

Sustainability Report 2018



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About PCPD's Sustainability Report

This is the third sustainability report published by Pacific Century Premium Developments Limited (hereinafter referred to as "PCPD" or "the Group") (Stock Code: 00432). Through this report, PCPD aims to showcase its commitment and performance in integrating sustainability into business operation.

REPORTING SCOPE

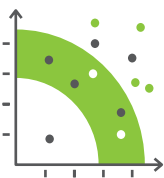
This report covers the period from 1 January to 31 December 2018. Consistent with our previous Sustainability Reports, this report covers PCPD's operations in Hong Kong, project developments in Japan, Indonesia and Thailand, as well as hospitality and leisure services in Japan. The scope of this report reflects PCPD's role as a property developer, investor, manager and operator.

The report discloses information and data regarding our approach, initiatives and priorities in managing material sustainability issues. In addition, disclosure on corporate governance is discussed in details in the Corporate Governance Report section on p.13 of the [2018 Annual Report](#).

REPORTING STANDARDS

This report is prepared in accordance with the 'comply or explain' provisions of the Environmental, Social and Governance Reporting Guide (the "ESG Reporting Guide") in Appendix 27 of the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (the "HKEX").

PCPD believes that this report is a platform to communicate with our stakeholders ESG information that is meaningful and influential to their decision-making. Hence, this report is prepared adhering to the fundamental reporting principles set out in the ESG Reporting Guide.



Materiality

A materiality review based on the results of stakeholder engagement exercises performed to determine sustainability issues that are material to PCPD and key information is disclosed.



Quantitative

This is the third year for PCPD to disclose the environmental and social metrics. Where applicable, year-to-year comparative data is disclosed with discussion on its implication.



Balance

To provide an unbiased picture of PCPD's performance, both our achievements and room for improvement in sustainability are discussed and omissions are explained.



Consistency

This report adopts consistent methodologies to allow fair comparison of our performance over time. Unless specified, percentage changes presented in this report refer to the comparison of 2017 and 2018 data.

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

PCPD values stakeholders' views and suggestions. Please let us know your questions or comments on our ESG management and reporting through contacting our Investor Relations Department via:

Mail: 8th Floor, Cyberport 2, 100 Cyberport Road, Hong Kong

Email: ir@pcpd.com

Message from Chairman



Dear Stakeholders,

Sustainable business practices gained significant attention globally this year. Companies become increasingly aware of the possible environmental and social impacts that their operations may generate, and the way in which these impacts should be managed. In addition to the pursuit of excellence in our projects, we continue to demonstrate our management strength in the long-term prospects of sustainability.

ADOPTING AN INTEGRATIVE APPROACH TO SUSTAINABILITY

We have incorporated environmentally-friendly elements since the conceptual stage of designing our premium Grade A office building Pacific Century Place, Jakarta (“PCP, Jakarta”) in Sudirman CBD in Jakarta,



Indonesia. Our endeavours have been awarded final LEED Platinum Certification for commercial buildings. The building has now become the offices of numerous multinational corporations. As the journey continues, we will continue to monitor the environmental performance as well as to enhance green and sustainable experiences for our valuable tenants.

Sustainability is ingrained in our management philosophy. Our property management team at Bel-Air, Hong Kong, has obtained Excellent grade in Management aspect of BEAM Plus Existing Buildings V2.0 Selective Scheme; which demonstrates how we strive to integrate sustainable practices over the course of the entire building life.

NURTURING LASTING PARTNERSHIP WITH THE COMMUNITY

With our core business being in property development, management and investments, we believe one of our roles is community building. This can only be achieved by developing trust through long-term partnerships with the local communities where we operate. We continue to support rehabilitation charities and actively engage our colleagues to participate in volunteering work together with their friends and relatives in order to foster a more inclusive society. Our colleagues also shared their professional knowledge and experience through mentoring in the Business-School Partnership Programme. To inspire our next generations of professionals and executives, our colleagues delivered career talk and shared the Group’s vision of setting a new benchmark for our projects such as the luxurious living at our Niseko development. We treasure our lasting partnership with the community and will continue to contribute towards a better society.

