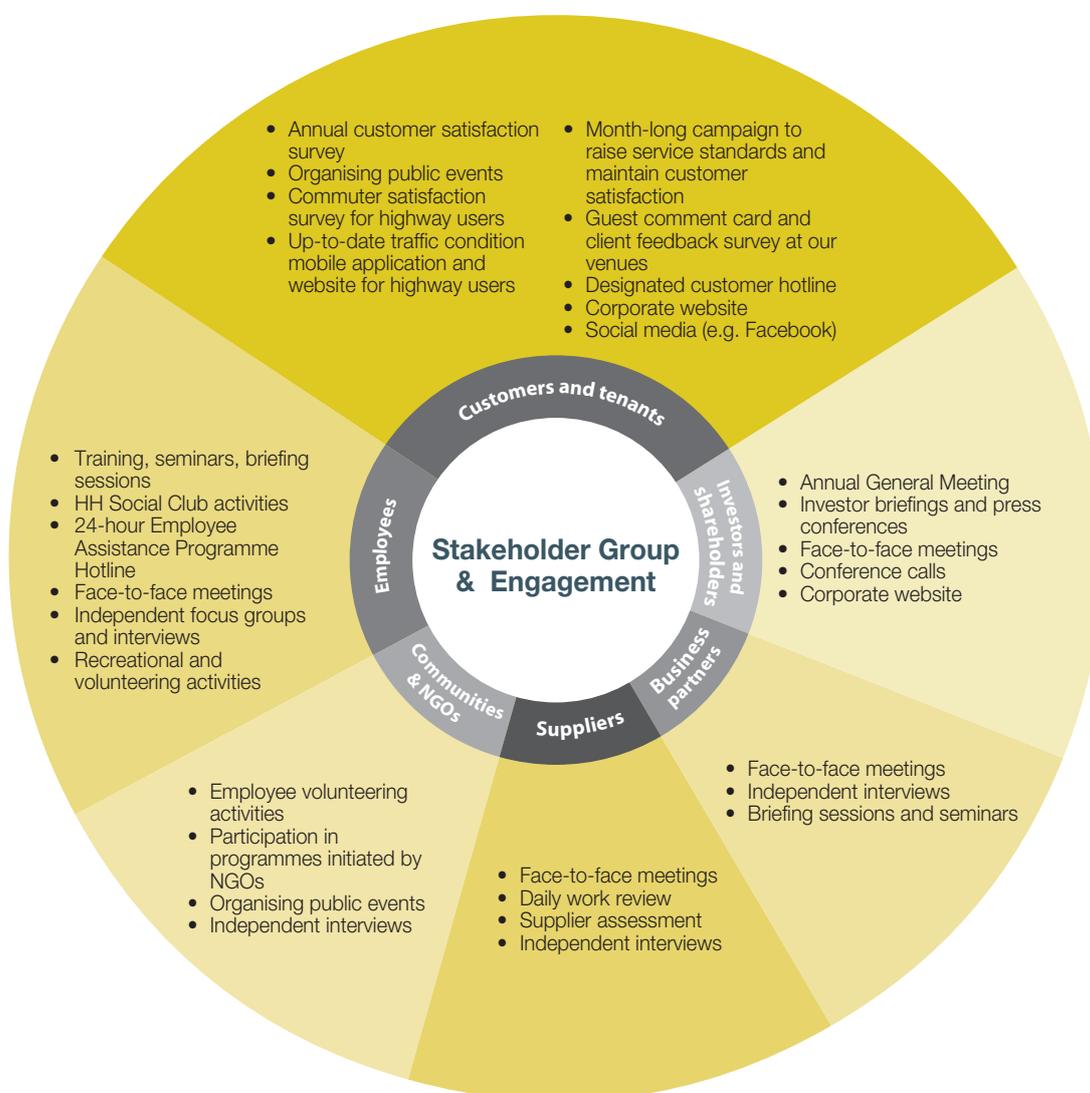
Relevant policies and mechanisms are detailed in the Employee Handbook provided to staff on their first day at the company and are communicated to employees on our intranet and training whenever applicable.

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

Stakeholder Engagement

Stakeholder engagement is an integral part of our business development and commitment to corporate sustainability. We develop long-term relationships with stakeholders and consider their views on our business development through various formal and informal, independent and internal stakeholder exercises.

Through our annual stakeholder engagement exercise for the sustainability report and regular engagement activities, we are able to keep an ongoing dialogue with our stakeholders, enabling us to make more informed decisions, and better assess and manage any resulting impact.



Stakeholder Engagement

	2010/2011	2011/2012	2012/2013	2013/2014
Stakeholder Group	Type of Engagement			
Senior management	Interview			Internal survey
Institutional investors	Interview		Interview	
Tenants	Interview			
NGOs	Interview	Interview		
Employees		Focus group & survey	Interview	Internal survey
Highway users		Interview	Interview	
JV partners		Interview		
Wan Chai community members			Interview	
Suppliers			Interview	

This year we produced for the first time our sustainability report in accordance with GRI G4 standards which require us to identify material aspects and boundaries. We have therefore revisited our materiality matrix developed in the past four years with input from all major business units and corporate functions. In taking this approach, we have clearly defined material aspects and boundaries in our report. We believe this is a new milestone in our sustainability report as well as in our sustainability journey.



Our People



Our employees contribute to our continued success. We strive to create an environment where every employee can develop to their full potential and contribute their diverse range of skills and experiences. Adequate training programs are offered to assist their personal and professional growth. We advocate 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. In addition to full compliance with all relevant local rules and regulations, the Group's senior management works closely with our partners to ensure that all workers employed at our joint venture operations are treated fairly in accordance with the same high standards applicable within the Group.

Our intranet system includes interactive elements and social media functions to enhance employee engagement and facilitate effective internal communication. We publish staff surveys and evaluation reports as well as the latest updates of the Group through our intranet. 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.

To encourage work-life balance and enhance employee relationship, we established HH Social Club, a platform to organise volunteer and leisure activities. An Employee Assistance Program (EAP) was setup to offer stress management and wellness-related training and counselling services.

Our People

SUPPORTING EMPLOYEE DEVELOPMENT

To encourage professional development of our employees, we offer education allowance and tuition reimbursement to those who pursue career-related continuous learning and education programmes. During the year, we revamped our employee performance appraisal system and collected additional information about training needs. We provided over 6,300 hours of training courses and seminars, either conducted in-house or by external experts, to target different grades of management, operations and technical staff. We taught functional and technical skills and other business-related knowledge to our employees to facilitate their daily work. Training on occupational health and safety and emergency handling were also arranged for employees of different business units. The Independent Commission Against Corruption (ICAC) was invited to conduct integrity briefing to increase staff awareness of the risks of corruption and related malpractices in the workplace. To maintain a sustainable workplace, we also developed workshops on equal opportunities, team building and stress management.



In Mainland China, both the GS Superhighway JV and the West Route JV provided internal training to employees on business etiquette and industry knowledge to ensure smooth operation. The GS Superhighway JV also organised external training for senior management and technicians to enhance their technical skills. For the Heyuan Power Plant JV, a variety of training in occupational safety and health, accident and emergency handling and first aid were offered to management and frontline employees.

Over 6,300
Training Hours

- Operations
- Customer Service
- Occupational Health and Safety
- Leadership and Team Building
- Work-Life Balance
- Integrity
- Regulations and Voluntary Codes



TALENT ACQUISITION AND DEVELOPMENT

Now in its ninth year, our Management Trainee (MT) Programme provides a structured and effective training programme for young talents. The Programme offers 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 to MTs for their career planning. This year, we launched the Hotel Service Elites Selection Programme, expanding our existing recruitment coverage from degree graduates to non-degree graduates while providing another career development opportunity for our internal staff.



Supporting the employment of persons with disabilities, KITEC modified its working counter to accommodate the use of wheelchair when hiring employees with disabilities as Ticketing Officer and Customer Service Ambassador at Information Counter. In addition to mentoring the staff on relevant job skills and adapting to the working environment, an Equal Opportunities Training Workshop was held to introduce anti-discrimination ordinances and legal obligations to managerial staff which help them better understand how to work with colleagues with disabilities.

We continued to support the Hong Kong Athletes Career and Education Programme (HKACEP) organised by the Sports Federation and Olympic Committee of Hong Kong, China which aims to help former elite athletes find mainstream employment following their retirement from professional sport. We have been recruiting retired athletes since 2008, including the recruitment of a retired athlete into our MT Programme last year. We are exploring the opportunity to invite retired athletes to join our internship and job shadowing programme.

ENCOURAGING WORK-LIFE BALANCE AND WORKPLACE EMOTIONAL WELLNESS

Our Employee Assistance Programme (EAP) offers 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 set up to allow employees and their immediate family members to address personal problems or financial distress in confidence. We also provide stress relief tips in the intranet.

We are committed to achieving and maintaining the highest standards of openness, probity and accountability. We issued a Whistleblowing Policy with the purpose of providing a confidential platform for our employees to report on any issues arising in our operation. Briefing sessions on the policy and procedures were conducted for employees. To foster a culture of open communication, employee suggestion boxes are installed to receive comments from employees.



Our People

The HH Social Club acts as a platform for organising volunteer and leisure activities for employees. Besides the current football and bowling groups, we are considering setting up more sport groups, such as running and basketball, in order to encourage participation in physical exercise among our employees. We welcome our employees to join our activities with family members. During the reporting year, we arranged a visit to The Hong Kong Federation of Youth Groups (HKFYG) Organic Farm for our staff and their family members which aimed to strengthen family relationships through parent-child activity. We have also set up a photography group and organised various interest classes, such as leathercraft, pottery, latte art, yoga and hair styling, allowing staff to explore their new interests and consolidate team relationships.

Birthday parties for staff are organised every quarter and senior management are invited to celebrate together with staff. We invited all employees from the Group and subsidiaries in Hong Kong and Mainland China to participate in our Spring and Annual Dinners which served shark-free menu. A total of 134 employees attended our BBQ Party in November 2014 and 333 employees attended our Christmas Party in December 2014 held at KITEC.

In Mainland China, we continued to encourage work-life balance among our staff through organising a variety of recreational activities, such as Chinese New Year Gala, relay race, badminton and dancing competition. The GS Superhighway JV organised a picnic for over 300 staff and their families at Songshan Lake in Dongguan. The West Route JV organised two 2-day project adventure in Qingyuan to strengthen leadership and team spirit among staff. A new badminton stadium in Zhongshan South living area was built and opened to staff in 2015.



OFFERING COMPETITIVE EMPLOYEE BENEFITS

We conduct external and internal salary benchmarks to provide a fair and competitive remuneration packages for our employees. Additional financial incentives include share options and share award schemes, as well as discretionary bonuses based on individual and business performance. Other financial benefits, including transportation allowance and reimbursement of tuition fees are provided to eligible employees. We also provide medical insurance coverage 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, paternity, compassionate and examination leave. Staff working at Panda Hotel are given an additional birthday leave and red packet. With the approval of divisional or department head, employees below managerial grade are eligible for leave in compensation for overtime work. All office staff are entitled to the five-day work week arrangement and all newly-joined staff are briefed on the Mandatory Provision Fund schemes.



We offer Long Serving Employees awards to employees who have been serving the Group for a long time in appreciation of their efforts and contribution. We also give all our employees birthday cards and cake vouchers on their birthdays and discount vouchers for stores within our premises from time to time.

We conduct exit interviews and gather statistics on staff turnover and recruitment analysis. We evaluate the data and exit interview finding and submit monthly reports to management in order to refine our strategies on staff retention.



EMPHASISING HEALTH AND SAFETY

We place great emphasis on the health and safety of our employees. We provide training on occupational safety to meet the needs of different business divisions. In the Group, 25 employees were trained as Certified First Aiders. We keep track of the latest government information on the spread of disease and provide preventive advice and measures on our intranet instantly. We also invited Occupational Safety and Health Council (OSHC) to conduct an Occupational Safety and Health (OSH) Course in May 2015. 23 staff who attended the course were appointed as OSH Ambassadors by OSHC to promote workplace safety and health culture.

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.

Fire safety measures are in place at all our premises. We have been working with the Fire Services Department of HKSAR Government to arrange relevant seminars, fire drills and training of Fire Safety Ambassadors to raise employees' awareness about fire safety. Regular safety inspections and improvement works of our premises are conducted to protect our employees, tenants, residents and users of our buildings. Our premises have pledged support to the Workplace Hygiene Charter advocated by OSHC.

Our People

In Mainland China, both the GS Superhighway JV and the West Route JV continued to launch Safety Operation Month to reinforce employees' awareness on safety, improve their knowledge of safety operation law and enhance the culture of operation safety. We also published safety management regulations and distributed to frontline staff. In addition, the GS Superhighway JV launched a corporate video on safety production on the intranet.