TOGETHER FOR A SHARED FUTURE

We are all part of the world where each one of us shares a common future. The world again came together in 2018 at the Polish city of Katowice during the United Nations Climate Summit and defined ways to tackle challenges in order to achieve the objectives set in the 2015 Paris Agreement. We recognise our responsibilities as a company and embrace the challenges with our professional team to build and operate sustainably. We continue to strive to minimise our carbon footprint and explore ways to create positive social impact when expanding our businesses. We aim to generate sustainable value for the local communities and our future generations as a whole. This is a commitment to both our stakeholders and shareholders.

Every step we take can be an inspiration for our stakeholders. We always see potentials to enhance customers’ experiences and we do the same for our sustainability agenda. We will continue to accomplish and demonstrate our commitment and relentless drive in achieving sustainable growth.



Richard Li
Chairman



Message from Chief Executive Officer



Dear Stakeholders,

As a brand recognised for premium properties and services, PCPD continues to grow as a property developer, manager and investor by offering exceptional and luxurious products and experiences. As our business expands across Asia and looking beyond financial performance, we have been increasingly aware of our responsibilities to our people, the community and the environment. It is important to communicate the risks and opportunities we face in sustainable business practices with our stakeholders and maintain a high level of transparency. This is how we build respect and trust; and gain support from the community and each of our distinctive stakeholders.

SUSTAINABILITY AS A NEW NORMAL

Sustainable development is no longer a desire merely of a particular concerned group but an aspiration shared by our current and future generations. We are entering into an era with increasing demand for sustainable business practices. Companies have to tackle the rising challenges in managing environmental and social risks to maintain long-term growth. At the same time we have also seen new opportunities by incorporating sustainability principles into our practices. We foresee a growth in the demand of

green and sustainable workplaces from multinational companies. Our Premium Grade A office building, PCP, Jakarta, was completed as the first final LEED Platinum certified commercial building in the Sudirman CBD. Notwithstanding such certification, we will continue to enhance our services and offerings including provision of additional in-house facilities such as gym and food pavilion. Our buildings are not just a product but they are also a home out of home for many who work inside them. It is our mission to create a better-built environment for our tenants.

PROGRESS IN 2018

Coming to the third year of publishing our sustainability report, we are progressing well on our sustainability agenda. Since the establishment in 2016, our sustainability committee (the “Committee”) has been driving sustainability-related issues throughout the organisation from group functions to frontline operational employees. To understand the evolving expectations of our stakeholders, we conduct a series of engagement exercises with key stakeholders this year to revisit their concerns and priorities. Based on our stakeholders’ comments and industry trends, the Committee reviewed the Group’s material issues that impact our sustainability performance most. We will continue to focus on the identified material issues in our strategies for sustainable growth.

With respect to property development and management, our professional team recognises that sustainable buildings are more than the way we design and build, but also how we manage and maintain our premises. At Island South Property Management Limited (“ISPML”), our property management arm, it strives to integrate sustainability elements into their operation routine and reach out to our residents for environmental and social

initiatives. We see ourselves as part of the community together with the residents.

LOOKING AHEAD

In the upcoming year, we will keep evolving our sustainability strategies with the changing expectations from our stakeholders. We will align our goals across all operations and all regions. Our major focuses include:

- Explore opportunities to integrate sustainability features into future development projects across all regions
- Identify and implement measures to address the material issues
- Demonstrate effective sustainability management through quality disclosure

We are fortunate to have the support of our staff, tenants, suppliers and contractors who work with us hand-in-hand for the achievements so far. It is our pleasure to share with our stakeholders on how we grow along the sustainability journey. I would like to express my sincere gratitude to stakeholders who contribute their precious time to joining various engagement exercises and provide us with valuable insights for our on-going improvement.

Robert Lee

Deputy Chairman and Chief Executive Officer

PCPD at a Glance

PCPD is majority-owned by PCCW Limited (Stock Code: 00008). Founded and headquartered in Hong Kong, PCPD is principally engaged in developing and managing properties with investments in premium-grade buildings, luxury resorts and hotels in Hong Kong and in other parts of the world.

To stay responsive to changes in external economic, social and environmental factors, we have been proactively integrating sustainability into our projects and tracking our performance. This marks the commitment of the Group to grow our business with the local communities.

OUR BUSINESS

Property Investment & Development



PT Prima Bangun
Investama ("PBI")

Harmony
TMK

Phang-nga
Paradise Limited
and Phang-nga
Leisure Limited

Indonesia

Japan

Thailand

Recreation & Leisure



Nihon Harmony
Resorts KK
("NHR")

Japan

Property Management Services



Island South
Property Management
Limited ("ISPML")

Kabushiki
Kaisha Niseko
Management
Service ("NMS")

Hong Kong

Japan

OUR PERFORMANCE

TALENT DIVERSITY

Total number of employees group-wide **802***



3:2 Male to female employees

* Including seasonal staff

ENVIRONMENTAL PERFORMANCE

▼ 9%

Decreasing rate of carbon emission intensity year-to-year



▼ 12%

Decreasing rate of non-hazardous waste produced year-to-year

CUSTOMER SATISFACTION

97%* customer satisfaction rate at ISPML

▼ 50%

Decreasing rate of customer complaints at ISPML



▲ 25%

Increasing rate of customer compliments at ISPML

Implementation of **ISO 9001:2015 Quality Management System** and **ISO 10002:2014 Complaints Handling Management System**

* Overall management performance

GREEN BUILDING CERTIFICATIONS

Final LEED Platinum-certified property - **PCP, Jakarta, Indonesia**



Excellent rating for Management Aspect in BEAM Plus Existing Buildings Version 2.0 Selective Scheme -

Bel-Air, Hong Kong

OUR PRESENCE

Legend



Property Investment & Development



Recreation & Leisure



Property Management Services

Thailand

Phang-nga, Southern Thailand development project

 Employees - 15



Indonesia

PCP, Jakarta

 Employees - 27



Japan

Park Hyatt Niseko, Hanazono and Park Hyatt Niseko
Hanazono Residences, Niseko, Hokkaido

All-season recreational ski operation, Niseko, Hokkaido

 Employees - 334



Hong Kong



3-6 Glenealy, Central
Bel-Air
ONE Pacific Heights
Gough Hill

 Employees - 422



* In addition to our presence in Hong Kong, Japan, Indonesia and Thailand, there are 4 employees working in other locations for business development.

PROPERTIES UNDER DEVELOPMENT

	Project	Usage	Size	Year of completion
	Park Hyatt Niseko, Hanazono, Hokkaido*	Hospitality	Approximately 100 rooms	2019 (scheduled)
	Park Hyatt Niseko Hanazono Residences, Hokkaido*	Residential / hospitality	More than 100 units	2019 (scheduled)
	Phang-nga, Southern Thailand	Residential and hospitality	Site area approximately 1,700,000 square metres	First phase of residential development being planned; Golf course and country club to be completed by end 2020
	3-6 Glenealy, Central, Hong Kong	Residential / commercial	Total gross floor area of over 9,300 square meters	Planning stage

PROPERTIES UNDER MANAGEMENT

	Project	Usage	Size	Year of completion
	Bel-Air, Hong Kong	Residential	Large - over 2,000 luxury residences	2008
	ONE Pacific Heights, Hong Kong	Residential	Medium - over 100 luxury boutique apartments	2009
	Gough Hill, Hong Kong	Residential	Small - fewer than 10 residential houses	2004
	PCP, Jakarta	Commercial	Total gross floor area of approximately 93,000 square metres	2017
	Park Hyatt Niseko Hanazono Residences, Hokkaido*	Residential / hospitality	Medium - over 100 all-season units	2019 (scheduled)

Size:

Small (fewer than 100 units)

Medium (between 100 to 2,000 units)

Large (more than 2,000 units)

* Disclaimer: The image depicting the project as envisaged when completed is a computer-generated rendering based on drawings prepared in the project planning stage that may be subject to revision, and therefore, may differ from the actual completed building and site in shape, color, and other details. The height and shape of some buildings in the vicinity of the site are shown for illustrative purposes and may differ from the actual state.