At Heyuan Power Plant, we continued to encourage the adoption of the global NOSA standard on occupational health and safety risk management. We conducted training on various topics of NOSA during the year, covering safety, health and environmental management, waste management, facility and machine maintenance, pollution risk control and inventory management. Retraining was conducted by professional doctors to our first-aiders to provide more comprehensive knowledge on first aid. Safety checks and emergency drills and exercises were conducted regularly.

ENGAGING EMPLOYEES ON SUSTAINABILITY

We regularly engage employees on sustainability issues through activities organised by HH Social Club, a platform to mobilise our employees in volunteering initiatives. Employees gain hands-on experience in supporting sustainability and recognising the needs of the community. We issue certificates of appreciation to our employees who participated in volunteering activities as recognition and obtain their feedback in order to improve our directions and arrangements.

We strengthen the awareness of our employees on environmental responsibility through different green programmes under the Go Green Workplace campaign.

We will revamp the HH Social Club intranet to provide more updated information and trend on sustainability, increase interactive content to enhance employee communications and raise employee participation in sustainability activities.

Objectives of Hopewell's Corporate Volunteer Team:

- 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

Our Group strives to protect the environment by integrating a range of environmental initiatives across our business. We are committed to minimising our environmental impact by reinforcing environmental awareness and implementing measures for the responsible use of resources, energy saving and waste management.

REINFORCING AWARENESS OF ENVIRONMENTAL RESPONSIBILITY

We actively promote environmental awareness both internally and externally by engaging and involving our staff and the general public in education and awareness-raising activities to ensure they understand our policies and commitment.

In May 2015, we held a green trip to the Organic Farm of the Hong Kong Federation of Youth Groups. 51 employees and their family members gained hands-on experience in organic farming. The activity aimed to enable them to build up a healthy life style and raise environmental awareness. Participants could learn about local organic farming methods, eco-system and sustainable agricultural development from a guided tour. During the event, they had hands-on farming experience with basic farm tools which encouraged them to treasure food and reduce possible waste. They also had the opportunity to taste the fresh seasonal produce of the farm and participated in an organic workshop of handmade rosemary salt.



1. Go Green Workplace campaign

To engage our employees in carrying out effective environmental practices, we launched the Go Green Workplace campaign which aimed to develop a green culture in office by encouraging employees to participate in different green programmes and providing them useful information. Green Captains from each department were nominated for executing and driving our green office measures. Green tips such as the concept of 3Rs (Reduce, Reuse and Recycle) are shared with our employees through our intranet and notice boards.



Environmental Performance

In the past few years, we have engaged in a range of programmes run by our green partners which helped to raise the awareness of our employees. Some examples of the programmes we have joined include:

- 1 Jointly organised the Coastal Cleanup Challenge with Hong Kong Cleanup at Angler's Bay in Tsuen Wan
- 2 Supported the "Hong Kong Tree Planting Day 2014" organised by the Hong Kong Tree Planting Day Organizing Committee at Tai Tong in Yuen Long. GS Superhighway JV and the West Route JV also participated in the National Tree Planting Day 2015 in Mainland China
- 3 Organised the "Green Ladies x Green Lunch" with Green Ladies and sponsored the Hong Kong Goes Green Monday Carnival organised by Green Monday
- 4 Participated in the Green Family Day organised by World Green Organisation (WGO)
- 5 Participated in Walk for Nature fundraising event in Mai Po organised by WWF-Hong Kong
- 6 Participated in EcoPark Tour organised by WGO
- 7 Participated in Low-carbon Office Operation Programme (LOOP) organised by WWF-Hong Kong
- 8 Hopewell Centre, QRE Plaza, GARDENEast, Panda Hotel, Panda Place and E-Max participated in Earth Hour organised by WWF-Hong Kong
- 9 Recognised as a green office by the Green Office Awards Labelling Scheme (GOALS) organised by WGO
- 10 Participated in the Take a "Brake" Low Carbon Action – Corporate Green Driving Award Scheme organised by Friends of the Earth (HK)
- 11 Participated in resource recycling such as paper, plastics, metals, glass, food and cooking oil, computers, ink toners and festive waste, etc.
- 12 Hopewell Centre, Wu Chung House, E-Max and Panda Hotel signed the Energy Saving Charter on Indoor Temperature organised by the Environment Bureau, the Government of the HKSAR
- 13 Participated in the "Carbon Audit • Green Partner" organised by the Environmental Protection Department (EPD), the Government of the HKSAR

2. Working with customers

GARDENEast actively engaged customers in energy conservation programmes. We conduct utilities consumption checking monthly and remind customers who have high energy usage (such as electricity, gas and water) to reduce energy wastage. We also recommend Green Tips to customers by issuing a quarterly E-Newsletter. Besides, all lighting and air-conditioners at public areas have set timers to control operating hours (for both lighting & AC) and temperature (for AC only) to avoid wastage of electricity.

At Panda Hotel, a friendly reminder tentcard is put in every guestroom to encourage guests to reduce environmental impact by minimising the usage of pollutants and conserving water and energy. The lighting for some Hotel areas will be switched off at certain hours to conserve energy.



Environmental Performance

3. Organising various programmes to educate the public

As a responsible property developer in Hong Kong and given our ongoing commitment to environmental protection, we strategically plan, manage and leverage our resources in a way that promotes sustainable environment.

Subsidiary	Activity	Green Partner	Target Audience	Focus
	Go Green Fiesta	Green Monday	Public	To promote green lifestyle & meatless diet
	Little Food Wiser Ambassadors — A Journey to Food Saving	Food Grace	Primary Students	To learn more about the food waste problem
	Art Workshop	—	Secondary Students/ Public	To arouse public awareness of waste reduction
	EV Exhibition at FUNtastic QRE Festival	—	Public	To encourage the use of EVs in the community and advocate low-carbon living
	Green Consciousness Carnival	World Green Organisation	Public	To educate the public on environmental conservation
	Green Muppets Exhibition	—	Public	To educate the public on wild animals conservation
	Venue Sponsor — Booth for The Nature Conservancy	The Nature Conservancy	Public	To educate the public on nature conservation
	Venue Sponsor — Booth for “Save the Forest” Program/“Save the Arctic” Program	Greenpeace	Public	To educate the public on nurturing life in all its diversity
	Venue Sponsor — Booth for WWF-Hong Kong	WWF-Hong Kong	Public	To educate the public on nature conservation

The East organised a food saving activity “Little Food Wiser Ambassadors — A Journey to Food Saving” with Food Grace for primary school students from St. Francis’ Canossian School. Students visited Tai Po for a special journey to learn more about food waste problems at the wet market and participated in the food-recycling process. They gained valuable insight into the imminent waste problems which Hong Kong is facing and the ways to tackle them. We hope to strengthen their knowledge of food saving, inspire them to tackle the food waste issue as well as promote healthy lifestyles among them. The activity not only increased their awareness of environmental conservation, it also broadened their horizons.



Environmental Performance



ELECTRIC VEHICLES (EVs)

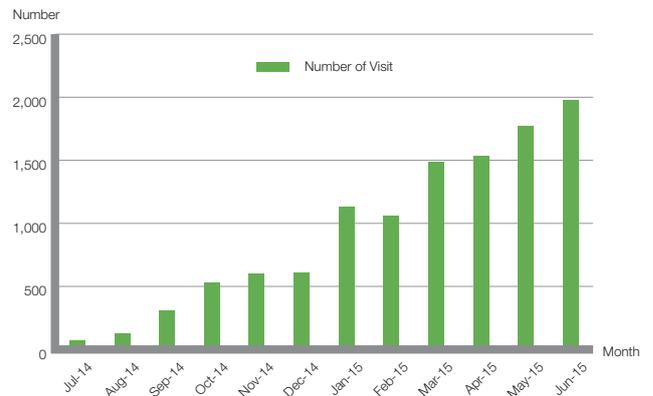
Our Group continues to assume a pioneering role in promoting the use of EVs and supports a wide range of EV initiatives and development projects.

1. Our Group has newly set up a Tesla Supercharging Station at Hopewell Centre offering 6 superchargers and 2 regular chargers.

The usage of the Tesla charging stations has significantly increased during the year.

2. More than 40 EV charging stations have been installed at the car parks of our commercial and residential buildings, including two at our highways in Mainland China.
3. 6 charging stations for electric taxis have been installed at Hopewell Centre, KITEC and Panda Place.
4. Two 45-seater electric buses have been purchased with the support of Government's Pilot Green Transport Fund and currently operate shuttle bus services between KITEC and Kowloon Bay MTR station.
5. We support the Innovation Technology Fund Application research project undertaken by The Hong Kong Polytechnic University to devise a more user-friendly EV quick charger. The research will be finished within this year.
6. Promoted green driving habits among our employees by participating in NGO campaign.

Usage of Tesla Charging Stations



Environmental Performance

ENERGY

We understand that the efficient use of energy in commercial sectors, especially reduction in electricity consumption, contributes to a sustainable green environment. Our Group strives to lower energy consumption across our business and actively incorporates a series of energy saving measures. We voluntarily conduct energy audits for our major properties in accordance with Chapter 610 – Buildings Energy Efficiency Ordinance.

1. Conducting carbon audits in major properties

We have been monitoring our carbon footprint by conducting carbon audits which is the first step towards developing an energy reduction strategy and meeting the growing expectations for carbon disclosure and reporting. We participated in the “Carbon Audit • Green Partner” organised by EPD and report our carbon footprint annually according to the Green House Gas (GHG) Protocol, please refer to our environmental table on page 42 for details.

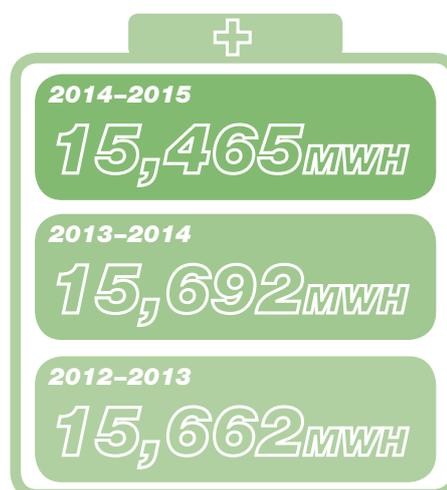
Our properties have received ISO 9001:2008 and ISO 14001:2004 Certification from Hong Kong Quality Assurance Agency (HKQAA) since 2009. We conduct environmental audits to ensure that we comply with standards by implementing various environmental procedures and objectives focusing on energy saving, waste management, prevention of air, water and noise pollution and green purchasing, etc. Each site develops its own environmental plan and reviews its environmental performance annually.

2. Investing in energy efficient technology

We continue to invest in energy saving technologies and replace energy inefficient equipment. Our core server room was relocated with area reduced from 1,000 sq.ft. to 200 sq.ft., thereby reducing electricity consumption significantly. We have replaced 10 aging fan coil units and 5 aging ventilation fans in the air-conditioning system of Hopewell Centre. Additionally, overhaul work was conducted to recondition the water cooled chiller which aimed to increase energy efficiency. The deteriorated and defective insulations of the chilled water risers in M/E Rooms of KITEC would be replaced in phases in order to maintain good insulating efficiency and avoid energy loss. The T8 lighting tubes at B1, B2 & B3 carpark at KITEC have been replaced with LED lights to enhance energy efficiency.

Our electricity consumption at GARDENEast, Hopewell Centre and KITEC recorded a 17.7%, 1.4% and 0.1% reduction respectively in the fiscal year of 2014-2015 as a result of efficient use and conservation of electricity. The total usage of electricity for the whole Group is decreasing steadily.

Electricity Usage at Hopewell Centre



Environmental Performance

Our Highway Infrastructure division is committed to reduce energy consumption. The GS Superhighway JV is a pioneer in Guangdong Province in replacing all conventional low-mast sodium lamps with LED lights on 122.8 km main alignment of the GS Superhighway to maintain electricity consumption at a low level. Phase III West has also adopted energy-saving LED lights along the tunnel sections and toll plazas since its opening in January 2013. The GS Superhighway JV has finished study and modified proposal of refitting high-pole lamps with energy-saving lights. The project will be finished in the second half of 2015.

Heyuan Power Plant takes active steps to mitigate environmental impact in operation. It has invested RMB15 million in installing roof-top solar panels at major buildings, car park and free space within the site in order to generate cleaner energy for internal use. It has also planned to carry out related upgrades for the plant to further reduce dust, NO_x and SO₂ emissions.

and green purchasing. Panda Place, GARDENEast and Villa Lotto were awarded the “Class of Excellence” Wastewi\$e Label while Hopewell Centre, Panda Hotel and Broadwood Twelve were awarded the “Class of Good” Wastewi\$e Label. These recognise our efforts in demonstrating our commitment to environmental protection and waste reduction.

Hopewell Centre, QRE Plaza, KITEC, Wu Chung House and Panda Place joined the Programme on Source Separation of Commercial and Industrial Waste organised by EPD while Broadwood Twelve, Broadview Villa and Villa Lotto joined the Programme on Source Separation of Domestic Waste to engage our residents in waste reduction.

WASTE MANAGEMENT

1. Complying with government standards

We continue to participate in the Wastewi\$e Label Programme organised by the Environmental Campaign Committee (ECC) of the Hong Kong Government, which requires participants to achieve a set of requirements and targets in waste reduction, recycling

2. Sustainable use of resources

We are committed to use resources wisely and responsibly and reduce excessive packaging where we can. Recyclable, renewable and reusable materials or materials made from sustainable sources which impose less potential environmental harms are preferred in our Group’s procurement process. We will ensure our suppliers comply with our Group’s environmental requirements and purchased items are environmentally friendly. All paper used in Hopewell Centre, Panda Place and KITEC complied with FSC/PEFC Certification. We promote environmental awareness among our customers. GARDENEast, for example, will purchase organic lemon ginger tea bags as a welcome pack and organic odor control concentrated gel for guests rooms.



Environmental Performance

3. Methods in handling different kinds of waste

Electronic Waste



We continue to work with our computer recycler on recycling scheme to dispose of computer equipment after on-site data sanitization process. We have donated 10 pieces of recycled computers to The Salvation Army Digital Plus in January 2015. Besides, Hopewell Centre has joined the Computer Recycling Programme organised by EPD on used computers and computer accessories since 2013. KITEC has joined the Conscientious Recycling Charter organised by Friends of the Earth (HK) since 2012 to recycle used computers, electrical and electronic equipment. GARDENEast has donated old or out-of-order electrical appliances to the WEEE Go Green Scheme of St. James' Settlement since 2012. The electrical appliances would be refurbished and then donated to underprivileged families or parties in need.



Plastic Waste



Hopewell Centre, GARDENEast and Wu Chung House have participated in the Yan Oi Tong Plastic Recycling Partnership Scheme organised by Yan Oi Tong EcoPark Plastic Resources Recycling Centre since 2011. Hopewell Centre and Wu Chung House won Silver and Bronze Awards in the categories of Housing Estate and C&I Building respectively. ITC replaced the plastic take-away bags with non-woven bags which helped to reduce plastic bag consumption and encourage recycling. 30,500 pieces of non-woven bags were purchased for festive promotional items and banquets in Xi Shan.



Food Waste



We continued to join the food rescue and assistance programme of Food Angel. Unused food or trimmings will be donated to Food Angel and then re-distributed to the elderly or low-income groups. Last year, Panda Hotel and ITC collected a total of 262,800 litres and 42,288 litres of food waste by Greeners Action and Kowloon Biotechnology Limited, which were further processed into animal feed by recyclers. Panda Hotel and ITC collected 3,232 litres and 1,872 litres of used cooking oil respectively for refining into bio-diesel by recyclers under 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.

Waste Glass



Panda Hotel sorted and delivered used bottles to proper recycling facilities for further processing as it continued to participate in the Glass Container Recycling Programme for the Hotel Sector supported by EPD and the Hong Kong Hotels Association. From July 2014 to June 2015, 8,538kg of used bottles have been collected which will be manufactured into eco-bricks by recyclers.

Chemical Waste



Hopewell Centre, KITEC, Panda Place, Broadwood Twelve, GARDENEast, Wu Chung House and Villa Lotto have registered with EPD as "Registration of Chemical Waste Producer" under the Waste Disposal (Chemical Waste) (General) Regulation. We have implemented a number of controls to ensure all hazardous chemical wastes were transported and treated by licensed waste collectors. At Hopewell Centre, KITEC, Panda Place and Broadwood Twelve, 19.3kg, 192.3kg, 800kg and 137kg of chemical wastes were collected and transported by licensed waste collector respectively. Most of them are fluorescent tubes/lamps. No chemical spills happened on our property during the reporting period.

Waste Water



Hopewell Centre, QRE Plaza, Panda Place, Broadwood Twelve, Wu Chung House and Villa Lotto have obtained the "Waste Water Discharge Licence" from EPD to ensure that our effluent discharge meets regulatory standards prior to discharging.

Festive Waste



Panda Hotel participated in the Chinese New Year Peach Blossom Recycling Programme organised by the Hong Kong Environmental Protection Association for the third year. Withered plants were recycled and further processed into organic fertilisers or compost which were then donated to local schools for planting use.

Environmental Performance

BIODIVERSITY

We source sustainable seafood and provide Ocean-Friendly Menu according to WWF-Hong Kong Seafood Guide which advocates consumption of sustainably-harvested seafood. We hope to educate the public in favour of sustainable consumption so they can be more aware of how their consumption can affect the oceans. They can in turn make a wise decision and go for choices that help protect our environment. In addition, our catering outlets continued to promote shark fin-free menu options in order to lower shark fin consumption.



WATER

Considering that we spend 70% of our time in offices, quality indoor environment safeguards the health of building occupants and contributes to their comfort and well-being. It is our priority to ensure quality water inside our properties.

1. Quality Water Recognition Scheme

In recognition of our achievements in maintaining proper plumbing systems, Hopewell Centre, QRE Plaza, Wu Chung House, KITEC and GARDENEast were awarded Silver Certificates for complying with

the standards of the Quality Water Recognition Scheme for Buildings organised by the Water Supplies Department of HKSAR Government. Panda Hotel and Panda Place were awarded Blue Certificates in recognition of our consistent compliance with the prescribed criteria under the Scheme. In addition, Hopewell Centre and KITEC have been awarded the Flushing Water Plumbing Quality Maintenance Recognition Scheme organised by the Water Supplies Department of HKSAR Government in recognition of our good maintenance of flushing water delivery system. We emphasise safeguarding the health of the public by maintaining clean and quality water supply in our premises.



Our Communities

Our People

Environmental Performance

Our Communities

Case Study: Wan Chai

Our Customers



Our business is closely intertwined with the daily lives of the communities where we operate. This is why we dedicate significant resources to support our work in community development. We have established four core pillars, namely Environmental Protection, Community Engagement, Youth Development and Sports, Arts and Culture to guide our community initiatives. During the year, we significantly strengthened our support to the community, providing financial assistance and in-kind donations. We strive to bring positive impact by working together with our employees, our NGO partners and service organisations in the community.

REVITALISING OUR COMMUNITIES

Community building is a continuous process. Our community investment efforts are most pronounced in Wan Chai where Hopewell Centre, our flagship development, is situated for over thirty years. We consider the needs of the local community as a priority for our development projects. The East, which brings together Hopewell Centre, QRE plaza, GARDENEast, Wu Chung House and the footbridges, has successfully established itself as a well-known business, dining, shopping and entertainment hub. We look forward to our latest developing projects, notably Hopewell Centre II and 200 Queen's Road East project, which will further enhance Wan Chai as a vibrant commercial district.

SUPPORTING THE COMMUNITY

We continue to position Wan Chai as a vibrant and harmonious community through our efforts. QRE Festival in Wan Chai is one of our signature contribution to the community in support of the development of local culture. The festival provides an opportunity for people of different ages and races, from Wan Chai and other districts, to get together and share wonderful experience. It aims to promote eco-friendly and healthy living style and a happy community. All details are included in the official website of QRE Festival (<http://www.qre.com.hk>).



Our Communities

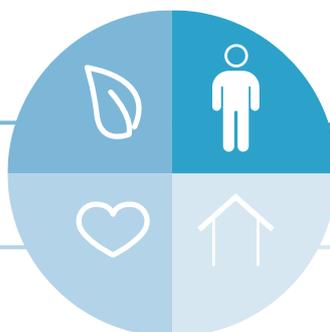
By developing long-term partnerships with NGOs, we are able to identify societal needs and explore ways to leverage our resources that will create long-lasting impact. We have been actively participating in social or environmental programmes by allocating financial and in-kind donations to our NGO partners. All short and long-term programmes are run in partnership with NGOs and are organised in line with our four core sustainability values.

Environmental Protection

- Promote green transportation
- Promote low-carbon lifestyle
- Raise public and employee awareness of environmental protection
- Little Food Wiser Ambassadors — A Journey to Food Saving
- E-Max “Green Carnival”
- Table for Two Programme
- Green Day 2014
- A Day with Food Angel

Youth Development

- Nurture young people to be future leaders
- Unleash the potential of youth
- Sponsorship of Wan Chai Sports Federation Soccer Team
- JA Job Shadowing Day co-organised with Junior Achievement Hong Kong
- Sponsorship of HKOSA Project Resonance



Community Engagement

- Support the elderly in our community
- Improve the quality of life for the people we serve
- Encourage our employees and communities to participate in community activities
- Tuen Ng Volunteer Visit 2015
- Elderly Home Visit (Yan Chai Hospital Fong Yock Yee Neighbourhood Elderly Centre)
- Wan Chai Festival 2014
- Happy Family Poon Choi Feast 2015
- Yan Chai Hospital Poon Choi Feast 2014
- QRE Festival
- Wan Chai District Charitable Care for the Elderly Association Charity Dinner
- Christmas Children’s Party
- Mooncakes for Charity 2014
- Dress Casual Day 2014
- 2014/2015 Hong Kong and Kowloon Walk for Millions
- Skip Lunch Day 2015
- 2014/2015 Love Teeth Day
- St. James’ Settlement Valentine’s Rose Charity Sale 2015
- Hong Kong Federation of the Blind Flag Day
- St. James’ Settlement Flag Day
- Sponsorship of Charity Screening

Sports, Arts and Culture

- Promote sports, arts and cultural development
- Encourage creative thinking
- Sponsorship of 2015 IIHF Ice Hockey Women’s World Championship
- Water Light Graffiti
- Art Workshop
- Sponsorship of Asian Youth Orchestra
- Sponsorship of “Winter Garden”

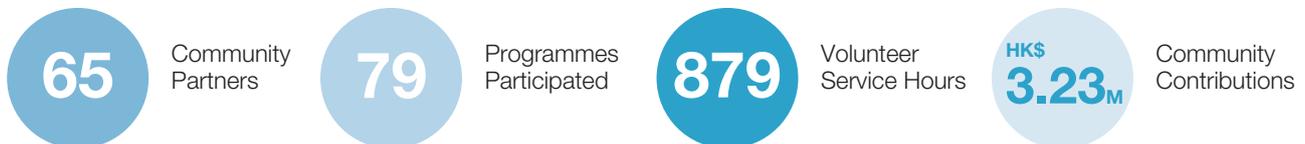
Our Communities



Our employees play an increasingly active role in supporting a variety of community activities initiated by NGOs on a regular basis. In the reporting period, we participated in various fund-raising events such as “2014/2015 Hong Kong and Kowloon Walk for Millions”, “Dress Casual Day 2014”, “2014/2015 Love Teeth Day” and “Green Day 2014” organised by The Community Chest of Hong Kong, “Heifer Race to Feed 2014”, “Hong Kong Federation of the Blind Flag Day” and “St. James’ Settlement Flag Day”.

Based on the London Benchmarking Group (LGB) methodology, we evaluate the impacts of our community investment. During the reporting period, we donated over HK\$3 million to more than 60 non-profit organisations, supporting environmental, community engagement, youth development and the arts. In the same period, we completed approximately 80 community programmes and volunteer activities.

A summary of our donations and sponsorships is shown as below:



SOME OF THE NGOs WE HAVE BEEN WORKING WITH INCLUDE:

- Friends of the Earth (HK)
- 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
- Hong Kong Federation of the Blind
- Wan Chai Sports Federation
- Yan Chai Hospital
- Evangel Children’s Home
- Food Angel
- Table for Two HK Limited
- Junior Achievement Hong Kong

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 in Hong Kong
- Chamber of Hong Kong Listed Companies
- Friends of the Earth (HK)
- WWF-Hong Kong

Our Communities

“HH SOCIAL CLUB” VOLUNTEER TEAM



“HH Social Club” volunteer team comprises employees from our Group and all subsidiaries. Since its establishment in 2011, our volunteer team has contributed over 4,600 hours of community service. To further raise our employee awareness about social and environmental responsibility, we encourage our employees to participate in community programmes with their families and friends. We contribute to our community not only through volunteering and fundraising, but also serving as mentors and sharing our experiences. Our volunteer service is also promoted in Mainland China. The JV companies organised and engaged staff in a variety of community service, such as environmental protection activities and visiting people in need.

In recognition of the efforts of our volunteer team, the Group was awarded the “Bronze Award (Volunteer Category)” at “The 5th Hong Kong Corporate Citizenship Program” by Hong Kong Productivity Council and the Committee on the Promotion of Civic Education and Certificate of Appreciation by Agency for Volunteer Service. We have also been awarded the “5 Years Plus Caring Company Logo” by the Hong Kong Council of Social Service in 2015 in recognition of our long-term commitment to sustainable development and efforts to the community, employees and the environment. Panda Hotel received the honour of the ‘10 Years Plus Caring Company Logo’ for over 10 years of participation in community work.