AWARDS AND RECOGNITION

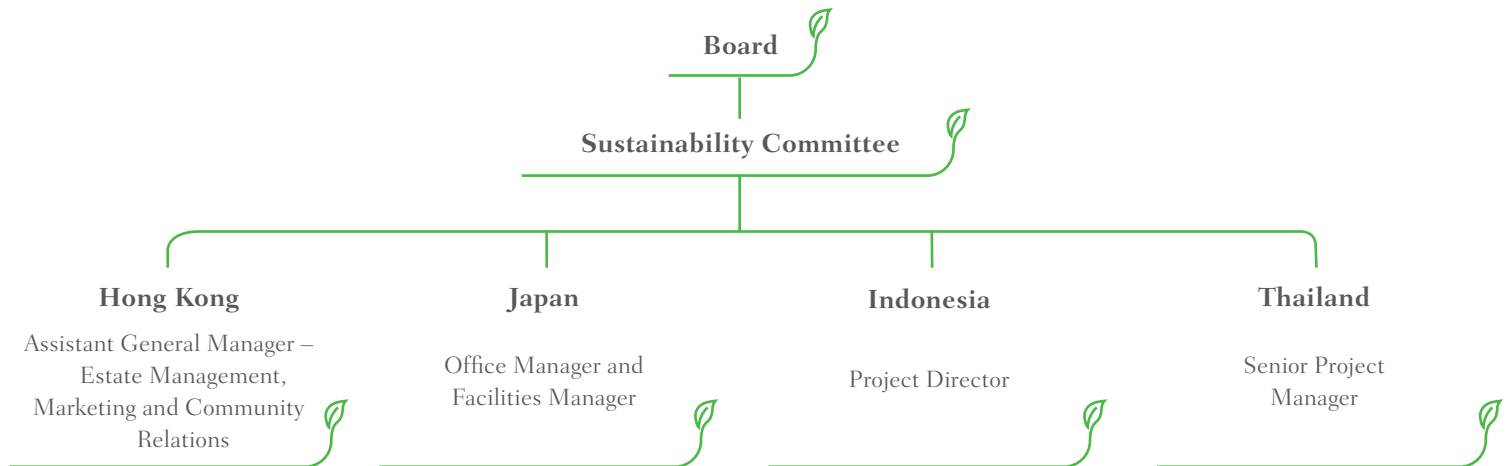
Our achievements in environmental, social and governance such as family-friendly practices and sustainable building attract external recognition. The following is the list of major awards and recognition we received in 2018.

Category	Award, charters or membership	Organisation	Awardee
Employer of choice	Meritorious Family-friendly Employers, Family-Friendly Employers Award Scheme	Home Affair Bureau, The Family Council	ISPML
Environmental stewardship	Gold Award, Best Landscape Award for Private Property Development (Large-scale Domestic Development)	Leisure and Cultural Services Department	ISPML / Bel-Air
	Environmental Efficiency Award, Best Landscape Award for Private Property Development (Large-scale Domestic Development)	Leisure and Cultural Services Department	ISPML / Bel-Air
	Green Office Awards label	World Green Organisation	Cyberport Office
	Eco-Healthy Workplace label	World Green Organisation	Cyberport Office
	Hong Kong Green Mark Certification Scheme	Hong Kong Q-Mark Council	ISPML
	Excellent grade in Management aspect of BEAM Plus EB V2.0 Selective Scheme	Hong Kong Green Building Council	ISPML / Bel-Air
	Final Platinum Certification for LEED BD+C: Core and Shell Version 2009	U.S. Green Building Council	PCP, Jakarta
	Hong Kong Green Organisation	Environmental Campaign Committee	ISPML / Bel-Air
	Energy Saving Charter on "No ILB"	Environmental Bureau, Electrical and Mechanical Services Department	ISPML
	Charter on External Lighting - Platinum Award	Environmental Bureau	ISPML / Bel-Air
Community care	Caring Company Scheme - 10 Year Plus Caring Company Logo	Hong Kong Council of Social Services	ISPML
	Caring Company Scheme - Caring Company Logo	Hong Kong Council of Social Services	Cyberport Office
Product and service excellence	Best Property Safety Management Award - Bronze Award	Occupational Safety and Health Council	ISPML / Bel-Air
	Security Services Best Training Awards - Award of Merit (Licensed Security Company - Type I)	Hong Kong Police Force, The Security Services Training Board of Vocational Training Council	ISPML

Approach to Sustainability

Alignment of sustainability with the strategic development of the Group is the key to formulate effective sustainability agenda. The Board acknowledges opportunities and risks in our business strategy and delegates the management of sustainability issues and initiatives to the Committee. The Committee is an indispensable gear for the Group's long-term success.

SUSTAINABILITY GOVERNANCE STRUCTURE



The Board oversees and supports the Group's sustainability agenda across all functional units. As the top of the hierarchy, the Board is collectively responsible for monitoring the Group's corporate governance. Effective risk management and internal control systems are in place to ensure the compliance with all applicable laws and regulations.

Under the direction of the Board, the Committee comprises all department heads or representatives within the Group. Chaired by the Head of Legal and Company Secretary, the Committee is responsible for reviewing the Group's sustainability strategies, principles and policies, setting guidance and direction, overseeing practices and procedures, and monitoring progress on our sustainability related activities.

To ensure effective implementation of various environmental and social initiatives, members of the Committee are dedicated to mobilise resources and staff members of their respective teams for plans execution. Quarterly meetings are held to discuss and evaluate the progress of sustainability-related initiatives achieved.

For more details on the composition and responsibilities of various committees of the Board, please refer to the Corporate Governance Report on p.13 of the [2018 Annual Report](#) and the [Corporate Governance section](#) on PCPD's website.

SUSTAINABILITY VISION AND POLICY

Development and investment of premium properties are PCPD's core businesses. To us, being premium is more than designing and constructing buildings with the highest standards, it is also about the functionality of the built-environment that promotes environmental stewardship and social wellbeing, as well as the way we manage and maintain buildings in a sustainable manner. Our vision is to conduct business responsibly to preserve the environment, benefit the communities as a whole in which we operate and create value for our stakeholders while pursuing long-term success.