CARING FOR THE ELDERLY

In its fifth year, Tuen Ng Volunteer Visit to the elderly is one of our signature programmes in collaboration with our community partner. The Group and St. James’ Settlement (SJS) co-organised the visit to singleton elderly in Hong Kong on 6 June 2015. About 100 HH Social Club volunteers, their families and friends visited around 120 households of singleton elderly residing in various districts of Hong Kong (Wan Chai, Causeway Bay, Kwun Tong, Tsuen Wan and Tsing Yi), bringing love and happiness. The number of beneficiaries in the Tuen Ng Volunteer Visit activity reached 800 this year.



On the day of activity, HH Social Club volunteers gathered at the headquarters of SJS in the morning to prepare gift sets for the elderly comprising personal hygienic products, nutritious fruits, daily necessities and high-fibre “Five Grains” rice dumplings tailor-made by Panda Hotel to promote healthy eating.



Our Communities

Our People

Environmental Performance

Our Communities

Case Study: Wan Chai

Our Customers

SJS also conducted a briefing for all volunteers prior to the visit to equip them with essential skills to effectively interact with the elderly and identify their needs. During the home visits, volunteers shared health and cleanliness tips with the elderly and showed them the proper way of using masks and hand sanitizers. Not only did the home visits offered personal opportunities for our volunteers to express their care and concern for the elderly, volunteers also learned more about the needs of singleton elderly.

Since the launch of “Tuen Ng Volunteer Visit to the elderly” in 2011, we have served around 4,000 elderly residents residing in various districts of Hong Kong.

Around
4,000 elderly residents 

PROTECTING THE ENVIRONMENT



We partnered with green groups to promote environmental protection at our shopping arcade. We have been holding “Green Carnival” at KITEC for several years with over 30 handcraft stalls and workshops promoting green lives to the public. In support of Hong Kong Government’s Food Wise campaign, we hosted a number of events to encourage the restaurants and customers of The East to adopt measures to reduce food waste. In September 2014, we co-organised “Little Food Wiser Ambassadors — A Journey to Food

Saving” with Food Grace to promote food saving among the younger generation. Students from St. Francis’s Canossian School visited Tai Po on a special journey to learn about the food waste problem at the wet market and participated in the food-recycling process. Students gained valuable insight into the food waste problem and the ways to tackle it.

ENHANCING YOUTH DEVELOPMENT

In 2015, we conducted a job shadowing programme at Panda Hotel co-organised with Junior Achievement Hong Kong, 33 secondary school students participated in a series of job-shadowing activities including workplace visits and on-the-job tasks with mentors from Panda Hotel. The programme helped students explore first-hand the skills and education needed to succeed in the job market.

We also work to cultivate young people by supporting different kinds of youth programmes. We sponsored Project Resonance of the Hong Kong Outstanding Students’ Association for the fifth consecutive year. The programme consisted of a series of activities from June 2015 to July 2015 which aimed to arouse students’ interest towards cultural diversity in Hong Kong. We also provided venue sponsorship to the Carnival Showcase.

We support the development of youth through sports in Hong Kong. In sponsoring Wan Chai Sports Federation Soccer Team, we hope to encourage more young people to engage in sport activities while strengthening our relationship with the Wan Chai community.

Our Communities



During the reporting period, we provided in-kind donations to various NGOs such as venue sponsorship, accommodation sponsorship, special offers on rental and free promotional channels at our properties. A total of 28 charitable events were held at our venues, with subsidised venue rentals for these events amounting to about HK\$529,748.

PROMOTING ARTS AND CULTURE

We continue to play a role in promoting the arts to enhance the quality of life in our community by making good use of our shopping arcade. In May 2015, The East partnered with Le French May to organise an interactive exhibition, “Water Light Graffiti”, created by French artist Antonin Fourneau, which showcased the possibilities of digital art and celebrated how graffiti could enrich open space. 120 students from Hong Kong Wah Yan College and students from Hong Kong Design Institute art jammed with Fourneau to unleash their creativity. They were all amazed by the experience and it was a great opportunity for them to interact with a renowned French artist.



In April 2015, we invited NeSpoon Polska, a contemporary Polish female artist, famous for her unique brand of street art to transform the Open Piazza on Queen’s Road East, Wan Chai into a fascinating French-styled Montmartre with a 3-metre-long community art wall where everyone could participate as street artist.



In October 2014, we invited post-80s local artist Scott Chan to host art workshops for 30 students from Hong Kong Tang King Po College creating unique art pieces themed “nature” or “mood”, making use of used daily materials such as newspaper, bottles and wine corks. We also sponsored the Asian Youth Orchestra in support of youth development through advanced study, performance and international concert touring with celebrated artists and conductors. Recently, we sponsored “Winter Garden” organised by Hong Kong Arts Centre.



Case Study: Wan Chai

As an integral part of the Wan Chai neighbourhood, we consistently factor in local community needs in our planning and decision-making processes. We maintain good relationships with local schools, NGOs, District Council, and residents, working together with them to build a vibrant and harmonious community through various exhibitions, educational activities, sponsorship and volunteering work.

ACTIVITIES:

“Egg”stravgant Easter Bonnet Show — Students from S.K.H. St. James’ Primary School channeled their creativity to “give life back” to their old bonnets with the use of waste materials. They then wore their bonnet creations and joined a “high fashion” Tea Party at The East.

Le French May • Sky Art — The French artist Thomas Lamadieu organised a workshop to teach 140 students from St. Francis’ Canossian College on his imaginative illustration series — Sky Art. Inspired by Thomas, the students take snaps of the sky to create a frame of buildings and use the space in between to act as a canvas for drawing.



Water Light Graffiti — 120 students from Hong Kong Wah Yan College and students from Hong Kong Design Institute art jammed with French artist Antonin Fourneau to unleash their creativity.

Food Wise Fashionista — Students from St. Francis’ Canossian School visited Tai Po for a special journey to learn more about the food waste problem at the wet market and participated in the food-recycling process.

QRE Festival — The 5th FUNtastic QRE Festival was made up of a series of joyful events hosted in Wan Chai. The fun-filled activities were designed for the local community and visitors to experience the area’s unique ‘New Meets Old’ ambiance and the charm of Queen’s Road East.



QRE Carnival — A series of colorful and amusing bouncy castle, game booths, live music performance, dance performance and free tasting were held.



Art Workshop — Scott Chan, a post-80s local artist, hosted art workshops for 30 students from Hong Kong Tang King Po College to create unique art pieces themed “nature” or “mood”.

Go Green Fiesta — The East collaborates with local social enterprise Green Monday to promote green lifestyle & diet by organising workshops and public awareness activities.

Case Study: Wan Chai

SPONSORSHIP:

Happy Family Poon Choi Feast co-organised with the Community Building Committee of Wan Chai District Council, St. James' Settlement and Wan Chai Methodist Centre for the Seniors. Hopewell delivered 2,000 sets of HH Social Club gift packs as Christmas presents to senior citizens who attended the "Happy Family Poon Choi Feast". The gift packs contained 5 useful daily care items such as tooth brush set, balm ointment, and hand cream

40 Happy Wan Chai Stories — Hopewell sponsored the publication of the book "40 Happy Wan Chai Stories" which recorded the happy memories of 40 people who worked or lived in Wan Chai.

Soccer Team of Wan Chai Sports Federation — Hopewell hopes to encourage more teenagers to participate in sport activities by sponsoring the soccer team of Wan Chai Sports Federation.



"Winter Garden" Exhibition — Hopewell sponsored the exhibition at the Hong Kong Arts Centre, bringing contemporary arts and education to a wider audience.

Micro Film "轉•灣" — A micro film showed how Wan Chai becoming a vibrant district by interviewing people who worked or lived in Wan Chai.

VOLUNTEERING:

Tuen Ng Volunteer Visit — About 100 HH Social Club Volunteers and St. James' Settlement delivered Tuen Ng Festival blessings to singleton elderly for the fifth consecutive year.

Wan Chai District Warmth Action organised by the Community Building Committee of Wan Chai District Council, Wan Chai Methodist Centre for the Seniors, Wanchai District Elderly Community Centre of St. James' Settlement, Eastern and Wan Chai District Social Welfare Office of Social Welfare Department and Community Services of Hong Kong East Cluster — HH Social Club volunteers participated in "Wan Chai District Warmth Action" with other volunteers by visiting singleton elderly in Wan Chai.

BALANCE BETWEEN BUSINESS AND COMMUNITY NEEDS — HOPEWELL CENTRE II

In response to the calling for better connectivity and environmental protection by Wan Chai residents and the increasing demands for world-class meeting, conference and convention facilities in Hong Kong, the Group has submitted an application to the Town Planning Board in November 2014 to refine and enhance the development scheme approved in 2009.

A road improvement scheme, a green park which will be open to the public and an extensive tree-planting plan will all be implemented within this project. The road improvement scheme will improve the area's traffic flow and enhance pedestrian safety, while the green park will provide a venue for public recreation and enjoyment. A Hopewell Centre II Green Park Committee has been formed to strive for a better design of the green park.

As a key element of our Wan Chai Pedestrian Walkway proposal, this project will also provide a convenient pedestrian connection between the Kennedy Road residential area in Mid-Levels, Wan Chai MTR Station and Wan Chai North via Hopewell Centre and the 200 Queen's Road East Project. In helping to seamlessly integrate major areas of Wan Chai district, it will also provide access to the Group's properties under "The East" brand.



Our Customers



Given the diverse nature of the Group's business activities, our frontline staff interface with different types of customers everyday including tenants, residents, shoppers, hotel guests, audiences and road users. Our emphasis on quality extends across all our business divisions as we strive to enhance customer satisfaction continuously.

	Property	Hospitality	Highway	Power
Types of customer	<ul style="list-style-type: none"> • Tenants • Residents • Shoppers 	<ul style="list-style-type: none"> • Hotel guests • Diners • Audiences 	<ul style="list-style-type: none"> • Road users 	<ul style="list-style-type: none"> • Electricity buyers
Focus	<ul style="list-style-type: none"> • Facility enhancement • Improve service quality • Customer privacy • Customer satisfaction • Maintaining relationship 	<ul style="list-style-type: none"> • Food safety • Customer privacy • Customer satisfaction • Facility enhancement • Maintaining relationship 	<ul style="list-style-type: none"> • Smooth traffic • Traffic safety • Traffic efficiency • Customer satisfaction 	<ul style="list-style-type: none"> • Reliable power supply

PROVIDING BARRIER-FREE ACCESS AND RENOVATIONS

Our quality control policy for property and facility management highlights the importance of quality service and customer experience. We strive to earn customers' trust by providing professional service and premium facilities.

We are dedicated to improve our management service and undertake enhancement work to provide the best environment to customers and the community. In May 2015, Hopewell Centre completed facade renovation mainly at areas above 3rd floor. The new look and stronger positioning as an upscale commercial complex will take Hopewell Centre to new heights in office and retail standards. To reinforce overall monitoring of lift usage, we transformed our

Our Customers

conventional lift panel system on 17th floor of Hopewell Centre at the beginning of 2015 into a computerized control monitoring system at the Central Control Centre on 3rd floor.



A wide range of facilities have been installed and modified at our properties for persons with disabilities, such as disabled car parking spaces, wheelchair ramps and tactile indicators, lift and toilets. We regularly assess the barrier-free environment at our shopping arcades, engaging with disability groups to better understand people with special needs. We enrolled in Mystery Shopper Visits organised by the Hong Kong Federation of the Blind to evaluate our barrier-free access facilities and services at Hopewell Centre, QRE Plaza, KITEC and Panda Place 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.

We continue to work towards barrier-free access and movement at our properties. At the Metroplex, we installed wheelchair seats at the first row for disabled customers. At box office, the height of counters is adjusted for wheelchair users to buy tickets easily. We also supported Diamond Cab's barrier-free programme — "Diamond Leisure" with the aim of encouraging families to plan more outdoor trips with wheelchair users. According to the "Barrier-free" assessment in the official website of "Diamond Leisure", the Metroplex performed well in four areas including accessibility of entrance, toilets, space area and frontline staff's performance. The overall barrier-free rating was 3 out of 3.



ENSURING SAFETY AND EFFICIENCY

Customer safety is important to us. Our hospitality groups have always considered food safety as one of our key priorities and regularly conduct food tests to ensure food quality. We conduct monthly laboratory tests on high risk food products at Panda Hotel, Xi Shan and MENU to ensure food quality.

In our highway business, we strive to maintain smooth traffic flow and high quality service standards. We have established procedures and initiatives to provide a safe journey for road users. The GS Superhighway is fully monitored by surveillance cameras and covered by a patrol and rescue team of over 200 well-trained professionals who can identify accidents and arrive at the scene in the shortest possible time and handle them efficiently. Furthermore, changeable

Our Customers

message signboards along the GS Superhighway and the Western Delta Route provide road users with the latest traffic conditions and draw their attention to traffic safety. Debuted in 2012, the GS Superhighway JV free mobile application provides updated traffic conditions. Road users can stay informed of any changes or special arrangements.