Protect the natural environment and respect the local culture



Minimise any adverse environmental and social impact in operation



Empower employees to take responsibilities for our sustainability commitments



Engage and work with our stakeholders to improve our sustainability performance

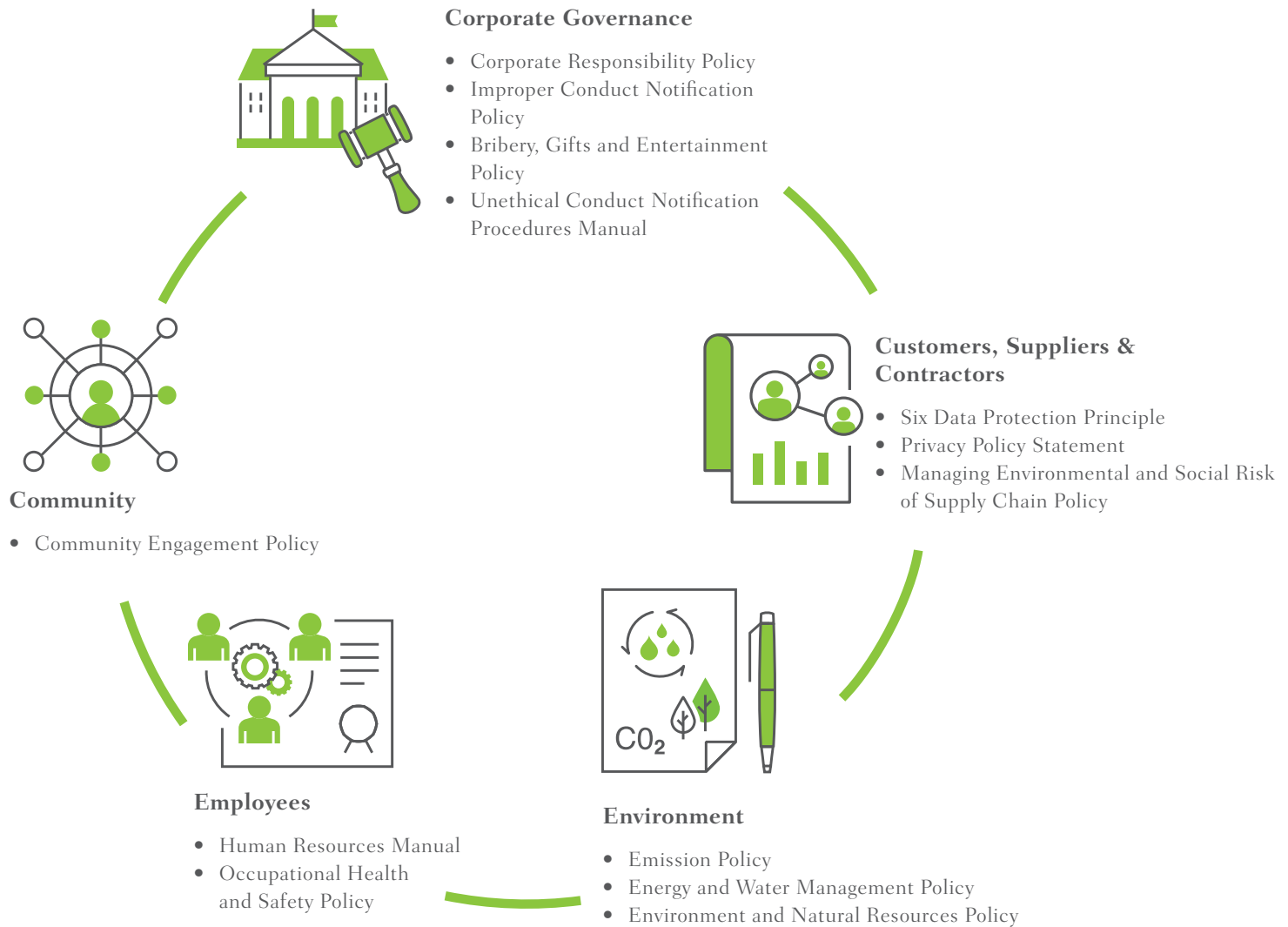


Collaborate with governments and local forums to promote industry best practices

PCPD regards sustainability as an integral part of our business strategies. As our business grows across the Asia-Pacific region, we are aware that our strategies need to take the local contexts, such as climate change, demography, market condition and public, into account. Our Sustainability Policy hence provides a framework defining the approaches to sustainability that is applicable to the Group and its subsidiaries in all regions.

Adhering to PCPD's fundamental commitments to sustainability, we have implemented and maintained various management systems, policies, guidelines and procedures under each key area of management. Some of these policies are made public on [PCPD's website](#) and as shown as below.

KEY AREAS OF MANAGEMENT AND RELEVANT POLICIES



In terms of risk management, the Group has a framework guided by ISO 31000:2009 Risk Management – Principles and Guideline with the “Three Lines of Defense” model. Through this framework, our directors regularly evaluate the effectiveness of risk management and internal control systems of the Group and are kept regularly apprised of significant risks which may impact on the Group’s performance. Policies and controls have been established accordingly so that key risks are appropriately identified and managed.

For more details on risk management, internal control system, as well as the principal risks and uncertainties identified in relation to our key areas of management, please refer to the Corporate Governance Report on p.13 of the [2018 Annual Report](#).

STAKEHOLDER ENGAGEMENT AND MATERIALITY

Understanding our stakeholders is vital to successfully incorporating sustainability into our business and operations. PCPD values stakeholders' views, feedbacks and suggestions. Engaging stakeholders regularly through multiple communication channels allows us to integrate their needs and expectations effectively into our decision-making process.

EXTERNAL STAKEHOLDERS



Customers

- Customer satisfaction surveys
- Guest satisfaction surveys
- Newsletters (GREEN News)
- Mobile app (Bel-Air App)



Suppliers and business partners

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



Investors and analysts

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



Government and regulators

- Issue-specific collaboration



NGOs

- Corporate volunteering
- Collaborative projects



Community

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

INTERNAL STAKEHOLDERS



Management



General staff

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

MATERIALITY ANALYSIS

The process of stakeholder engagement is central to the determination of material issues in our sustainability agenda. A comprehensive materiality assessment was conducted in 2016 to identify and prioritise material issues which matter most to our business and stakeholders.

We understand that stakeholders' concerns and expectations may change overtime. During the year, we initiated internal and external focus groups as well as interviews to collect stakeholders' feedbacks on PCPD's sustainability progress, which consequently served as our basis to review PCPD's materiality matrix.



Identify

Reviewing the sustainability issues identified against peers disclosure, and making necessary adjustment to the list of sustainability issues



Prioritise

Reviewing the priority of sustainability issues based on stakeholders' feedbacks and the discussion outcomes of the Committee

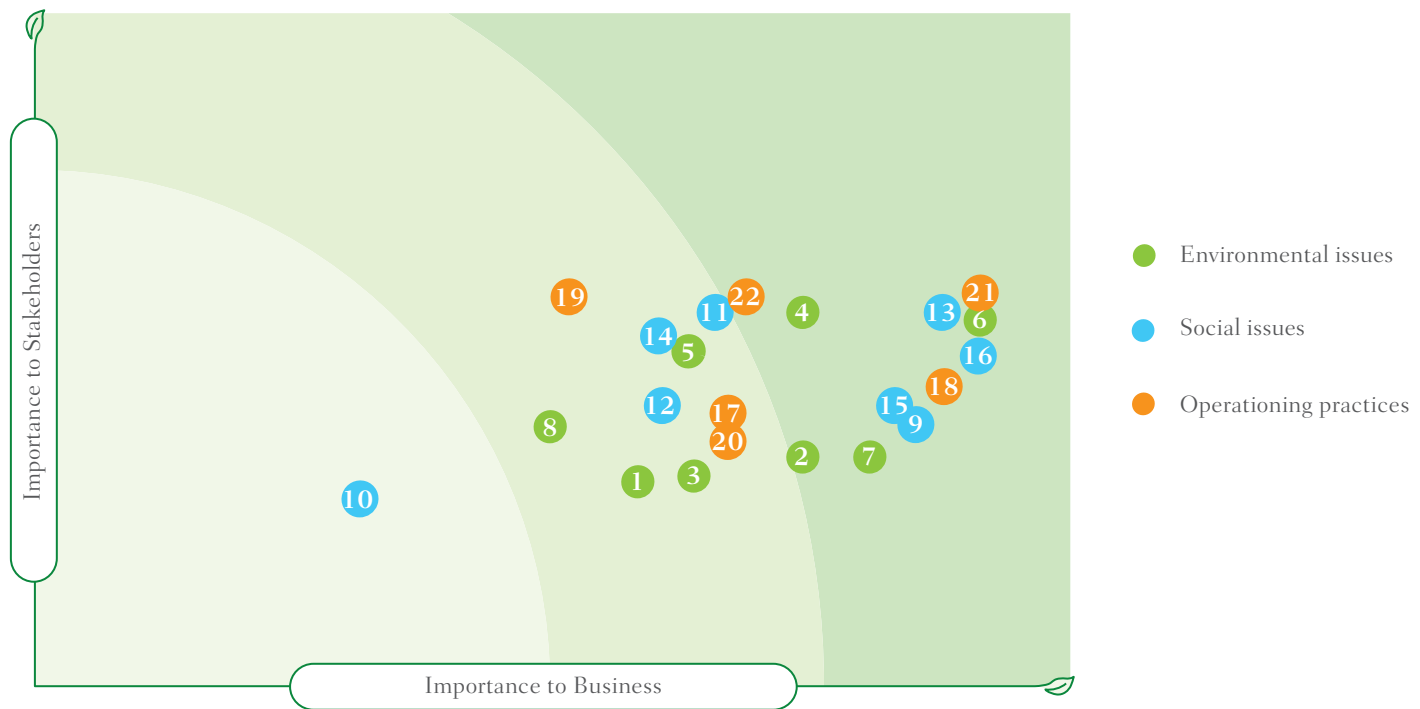


Validate

Confirming the materiality matrix and disclosing information in the Sustainability Report

Based on the dialogues with stakeholders during the engagement exercise, we identified that Waste, Sustainable Buildings Development and Community Engagement caught increasing attentions from external stakeholders. On the other hand, Legal Compliance and Customer Privacy became more critical to our reputation and business viability, whereas Economic Value Generated was of lower priority in our sustainability agenda. The materiality matrix was adjusted accordingly to reflect the importance of the sustainability issues.

PCPD Sustainability Issues Materiality Matrix 2018



No.	Sustainability issues	Category
1	Greenhouse gas emissions	Environmental issues
2	Energy consumption	Environmental issues
3	Water consumption	Environmental issues
4	Waste	Environmental issues
5	Environmental impact of construction	Environmental issues
6	Sustainable buildings development	Environmental issues
7	Customer engagement in environmental issues	Environmental issues
8	Use of materials	Environmental issues
9	Community engagement	Social issues
10	Community investment	Social issues
11	Occupational health and safety	Social issues

No.	Sustainability issues	Category
12	Labour standards in supply chain	Social issues
13	Training and development	Social issues
14	Employee welfare	Social issues
15	Inclusion and equal opportunities	Social issues
16	Talent attraction and retention	Social issues
17	Economic value generated	Operating practices
18	Legal compliance	Operating practices
19	Anti-corruption	Operating practices
20	Supply chain management	Operating practices
21	Customer satisfaction	Operating practices
22	Customer privacy	Operating practices

During the year, 11 key issues were identified as material. The materiality matrix has been validated by the Committee and guides us in the preparation of this report.