Emergency drills and a variety of training were provided to strengthen our frontline staff's technical knowledge and increase their safety awareness. The West Route JV carried out a one-hour joint emergency drill with the fire brigade and traffic police of Zhongshan Public Security Bureau and medical staff of Zhongshan Sanxiang Hospital on 6 November 2014 to enhance its capabilities to handle emergencies in tunnels. The GS Superhighway JV and the West Route JV will continue to participate in joint meetings and cooperate with traffic police along the expressways to reduce traffic incidents and ensure traffic safety.



PROTECTING OUR CUSTOMERS

We ensure transparency, clarity and reliability of the product and service information that we pass to our customers, providing detailed information on our properties from sales to transaction. In respect of 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.

With the new clause of the Personal Data (Privacy) (Amendment) Ordinance coming 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. For shopping mall, the use of personal data and the management of membership system of The East Club are in compliance with the Ordinance.

CUSTOMER SATISFACTION

Customers are encouraged to evaluate our services. Each of our business units has its own mechanisms to collect and review customer views. In property management, we regularly conduct surveys and seek feedback to ensure quality customer services to tenants and property owners. We conducted "Management Service Survey" at Hopewell Centre, QRE Plaza, KITEC and Panda Place. The survey asks customers to evaluate the performance of our property management team and the quality of the service they received. Over 330 questionnaires were distributed to our tenants at the end of 2014, with a completion rate of 35%. We achieved an average satisfaction rate of 94.2% on the overall performance of property management service. (Hopewell Centre: 95.48%, QRE Plaza: 94.24%, KITEC: 93%, Panda Place: 94.26%) We have been following up on customers' feedback raised in the surveys. In recognition of our outstanding quality in facility management and customer servicing, Hopewell Centre was awarded Merit Award in the Frontline Staff Category at the "Property Management Week 2014 – Seminar cum Excellent Management Staff Award Ceremony" in 2014. The Award was co-organised by Greater China Institute of Property Management and Hong Kong Institute of Real Estate Administrators to recognise outstanding performances of property management staff, as well as to enhance the image of the industry. We will continue to provide trainings for frontline staff so as to ensure excellent service standards.

Our Customers

SERVICE PLEDGE OF HOPEWELL CENTRE

100% Percentage of achievement in last season

Service	Description	Target
Emergency Handling	<ul style="list-style-type: none"> Customer service Security service Cleaning service 	<ul style="list-style-type: none"> To follow-up within 15 minutes after reporting
Customer Service	<ul style="list-style-type: none"> Enquiry in writing Complaint in writing 	<ul style="list-style-type: none"> To reply within 7 working days upon receipt
Security Service	<ul style="list-style-type: none"> Common area patrolling 	<ul style="list-style-type: none"> 6 times per day
Facility Management	Facilities malfunction including: <ul style="list-style-type: none"> Lift and escalator Water supply, electricity supply, air conditioning supply, drainage system, access control system, carpark facilities and others 	<ul style="list-style-type: none"> To follow-up within 10 minutes after reporting To follow-up within 15 minutes after reporting

At our hotel, we follow up on every customer's feedback in a timely manner through guest comment cards and online feedback form. A monthly report of all customer comments and complaints is kept for record. Panda Hotel received Quality Tourism Services (QTS) Accreditation in recognition of our high service standards. At the Metroplex, a customer survey was also conducted in February 2015.

In Mainland China, both JV companies have held a month-long campaign every year in June or July to ensure service standards and customer satisfaction. We continue to provide added convenience to road users including delivering free travel handbooks and emergency drugs. Furthermore, service consultation points are set up for public enquiries. During the reporting period, skill level contests and operation knowledge tests for toll collection staff were held to boost staff morale and enhance efficiency and service quality.

MAINTAINING RELATIONSHIP WITH OUR CUSTOMERS

We value our customers and would like to engage in a long-term relationship with them. Hopewell Centre and KITEC launched Elite Club which provides a range of privileges to tenants and enhances communication. It is also a platform for delivering important messages of property management to office tenant members, achieving synergy and providing win-win benefits through introducing monthly privileges



offered by retail tenants. During the year, the Elite Club strengthened its communication with members through e-channels, releasing news and privileges in a timely and environmentally-friendly manner. We also invited our members to join exclusive member gatherings to celebrate festive seasons.

Apart from tenants of our shopping arcade, we also introduced membership programmes for our customers and the community. The East Club and VIP Metroplex (The Metroplex) reward members with a wide variety of privileges and engage them through social media.

Procurement and Supply Chain

All our supplier selection and purchasing practices are governed by high professional and ethical standards. Although cost is a major consideration in selecting suppliers and contractors, we give equal consideration to their sustainability performance. This includes their efforts in ensuring high standards of service, product quality and responsibility, the incorporation of good environmental practices, occupational safety and labour practices into their business.

PROPERTY AND FACILITY MANAGEMENT

We currently maintain a database of over 550 contractors and suppliers to support our property operations and facility management. Our contractors and suppliers must comply with all environmental laws and regulations as well as required to acknowledge and follow our Environmental and CSR Policy for Contractors/Suppliers and the Environmental Guidelines. The guidelines and policy cover the following issues:

- Observe all legal and other requirements in environmental, labour, anti-corruption, minimum wages, etc.
- Control the usage of materials and resources (such as electricity, fuel, chemicals, paper), in order to use energy and resources efficiently.
- Use or provide environmentally friendly materials whenever possible, and do not use materials and chemicals which cause serious impact on the environment. For example, do not use ozone-depleting substances.
- Contractors and suppliers, whether working in the premises of HPFM or working for HPFM out of HPFM's premises, should minimize the generation of all kinds of wastes; and should ensure that the discharge of wastewater, the disposal of waste and the noise generated from construction works are all in accordance with statutory requirements.
- If possible, contractors should provide recyclable materials, and use or recycle materials/wastes.
- During the provision of services, contractors and suppliers need to ensure that all waste and chemicals can be handled, stored and disposed of effectively and properly in order to avoid any leakage.

- Vehicles which provide services to HPFM should conduct regular maintenance to ensure the noise level and the type & concentration of air pollutants can be controlled.
- All contractors and suppliers should be familiar with our environmental policy.
- Contractors and suppliers should provide relevant rights and interests for labour in accordance with legal requirements, and should not employ any child labour and illegal workers.

Initial assessments and end-of-project evaluation are conducted to identify non-compliance in areas that we deem important. The conduct and performance of our suppliers can have a significant impact on the quality of our offerings to customers and our reputation. To better engage with our major suppliers, monthly meetings and regular safety drills such as fire accident and chemical leakage were held to encourage open communication and improve working efficiency.

A new supply chain management system will be launched in 2015/16 to improve procurement efficiency, ensure equity and integrity, improve management control and budget control, facilitate retrieval of past purchase records, and be more environmentally friendly.

HOSPITALITY

For our hospitality business, the top 10 suppliers all belong to the food industry. Safety and quality of food are always the first priority and we work with suppliers which have standards similar to ours. Annual onsite assessments are conducted for our top 20 suppliers and 10 suppliers were selected randomly from our database in order to evaluate their safety measures on work area, equipment, storage facility, personal hygiene, delivery, raw materials and products. Monthly laboratory tests for e-coli, salmonella and staphylococcus on high-risk food items were conducted to ensure compliance with various government regulations.

We have launched two initiatives — sustainable seafood sourcing practices and the Ocean Friendly Menu — that make 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 shark fin consumption at our banquets. The shark fin consumption this year was 10.1% less than that in the previous reporting year.

Progress of Actions and Sustainability Targets for 2014/15

Targets and Actions for 2014/15	Status of Achievement
<p>Property</p> <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 the ECC and EPD of the Hong Kong Government Continue recruiting disabled persons at KITEC 	<ul style="list-style-type: none"> GardenEast, Panda Place and Villa Lotto have been awarded the Wastewi\$e Label – “Class of Excellence”, while Hopewell Centre and Broadwood Twelve have been awarded the “Class of Good”, for achieving the targets of waste avoidance and reduction, collection and recycling of recyclable materials, and procurement of recycled products Continue recruiting disabled persons at KITEC
<p>Hospitality</p> <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 	<ul style="list-style-type: none"> Advertising in local free newspaper and EDM to members through EDM platform (Wharf T&T) Surplus food donation to Food Angel Used oil recycled for production of renewable fuel “biodiesel” collected by Dynamic Progress In progress In progress E-Membership under program development Recycle bins launched in February 2015
<p>Highways</p> <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 	<ul style="list-style-type: none"> The GS Superhighway JV finished study and modified proposal of refitting high-pole lamps with energy-saving lights The West Route JV installed around 1.6-km of additional noise barriers along the expressway in this reporting period. A new badminton stadium in Zhongshan South living area was opened to staff in 2015 to further improve and enhance the variety of community and leisure facilities The GS Superhighway JV and the West Route JV held a variety of professional training, internal contests and educational activities. More than 6,500 and 1,700 visits recorded respectively

Progress of Actions and Sustainability Targets for 2014/15

Targets and Actions for 2014/15	Status of Achievement
Energy	
<ul style="list-style-type: none"> Carry out related upgrades for the plant to reduce dust emissions 	<ul style="list-style-type: none"> Completed related upgrades to reduce dust emissions for Unit 1 and Unit 2
<ul style="list-style-type: none"> Carry out NOSA audit 	<ul style="list-style-type: none"> Achieved NOSA three star rating in November 2014
<ul style="list-style-type: none"> Continue to reinforce sense of safety through occupational health and safety training 	<ul style="list-style-type: none"> Safety training seminars, safety & risk management training, safety knowledge test, and NOSA knowledge competition were organised for employees in order to reinforce their sense of safety
<ul style="list-style-type: none"> Continue to encourage employees to participate in leisure activities and promote better work-life balance 	<ul style="list-style-type: none"> The Heyuan JV organised a variety of activities/training such as tennis, badminton, road safety training, fire safety training, blood donation and first aid training to encourage employee participation and promote better work-life balance
<ul style="list-style-type: none"> Continue to organise competitions for staff to enhance their team spirit and sense of belonging 	<ul style="list-style-type: none"> Various competitions including badminton, table-tennis, tennis, knowledge of NOSA and safety speech contest were organised for staff to enhance their team spirit and sense of belonging
<ul style="list-style-type: none"> Continue to encourage employee volunteering 	<ul style="list-style-type: none"> Encourage employee volunteering such as donating clothing to primary school in Sichuan Province and donating money to the poor and the injured child
General	
<ul style="list-style-type: none"> Assess and explore information technology solutions to improve workplace efficiency 	<ul style="list-style-type: none"> e-HR service enhancement <ul style="list-style-type: none"> e-personnel was launched in June 2015 e-tax was launched in April 2015 e-appraisal was launched in September 2014
<ul style="list-style-type: none"> Promote and upgrade corporate branding 	<ul style="list-style-type: none"> In progress
<ul style="list-style-type: none"> Enhance employee relations and staff engagement 	<ul style="list-style-type: none"> In progress
<ul style="list-style-type: none"> Revamp human resource analytical reports to provide timely information for management 	<ul style="list-style-type: none"> In progress
<ul style="list-style-type: none"> Arrange training on Compliance and Corporate Governance 	<ul style="list-style-type: none"> Continue on arranging briefing on Whistle Blowing Policy for new staff of HHL The new Competition Ordinance may impact the way business is conducted in HHL/HHI Group. Having consulted legal advisor on the implication of the new Competition Ordinance during FY 2014/15, the Company is mindful on the development of the draft guidelines and revised draft guidelines issued under the new Competition Ordinance. All heads of business units have been alerted and relevant documents circulated for their review and preparation for the forthcoming implementation of the Competition Ordinance

Progress of Actions and Sustainability Targets for 2014/15

Targets and Actions for 2015/16

Property

- Electronic procurement system will be launched in 2015–16 in HPFM, Hopewell Centre and KITEC to improve procurement efficiency, ensure equity and integrity, improve management control and budget control, facilitate retrieval of past purchase records, and to save paper used
- Mobile Intranet will be launched in 2015–16 in Hopewell Centre to facilitate instant communication, scheduling of daily activities, watching training materials, training videos and other useful information online, etc

Hospitality

- E-Membership launch in October 2015

Highways

- The GS Superhighway JV is planning to replace 2 old towing vehicles
- The GS Superhighway JV will complete the refit of high-pole lamps with energy-saving lights in the second half of 2015 to further reduce electricity consumption
- The West Route JV is planning to install an additional 2.4km of noise barriers along the expressway to further mitigate impact on residential areas in the proximity
- The West Route JV will distribute over 100,000 travel handbooks at toll plazas and service areas and will install additional road signboards in the peripheral areas to our expressway in Foshan and Zhongshan to provide enough traffic information to customers

Energy

- Carry out related upgrades for the plant to further reduce the dust, NO_x and SO₂ emissions
- 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

- Revamp human resource analytical reports to provide timely information for management
- Continue briefing new staff on Whistle Blowing Policies
- Plan for briefing and updating on the amendments of Corporate Governance Code
- Arrange training for top management and all head of business units upon finalisation of the revised draft guidelines of the Competition Ordinance in second half of 2015

Economic Performance Table

	2011/12 (HK\$ million)	2012/13 (HK\$ million)	2013/14 (HK\$ million)	2014/15 (HK\$ million)
Revenue⁽¹⁾				
Property letting, agency and management	707	798	890	1,015
Hotel, restaurants and catering operation	461	462	454	484
Property development	1,267	1,009	749	1,071
Toll road investment	2,386	2,244	2,419	2,406
Power plant	1,493	1,378	1,233	1,028
Treasury income	246	257	247	231
	6,560	6,148	5,992	6,235
Earnings before interest and tax ("EBIT")⁽¹⁾				
Property letting, agency and management	445	509	556	632
Hotel, restaurants and catering operation	130	145	127	132
Property development	335	222	299	185
Toll road investment	1,036	749	667	623
Power plant	86	146	153	164
Treasury income	246	257	247	231
Others	-142	-127	-129	-130
Redevelopment gain on 155-167 QRE	—	—	—	300
Completion gain on 200 QRE retail portion	—	—	—	120
Land conversion gain of Hopewell Centre II	—	2,249	—	—
EBIT	2,136	4,150	1,920	2,257
Operating cost ⁽²⁾	718	685	883	745
Employee wages and benefits ⁽³⁾	403	416	443	459
Payment to providers of capital ⁽⁴⁾	1,387	1,322	1,057	1,241
Government Tax	365	295	329	267
HK Profits Tax	65	72	61	69
PRC taxation	263	195	229	130
Deferred tax	37	28	39	68
Charitable donations	2	1	1	2

Notes:

- (1) Please refer to Management Discussion and Analysis section of the Annual Report 2014/15 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	2014/15 ⁽¹⁾
Energy use					
Purchased electricity	MWh	58,380	58,646	56,986	59,047
	GJ	210,168	211,126	205,148	212,568
Industrial diesel	Litres	1,821	1,265	1,519	692
	GJ	70	49	58	27
Diesel oil	Litres	239,606	220,525	171,818	162,926
	GJ	8,592	7,908	6,161	5,843
Petrol	Litres	23,023	24,380	19,938	20,025
	GJ	741	785	642	644
Town gas	GJ	22,637	19,779	20,527	20,797
CO₂e emissions⁽²⁾					
Direct CO ₂ e emissions (scope 1)	Tonnes	1,509	2,694	2,116	761
Indirect CO ₂ e emissions (scope 2)	Tonnes	35,873	36,590	38,819	40,600
Other indirect CO ₂ e emissions (scope 3)	Tonnes	555	291	290	350
Waste disposal⁽³⁾					
Construction waste	Tonnes	3,312	2,460	4,150	4,091
Commercial waste	Tonnes	204,404	9,209	132,128	9,219
Waste recycled⁽⁴⁾					
Paper	Kg	218,319	203,793	208,662	280,040
Plastic	Tonnes	2.20	3.54	5.79	43.14
Metals	Tonnes	0.50	0.59	0.47	0.47
Food ⁽⁵⁾	Litres	412,650	347,939	331,417	305,088
Used cooking oil	Barrels	478	29	301	174
Water					
Fresh water used ⁽⁶⁾	m ³	392,791	395,019	395,780	483,132
Reused water	m ³	2,266	1,887	728	1,084
Materials used					
Paper	Ream	11,002	10,277	9,538	10,581
	Kg	27,448	25,150	23,831	25,279

Notes:

- (1) Data include The Metroplex and KITEC office in 2014/15.
- (2) For 2014/15, the CO₂e emission of Town gas is included in scope 2 emission.
- (3) 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.
- (4) 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.
- (5) 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.
- (6) 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, for 2013/14 covered 1 July 2013 to 29 May 2014 and for 2014/15 covered 1 July 2014 to 29 May 2015.

Environmental Performance Tables

HIGHWAY DIVISION

Indicator	Unit	FY12			FY13			FY14			FY15		
		GS	West	Total	GS	West	Total	GS	West	Total	GS	West	Total
		Superhighway	Route		Superhighway	Route		Superhighway	Route		Superhighway	Route	
JV	JV	JV	JV	JV	JV ⁽⁶⁾	JV	JV	JV	JV	JV	JV		
Energy use													
Purchased electricity (non-renewable)	MWh	28,082	4,378	32,460	24,038	6,143	30,181	21,702	10,216 ⁽⁵⁾	31,917	21,823	10,479 ⁽⁵⁾	32,302
	GJ	101,095	15,761	116,856	86,537	20,272	106,809	78,125	36,777	114,903	78,564	37,725	116,289
Renewable energy ⁽¹⁾	MWh	—	13.49	13.49	—	11.65	11.65	—	12.87	12.87	—	12.79	12.79
	GJ	—	48.56	48.56	—	41.94	41.94	—	46.33	46.33	—	46.03	46.03
Diesel	Litres	370,364	23,975	394,339	476,192	13,505	489,697	439,872	23,110	462,982	408,610	19,136	427,746
	GJ	13,281	860	14,141	17,076	484	17,561	15,774	829	16,603	14,653	686	15,339
Petrol	Litres	559,345	164,903	724,248	545,920	254,963	800,883	509,007	275,949	784,956	485,867	275,110	760,977
	GJ	18,000	5,307	23,306	17,568	8,205	25,772	16,380	8,880	25,260	15,635	8,853	24,488
CO₂e emissions⁽²⁾													
Direct CO ₂ e emissions	Tonnes	2,541	513	3,054	2,798	728	3,526	2,598	811	3,409	2,448	798	3,246
Electricity indirect CO ₂ e emissions	Tonnes	27,414	4,274	31,687	22,461	5,740	28,201	20,015	9,422	29,437	20,040	9,623	29,663
Water													
Fresh water used	m ³	495,624	96,346	591,970	479,912	89,306	569,218	392,869	126,231 ⁽⁶⁾	519,100	365,829	161,744 ⁽⁶⁾	527,573
Materials used⁽³⁾													
Cement	Tonnes	361,969	314,776	676,745	16,973	81,391	98,364	17,494	186	17,680	10,831	290	11,121
Steel	Tonnes	13,200	77,606	90,806	2,238	5,777	8,015	4,557	1	4,558	2,001	70	2,071
Steel strand	Tonnes	701	6,560	7,261	21	42	63	86	0	86	65	0	65
Bitumen	m ³	33,240	0	33,240	7,356	25,557	32,913	9,122	0	9,122	9,943	562	10,505

Notes:

- (1) Estimated data based on the energy consumption of 23 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 918.3 gCO₂/KWh.
- (3) Include the consumption of materials for repair and maintenance work in the GS Superhighway and the Western Delta Route.
- (4) Phase III West opened in January 2013.
- (5) Estimated data quoted in last year was revised to actual data.
- (6) Data from April to June in 2015 at some toll stations were estimated based on monthly usage from July 2014 to March 2015.

Environmental Performance Tables

ENERGY DIVISION

Indicator	Unit	2011/12	2012/13	2013/14	2014/15
Operation					
Electricity sent out	GWh	6,995	6,237	5,535	4,826
	TJ	25,183	22,452	19,927	17,375
Own electricity consumption	GWh	422	395	350	327
	TJ	1,519	1,420	1,260	1,176
Coal consumed	TJ	63,360	56,607	50,243	44,201
Oil consumed	TJ	7.9	7.3	7.2	6.7
Thermal efficiency	%	42.2	42.2	42.2	42.0
Availability factor	%	87	91	86	80
Air emissions					
Direct CO ₂ e emissions ⁽¹⁾	kT	5,562	4,969	4,411	3,880
Indirect CO ₂ e emissions ⁽²⁾	kT	0.6	0.6	0.5	0.5
Power plant emission factor (Intensity)	tCO ₂ /GWh	791	792	792	800
SO ₂ ⁽³⁾	kT	2.6	1.9	1.4	0.8
NO _x ⁽³⁾	kT	7.9	6.1	2.3	1.2
Dust particles ⁽³⁾	kT	0.7	0.4	0.4	0.3
Waste produced					
Pulverized Fuel Ash (PFA)	kT	297	242	257	228
Gypsum	kT	72	78	53	51
Slag	kT	24	20	21	18
Crystalline Salt	kT	0.5	0.6	0.7	0.7
Pebble Coal	kT	4.3	4.2	6.0	3.3
Mud/Sludge	kT	7.1	5.5	5.8	5.0
Waste recycled/reused					
Pulverized Fuel Ash (PFA)	kT	297	242	257	228
Gypsum	kT	72	78	53	51
Slag	kT	24	20	21	18
Crystalline Salt	kT	0.5	0.6	0.7	0.7
Pebble Coal	kT	4.3	4.2	6.0	3.3
Mud/Sludge	kT	7.1	5.5	5.8	5.0
Water					
Fresh water used	kT	12,958	11,809	11,117	9,954
Reused/Recycled Water	%	100	100	100	100
Wastewater discharged	%	0	0	0	0

Notes:

- (1) Calculations based on the 2006 IPCC Guidelines for National Greenhouse Gas 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.
- (4) Data is shown to integer or 1 decimal place.

Social Performance Table

Indicators	Units	The Group ⁽¹⁾				West Route JV ⁽²⁾				GS Superhighway JV ⁽³⁾				Heyuan Power Plant JV ⁽⁴⁾			
		2011/12	2012/13	2013/14	2014/15	2011/12	2012/13	2013/14	2014/15	2011/12	2012/13	2013/14	2014/15	2011/12	2012/13	2013/14	2014/15
Total Full-time Workforce⁽⁵⁾																	
<i>by Location</i>	no.																
Hong Kong		1,189	1,163	1,186	1,140	2	2	2	1	3	3	3	3	0	0	0	0
Mainland China		194	209	225	241	686	960	949	925	2,648	2,578	2,581	2,485	258	266	268	268
Total HK and China Employees⁽⁶⁾		1,383	1,372	1,411	1,381	688	962	951	926⁽⁷⁾	2,651	2,581	2,584	2,488⁽⁸⁾	258	266	268	268
<i>by Gender</i>	%																
Female		39.48	40.7	41.18	40.91	40.41	37.63	39.12	40.93	39.91	39.36	39.09	38.22	10.08	11.28	10.45	10.45
Male		60.52	59.3	58.82	59.09	59.59	62.37	60.88	59.07	60.09	60.64	60.91	61.78	89.92	88.72	89.55	89.55
<i>by Age Group</i>	%																
Under 30 years old		23.79	21.94	20.77	19.48	71.95	74.95	72.34	70.19	55.90	53.08	52.09	48.43	53.88	51.13	39.18	39.55
30-50 years old		58.13	56.41	58.54	57.86	26.76	23.18	25.66	27.97	42.32	44.87	45.47	48.27	44.19	45.86	55.97	55.97
Over 50 years old		18.08	21.65	20.69	22.66	1.89	1.87	2.00	1.84	1.77	2.05	2.44	3.30	1.94	3.01	4.85	4.48
<i>by Employment Category</i>	%																
Senior Management	no. (%)	16 (1.17)	16 (1.17)	14 (0.99)	12 (0.86)	8 (1.16)	7 (0.73)	8 (0.84)	6 (0.65)	10 (0.38)	8 (0.31)	9 (0.35)	9 (0.36)	5 (1.94)	9 (3.38)	9 (3.36)	8 (2.99)
Managerial		179 (12.94)	186 (13.56)	197 (13.96)	201 (14.53)	22 (3.20)	19 (1.98)	18 (1.89)	15 (1.62)	28 (1.06)	31 (1.20)	34 (1.32)	33 (1.33)	24 (9.3)	21 (7.89)	31 (11.57)	32 (11.94)
General		1,188 (85.90)	1,170 (85.28)	1,200 (85.05)	1,168 (84.58)	658 (95.64)	936 (97.30)	925 (97.27)	905 (97.73)	2,613 (98.57)	2,542 (98.49)	2,541 (98.34)	2,446 (98.31)	229 (88.76)	236 (88.72)	228 (85.07)	228 (85.07)
Minority Groups within Workforce	%	0.51	6	0.71	0.58	0	1.56	2.10	1.94	1.85	1.86	1.86	2.49	3.1	3.01	2.99	2.61
Governance Bodies⁽⁹⁾⁽¹⁰⁾⁽¹¹⁾																	
<i>by Gender</i>	no.																
Female		1	1	1	0	0	0	0	0	1	1	1	1	1	1	1	1
Male		15	15	13	12	8	8	8	8	9	9	9	9	6	6	6	6
<i>by Age Group</i>																	
Under 30 years		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
30-50 years old		4	4	2	2	6	6	6	6	6	5	5	6	6	6	5	3
Over 50 years old		12	12	12	10	2	2	2	2	4	5	5	4	1	1	2	4
Employee Turnover Rate⁽¹²⁾	no. (%)	268 (19.38)	387 (28.21)	461 (32.67)	282 (20.42)	111 (16.13)	151 (15.70)	180 (18.93)	173 (16.68)	427 (16.11)	509 (19.72)	341 (13.20)	364 (14.63)	5 (1.94)	8 (3.01)	12 (4.48)	22 (8.21)
<i>by Gender</i>	no. (%)																
Female		98 (7.09)	130 (9.48)	156 (11.06)	106 (7.68)	41 (5.96)	72 (7.48)	71 (7.47)	71 (7.67)	191 (7.20)	258 (10)	163 (6.31)	165 (6.63)	0 (0)	1 (0.38)	3 (1.12)	1 (0.37)
Male		170 (12.29)	257 (18.73)	305 (21.62)	176 (12.74)	70 (10.17)	79 (8.21)	109 (11.46)	102 (11.02)	236 (8.90)	251 (9.72)	178 (6.89)	199 (8.00)	5 (1.94)	7 (2.63)	9 (3.36)	21 (7.84)
<i>by Age Group</i>	no. (%)																
Under 30 years		112 (8.10)	161 (11.73)	193 (13.68)	129 (9.34)	N/A	136 (14.14)	158 (16.61)	156 (16.85)	362 (13.66)	426 (16.51)	273 (10.57)	295 (11.86)	4 (1.55)	2 (0.75)	5 (1.87)	1 (0.37)
30-50 years old		128 (9.26)	175 (12.76)	206 (14.60)	122 (8.83)	N/A	14 (1.46)	22 (2.31)	14 (1.51)	65 (2.45)	78 (3.02)	60 (2.32)	59 (2.37)	1 (0.39)	6 (2.26)	7 (2.61)	18 (6.72)
Over 50 years old		28 (2.02)	51 (3.72)	62 (4.39)	31 (2.24)	N/A	1 (0.10)	0 (0)	3 (0.32)	0 (0)	5 (0.19)	8 (0.31)	10 (0.40)	0 (0)	0 (0)	0 (0)	3 (1.12)
New Employee																	
No. of new employee	no.	454	471	551	422	103	444	171	196	280	440	344	269	18	16	15	19
Rates of new employee hire ⁽¹⁴⁾	%	32.83	34.33	39.05	30.56	14.97	46.15	17.98	21.17	10.56	17.05	13.31	10.81	6.98	6.02	5.6	7.09
Employees covered under collective bargaining agreement	%	—	—	—	—	100	100	100	100	100	100	100	100	100	100	100	100

Social Performance Table

Indicators	Units	The Group ⁽¹⁾				West Route JV ⁽²⁾				GS Superhighway JV ⁽³⁾				Heyuan Power Plant JV ⁽⁴⁾			
		2011/12	2012/13	2013/14	2014/15	2011/12	2012/13	2013/14	2014/15	2011/12	2012/13	2013/14	2014/15	2011/12	2012/13	2013/14	2014/15
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	1 month	1 month	1 month	1 month
Occupational Injuries																	
<i>by Region</i>	no.																
Hong Kong		44	33	24	39	0	0	0	0	0	0	0	0	0	0	0	0
Mainland China		0	0	0	0	0	2	1	2	5	10	8	7	0	1	0	0
<i>by Gender</i>	no.																
Female		21	12	10	10	0	1	1	1	1	1	2	1	0	0	0	0
Male		23	21	14	29	0	1	0	1	4	9	6	6	0	1	0	0
Lost Days due to Injuries	Days	470.5	558.5	329.5	533.5	0	67	18	178	N/A	N/A	N/A	N/A	0	67	0	0
Work-Related Fatalities		0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0
Rate of injury per 1,000 employees ⁽¹⁵⁾		31.81	24.05	17.01	28.20	0	2.08	1.05	2.16	1.89	3.87	3.10	2.81	0	3.76	0.00	0.00
Employees receiving regular performance reviews	%	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100

Notes:

- (1) The Group includes HHI management employees, which HHL, the parent company, holds a 66.69% stake in as at 30 June 2015, and other subsidiaries under the control of the parent company.
- (2) The Group has 33.35% stake in the West Route JV through HHI.
- (3) The Group has 32.01% stake in the GS Superhighway JV through HHI.
- (4) The Group accounts for 35% stake of the Heyuan Power Plant through a joint venture with Shenzhen Energy Group Company Limited.
- (5) The Group has only 34 part-time employees, 31 in Hong Kong and 3 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) One HHI employee also counted as employees of the West Route JV.
- (8) Three HHI employees also counted as employees of the GS Superhighway JV.
- (9) The Group's Board 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 the GZW JV, including the Managing Director of HHL and HHI.
- (11) Three HHL directors were on the board of the 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 STATEMENT

Scope and Objective

Hong Kong Quality Assurance Agency ('HKQAA') was commissioned by Hopewell Holdings Limited (hereinafter referred to as "Hopewell") to provide independent assurance of the Sustainability Report 2014/15 ('the Report') which was prepared in accordance with the Core Option of the Global Reporting Initiative (GRI) G4 Sustainability Reporting Guidelines and the Construction & Real Estate and Electric Utilities Sectors Disclosures as well as the Environmental, Social and Governance Reporting Guide (ESG Guide) of the Hong Kong Stock Exchange. The Report states Hopewell's major activities and achievements on sustainable development from 1st July 2014 to 30th June 2015.

Assurance Methodology

The assurance process was undertaken with reference to the International Standard on Assurance Engagement 3000 ('ISAE 3000') – "Assurance Engagement Other Than Audits or Reviews of Historical Financial Information". In addition, reliability of the selected sustainability information and data were verified following the process consisted of:

- Identification and classification of statements, figures, charts and data sets to be verified
- Verification of selected representative samples of data and information consolidated in the Report, reviewing relevant documentation, interviewing responsible personnel with accountability for preparing the Report
- Cross-checking the raw data and evidence of the selected samples that support the reporting content in order to reduce the risk of error or omission to an acceptably low level

Independence

HKQAA was not involved in collecting and calculating the reporting data, or in the development of the Report. HKQAA's activities are independent from Hopewell.

Conclusion

Base on the outcome of the verification process, HKQAA confirmed that the report was prepared based on the Core options of the GRI's G4 Sustainability Reporting Guidelines, the Construction & Real Estate and Electric Utilities Sectors Disclosures, as well as the Key Performance Indicators of the ESG Guide. The information presented in the Report provided a material and complete representation of Hopewell sustainability performance in the past year. The verification team confirmed that the Report was prepared based on factual statements and that the data contained within the Report are accurate. It is a fair and honest representation of initiatives, targets, progress and performance on Hopewell's sustainable development achievements.

Signed on behalf of Hong Kong Quality Assurance Agency

Jorine Tam
Assistant Director, Strategic Business
September 2015

Index Table

GRI G4 CONTENT INDEX

GENERAL STANDARD DISCLOSURES			
General Standard Disclosures	Standard Disclosure Title	Section(s)	External Assurance
Strategy and Analysis			
G4-1		Managing Director's Message	✓
G4-2		Managing Director's Message Progress of Actions and Sustainability Targets for 2014/15	✓
Organisational Profile			
G4-3		Our Business	✓
G4-4		Our Business	✓
G4-5		Our Business	✓
G4-6		Our Business	✓
G4-7		Our Business	✓
G4-8		Our Business	✓
G4-9		Our Business Social Performance Table Economic Performance Table	✓
G4-10		Social Performance Table	✓
G4-11		Social Performance Table	✓
G4-12		Procurement and Supply Chain	✓
G4-13		No significant change during the reporting period	✓
G4-14		Vision and Focus	✓
G4-15		Our Customers Our Communities	✓
G4-16		Our Customers Our Communities	✓
Identified Material Aspects and Boundaries			
G4-17		About This Report Please refer to our Annual Report 2014/15 Http://www.hopewellholdings.com/eng/hhl_annual_interim_reports.htm	✓
G4-18		About This Report Stakeholder Engagement	✓
G4-19		About This Report Stakeholder Engagement	✓
G4-20		Stakeholder Engagement	✓
G4-21		About This Report Stakeholder Engagement	✓
G4-22		No re-statement as we followed the format in the previous Sustainability Report	✓
G4-23		No significant changes was made	✓
Stakeholder Engagement			
G4-24		Stakeholder Engagement	✓
G4-25		Stakeholder Engagement	✓
G4-26		Stakeholder Engagement	✓
G4-27		Stakeholder Engagement	✓
Report Profile			
G4-28		About This Report	✓
G4-29		About This Report	✓
G4-30		About This Report	✓
G4-31		Contact Us	✓
G4-32		About This Report	✓
G4-33		About This Report	✓
Governance			
G4-34		Vision and Focus	✓
G4-35		Vision and Focus	✓
G4-36		Vision and Focus	✓
G4-37		Vision and Focus Stakeholder Engagement	✓
G4-38		Vision and Focus	✓
G4-39		Vision and Focus	✓

Index Table

G4-40		Vision and Focus Please also refer to the Corporate Governance Report section in our Annual Report 2014/15 http://www.hopewellholdings.com/eng/hhl_annual_interim_reports.htm	✓
G4-41		Please refer to the Corporate Governance Report section in our Annual Report 2014/15 http://www.hopewellholdings.com/eng/hhl_annual_interim_reports.htm	✓
G4-42		Please refer to the Corporate Governance Report section in our Annual Report 2014/15 http://www.hopewellholdings.com/eng/hhl_annual_interim_reports.htm	✓
G4-43		Please refer to the Corporate Governance Report section in our Annual Report 2014/15 http://www.hopewellholdings.com/eng/hhl_annual_interim_reports.htm	✓
G4-44		Please refer to the Corporate Governance Report section in our Annual Report 2014/15 http://www.hopewellholdings.com/eng/hhl_annual_interim_reports.htm	✓
G4-45		Vision and Focus	✓
G4-46		Vision and Focus	✓
G4-47		Vision and Focus	✓
G4-48		Vision and Focus Stakeholder Engagement	✓
G4-49		Vision and Focus	✓
G4-50		Vision and Focus	✓
G4-51		Vision and Focus Please also refer to the Corporate Governance Report section in our Annual Report 2014/15 http://www.hopewellholdings.com/eng/hhl_annual_interim_reports.htm	✓
G4-52		Vision and Focus Please also refer to the Corporate Governance Report section in our Annual Report 2014/15 http://www.hopewellholdings.com/eng/hhl_annual_interim_reports.htm	✓
G4-53		Vision and Focus Please also refer to the Corporate Governance Report section in our Annual Report 2014/15 http://www.hopewellholdings.com/eng/hhl_annual_interim_reports.htm	✓
G4-54		Please also refer to the Corporate Governance Report section in our Annual Report 2014/15 http://www.hopewellholdings.com/eng/hhl_annual_interim_reports.htm	✓
G4-55		Please also refer to the Corporate Governance Report section in our Annual Report 2014/15 http://www.hopewellholdings.com/eng/hhl_annual_interim_reports.htm	✓
Ethics and Integrity			
G4-56		Vision and Focus	✓
G4-57		Vision and Focus	✓
G4-58		Vision and Focus	✓
Sector Disclosures			
G4-EU1	Installed capacity, broken down by primary energy source and by regulatory regime	Our Business	✓
G4-EU2	Net energy output broken down by primary energy source and by regulatory regime	Our Business	✓
G4-EU3	Number of residential, industrial, institutional and commercial customer accounts	We have only one institutional customer account – China Southern Power Grid Co.,Ltd	✓
SPECIFIC STANDARD DISCLOSURES			
DMA and Indicators	Standard Disclosure Title	Section(s)	External Assurance
Economic			
Material Aspect: Economic Performance			
G4-DMA	Generic Disclosures on Management Approach	Managing Director's Message Vision and Focus Stakeholder Engagement	✓
G4-EC1	Direct economic value generated and distributed	Economic Performance Table	✓
G4-EC2	Financial implications and other risks and opportunities for the organisation's activities due to climate change	Environmental Performance	✓
G4-EC3	Coverage of the organisation's defined benefit plan obligations	During the reporting year, the Group made contributions to the Hong Kong's Mandatory Provident Fund (MPF) Schemes amounted to HK\$12,953,618.57 . For more details of MPF and other benefit plan such as share Option Scheme, please refer to our Annual Report 2014/15	✓

Index Table

Material Aspect: Market Presence																											
G4-DMA	Generic Disclosures on Management Approach	Managing Director's Message Vision and Focus Stakeholder Engagement	✓																								
G4-EC5	Ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation	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 of wage rate due to gender distinction. Employees performing similar jobs are paid based on performance and experience.	✓																								
G4-EC6	Proportion of senior management hired from the local community at significant locations of operation	Social Performance Table	✓																								
Material Aspect: Indirect Economic Impacts																											
G4-DMA	Generic Disclosures on Management Approach	Managing Director's Message Vision and Focus Stakeholder Engagement	✓																								
G4-EC7	Development and impact of infrastructure investments and services supported	Managing Director's Message Case Study – Wan Chai	✓																								
G4-EC8	Significant indirect economic impacts, including the extent of impacts	Managing Director's Message Case Study – Wan Chai	✓																								
Material Aspect: Procurement Practices																											
G4-DMA	Generic Disclosures on Management Approach	Procurement and Supply Chain	✓																								
G4-EC9	Proportion of spending on local suppliers at significant locations of operation	Procurement and Supply Chain	✓																								
Environmental																											
Material Aspect: Materials																											
G4-DMA	Generic Disclosures on Management Approach	Managing Director's Message Vision and Focus Stakeholder Engagement Environmental Performance	✓																								
G4-EN1	Materials used by weight or volume	Environmental Performance Tables	✓																								
Material Aspect: Energy																											
G4-DMA	Generic Disclosures on Management Approach	Managing Director's Message Vision and Focus Stakeholder Engagement Environmental Performance	✓																								
G4-EN3	Energy consumption within the organisation	Environmental Performance Tables	✓																								
G4-EN4	Energy consumption outside of the organisation	Environmental Performance Tables	✓																								
G4-EN5	Energy intensity	Environmental Performance Tables	✓																								
G4-EN6	Reduction of energy consumption	Environmental Performance	✓																								
G4-EN7	Reductions in energy requirements of products and services	Environmental Performance	✓																								
G4-CRE1	Building energy intensity	<table border="1"> <thead> <tr> <th></th> <th>Hopewell Centre</th> <th>KITEC</th> <th>Panda Hotel</th> <th>QRE Plaza</th> <th>GARDENEast</th> <th>Broadwood Twelve</th> <th></th> </tr> </thead> <tbody> <tr> <td>Purchased electricity (MWh)</td> <td>15,465</td> <td>24,551</td> <td>13,741</td> <td>428.67</td> <td>1,656.57</td> <td>731.875</td> <td>✓</td> </tr> <tr> <td>Intensity (MWh/sq.m.)</td> <td>0.198</td> <td>0.149</td> <td>0.221</td> <td>0.060</td> <td>0.185</td> <td>0.446</td> <td></td> </tr> </tbody> </table>		Hopewell Centre	KITEC	Panda Hotel	QRE Plaza	GARDENEast	Broadwood Twelve		Purchased electricity (MWh)	15,465	24,551	13,741	428.67	1,656.57	731.875	✓	Intensity (MWh/sq.m.)	0.198	0.149	0.221	0.060	0.185	0.446		✓
	Hopewell Centre	KITEC	Panda Hotel	QRE Plaza	GARDENEast	Broadwood Twelve																					
Purchased electricity (MWh)	15,465	24,551	13,741	428.67	1,656.57	731.875	✓																				
Intensity (MWh/sq.m.)	0.198	0.149	0.221	0.060	0.185	0.446																					
Material Aspect: Water																											
G4-DMA	Generic Disclosures on Management Approach	Managing Director's Message Vision and Focus Stakeholder Engagement Environmental Performance	✓																								
G4-EN8	Total water withdrawal by source	Environmental Performance Tables	✓																								
G4-EN10	Percentage and total volume of water recycled and reused	Environmental Performance Tables	✓																								
G4-CRE2	Building water intensity	<table border="1"> <thead> <tr> <th></th> <th>Hopewell Centre</th> <th>KITEC</th> <th>Panda Hotel</th> <th>QRE Plaza</th> <th>GARDENEast</th> <th>Broadwood Twelve</th> <th></th> </tr> </thead> <tbody> <tr> <td>Fresh water used (m³)</td> <td>101,398</td> <td>159,598</td> <td>167,995</td> <td>877</td> <td>1,1830</td> <td>4,539</td> <td>✓</td> </tr> <tr> <td>Intensity (m³/sq.m.)</td> <td>1.298</td> <td>0.968</td> <td>2.701</td> <td>0.123</td> <td>1.319</td> <td>2.764</td> <td></td> </tr> </tbody> </table>		Hopewell Centre	KITEC	Panda Hotel	QRE Plaza	GARDENEast	Broadwood Twelve		Fresh water used (m ³)	101,398	159,598	167,995	877	1,1830	4,539	✓	Intensity (m ³ /sq.m.)	1.298	0.968	2.701	0.123	1.319	2.764		✓
	Hopewell Centre	KITEC	Panda Hotel	QRE Plaza	GARDENEast	Broadwood Twelve																					
Fresh water used (m ³)	101,398	159,598	167,995	877	1,1830	4,539	✓																				
Intensity (m ³ /sq.m.)	1.298	0.968	2.701	0.123	1.319	2.764																					

Index Table

Material Aspect: Biodiversity																											
G4-DMA	Generic Disclosures on Management Approach	Managing Director's Message Vision and Focus Stakeholder Engagement Environmental Performance	✓																								
G4-EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas	Environmental Performance	✓																								
G4-EN14	Total number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk	Environmental Performance	✓																								
Material Aspect: Emissions																											
G4-DMA	Generic Disclosures on Management Approach	Managing Director's Message Vision and Focus Stakeholder Engagement Environmental Performance	✓																								
G4-EN15	Direct greenhouse gas (GHG) emissions (Scope 1)	Environmental Performance Tables	✓																								
G4-EN16	Energy indirect greenhouse gas (GHG) emissions (Scope 2)	Environmental Performance Tables	✓																								
G4-EN17	Other indirect greenhouse gas (GHG) emissions (Scope 3)	Environmental Performance Tables	✓																								
G4-EN18	Greenhouse gas (GHG) emissions intensity	Environmental Performance Tables	✓																								
G4-EN19	Reduction of greenhouse gas (GHG) emissions	Environmental Performance Tables	✓																								
G4-CRE3	Greenhouse gas emissions intensity from buildings	<table border="1"> <thead> <tr> <th></th> <th>Hopewell Centre</th> <th>KITEC</th> <th>Panda Hotel</th> <th>QRE Plaza</th> <th>GARDENEast</th> <th>Broadwood Twelve</th> <th></th> </tr> </thead> <tbody> <tr> <td>CO₂e emissions (Tonnes)</td> <td>12,277.99</td> <td>16,419.29</td> <td>8,991.03</td> <td>339.17</td> <td>1,367.91</td> <td>581.02</td> <td>✓</td> </tr> <tr> <td>Intensity (Tonnes/sq.m.)</td> <td>0.157</td> <td>0.100</td> <td>0.145</td> <td>0.047</td> <td>0.152</td> <td>0.354</td> <td></td> </tr> </tbody> </table>		Hopewell Centre	KITEC	Panda Hotel	QRE Plaza	GARDENEast	Broadwood Twelve		CO ₂ e emissions (Tonnes)	12,277.99	16,419.29	8,991.03	339.17	1,367.91	581.02	✓	Intensity (Tonnes/sq.m.)	0.157	0.100	0.145	0.047	0.152	0.354		✓
	Hopewell Centre	KITEC	Panda Hotel	QRE Plaza	GARDENEast	Broadwood Twelve																					
CO ₂ e emissions (Tonnes)	12,277.99	16,419.29	8,991.03	339.17	1,367.91	581.02	✓																				
Intensity (Tonnes/sq.m.)	0.157	0.100	0.145	0.047	0.152	0.354																					
G4-EN21	NO _x , SO _x , and other significant air emissions	Environmental Performance Tables	✓																								
Material Aspect: Effluents and Waste																											
G4-DMA	Generic Disclosures on Management Approach	Environmental Performance Tables	✓																								
G4-EN23	Total weight of waste by type and disposal method	Environmental Performance Tables	✓																								
Material Aspect: Compliance																											
G4-DMA	Generic Disclosures on Management Approach	Managing Director's Message Vision and Focus Stakeholder Engagement Environmental Performance	✓																								
G4-EN29	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations	Environmental Performance Tables	✓																								
Material Aspect: Supplier Environmental Assessment																											
G4-DMA	Generic Disclosures on Management Approach	Managing Director's Message Vision and Focus Stakeholder Engagement Environmental Performance	✓																								
G4-EN32	Percentage of new suppliers that were screened using environmental criteria	Procurement and Supply Chain	✓																								
Social																											
Social: Labor Practices and Decent Work																											
Material Aspect: Employment																											
G4-DMA	Generic Disclosures on Management Approach	Managing Director's Message Vision and Focus Stakeholder Engagement Our People	✓																								
G4-LA1	Total number and rates of new employee hires and employee turnover by age group, gender and region	Social Performance Table	✓																								
G4-LA2	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by significant locations of operation	Our People	✓																								

Index Table

Material Aspect: Labor/Management Relations			
G4-DMA	Generic Disclosures on Management Approach	Managing Director's Message Vision and Focus Stakeholder Engagement Our People	✓
G4-LA4	Minimum notice periods regarding operational changes, including whether these are specified in collective agreements	Social Performance Table	✓
Material Aspect: Occupational Health and Safety			
G4-DMA	Generic Disclosures on Management Approach	Managing Director's Message Vision and Focus Stakeholder Engagement Our People	✓
G4-LA6	Type of injury and rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities, by region and by gender	Social Performance Table	✓
Material Aspect: Training and Education			
G4-DMA	Generic Disclosures on Management Approach	Managing Director's Message Vision and Focus Stakeholder Engagement Our People	✓
G4-LA10	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings	Our People	✓
G4-LA11	Percentage of employees receiving regular performance and career development reviews, by gender and by employee category	Our People	✓
Material Aspect: Diversity and Equal Opportunity			
G4-DMA	Generic Disclosures on Management Approach	Managing Director's Message Vision and Focus Stakeholder Engagement Our People	✓
G4-LA12	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity	Social Performance Table	✓
Social: Society			
Material Aspect: Local Communities			
G4-DMA	Generic Disclosures on Management Approach	Managing Director's Message Stakeholder Engagement Our Communities	✓
G4-SO2	Operations with significant actual and potential negative impacts on local communities	Our Communities	✓
Material Aspect: Anti-Corruption			
G4-DMA	Generic Disclosures on Management Approach	Managing Director's Message Stakeholder Engagement Our Communities	✓
G4-SO4	Communication and training on anti-corruption policies and procedures	Our People	✓
G4-SO5	Confirmed incidents of corruption and actions taken	No Incident of Corruption was Identified	
Material Aspect: Anti-Competitive Behavior			
G4-DMA	Generic Disclosures on Management Approach	Managing Director's Message Stakeholder Engagement Our Communities	✓
G4-SO7	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes	There were no incidents of anti-competitive behavior, anti-trust, and monopoly practices reported	
Material Aspect: Compliance			
G4-DMA	Generic Disclosures on Management Approach	Managing Director's Message Stakeholder Engagement Our Communities	✓
G4-SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations	There were no significant fines or non-monetary sanctions for non-compliance with laws and regulations	

Index Table

Social: Product Responsibility			
Material Aspect: Customer Health and Safety			
G4-DMA	Generic Disclosures on Management Approach	Stakeholder Engagement Our Customers	✓
G4-PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning the health and safety impacts of products and services during their life cycle, by type of outcomes	There were no incidents of non-compliance concerning health and safety of our products and services reported	
Material Aspect: Product and Service Labeling			
G4-DMA	Generic Disclosures on Management Approach	Stakeholder Engagement Our Customers	✓
G4-PR3	Type of product and service information required by the organization's procedures for product and service information and labeling, and percentage of significant product and service categories subject to such information requirements	Our Customers	✓
G4-PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes	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	
G4-PR5	Results of surveys measuring customer satisfaction	Our Customers	✓
Material Aspect: Marketing Communications			
G4-DMA	Generic Disclosures on Management Approach	Stakeholder Engagement Our Customers	✓
G4-PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship, by type of outcomes	No incident of non-compliance with regulations and voluntary codes concerning product and service information and labeling	
Material Aspect: Customer Privacy			
G4-DMA	Generic Disclosures on Management Approach	Stakeholder Engagement Our Customers	✓
G4-PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data	No incident of non-compliance identified in relation to marketing communication practices	
Material Aspect: Compliance			
G4-DMA	Generic Disclosures on Management Approach	Stakeholder Engagement Our Customers	✓
G4-PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services	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
Our Customers	C2, C2.5
Our Communities	C2, C2.5, D1, D1.1, D1.2
Vision and Focus	C3, C3.2

* Modified Indicators

Glossary

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)	Greenhouse gases include carbon dioxide (CO ₂), nitrous oxide (N ₂ O), hydro fluorocarbons (HFCs), perfluorocarbons (PFCs), sulphur hexafluoride (SF ₆) and water vapour. 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. Scope 2 emission: Indirect emissions that result from the generation of the electricity, heat or steam company purchases. 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.
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.

Hillside Terrace Cluster	1–3 Hill Side Terrace, 1A Hillside Terrace, and 55 Ship Street (Nam Koo Terrace), Wan Chai
IAQwi\$e Label of Hong Kong Awards for Environmental Excellence (HKAAEE)	It is 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’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 Seafood Guide.



HOPEWELL HOLDINGS LIMITED

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.

Hopewell Holdings Limited
64th Floor, Hopewell Centre
183 Queen's Road East
Hong Kong

Tel : (852) 2528 4975
Fax : (852) 2861 2068

www.hopewellholdings.com

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