Environmental issues

Sustainable buildings development



Waste



Energy consumption



Customer engagement in environmental issues



Social issues

Talent attraction and retention



Training and development



Inclusion and equal opportunities



Community engagement



Operationing practices

Customer satisfaction



Legal compliance







Customer privacy



VALUE CHAIN SUSTAINABILITY

To ensure a holistic approach is adopted when planning and executing our sustainability initiatives, we have mapped our sustainability issues into different stages of a project with regard to their relevance and major impacts. This helps us stay aware of stakeholders' needs and concerns when making decisions throughout the lifecycle of our projects.

No.	Sustainability issues					Material
		Planning and Development	Construction	Pre-sale / Sales / Leasing / Pre-handover	Post-handover Operations / Asset Management	
1	Greenhouse gas emissions	✓	✓		✓	
2	Energy consumption	✓	✓		✓	●
3	Water consumption	✓	✓		✓	
4	Waste	✓	✓		✓	●
5	Environmental impact of construction		✓			
6	Sustainable buildings development	✓	✓		✓	●
7	Customer engagement in environmental issues			✓	✓	●
8	Use of materials	✓	✓		✓	
9	Community engagement	✓	✓		✓	●
10	Community investment				✓	
11	Occupational health and safety	✓	✓	✓	✓	
12	Labour standards in supply chain		✓		✓	
13	Training and development	✓	✓	✓	✓	●
14	Employee welfare	✓	✓	✓	✓	
15	Inclusion and equal opportunities	✓	✓	✓	✓	●
16	Talent attraction and retention	✓		✓	✓	●
17	Economic value generated	✓	✓	✓	✓	
18	Legal compliance	✓	✓	✓	✓	●
19	Anti-corruption	✓	✓	✓	✓	
20	Supply chain management	✓	✓	✓	✓	
21	Customer satisfaction	✓	✓	✓	✓	●
22	Customer privacy			✓	✓	●

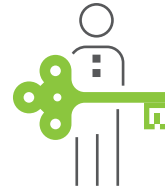
● Environmental issues ● Social issues ● Operationing practices

Customer

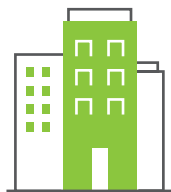
We strive to create premium value to our customers by delivering excellent services and high quality products. Understanding customers' changing needs through effective communication and engagement is fundamental to continuous improvement. We uphold a quality management system to monitor our service and products across the value chain.



Owners of residential properties



Residential occupants



Commercial tenants



Resort guests

SERVICE EXCELLENCE

Communicating with Occupants and Resort Guests

Understanding customers' needs is the first step to create customer value and achieve a high level of satisfaction. We highly value our customers' views and expectations for the pursuit of continual improvement and development of long-term relationship. ISPML conducts customer satisfaction survey annually to understand our occupants' needs as well as obtain feedback on the quality of our service standards. The survey findings offer valuable insights to the management team.

Apart from providing platform for our customers to express their needs, it is equally important to communicate management decisions with our customers. At ISPML, newsletters and magazines are published regularly to share the messages from management, news of environmental and social initiatives and lifestyle trends. We have also developed a user-friendly mobile application, the Bel-Air App, with push notification feature to share Bel-Air news with our occupants. The application is also equipped with practical function such as a location map for users.

At our ski operation, we conduct regular customer satisfaction surveys to resort guests and track guests' feedback on social media as well as online booking agency for improvement. As the hospitality industry is rapidly growing in Niseko, during the year, we continued to implement measures to solve the labour issues, especially for the housekeeping staff. We believe that the experience and qualification of our staff is critical to maintain the overall service excellence, therefore, in the winter season, we began to hire experienced seasonal staff from overseas to diversify our team mix and enhance the overall quality of our services.

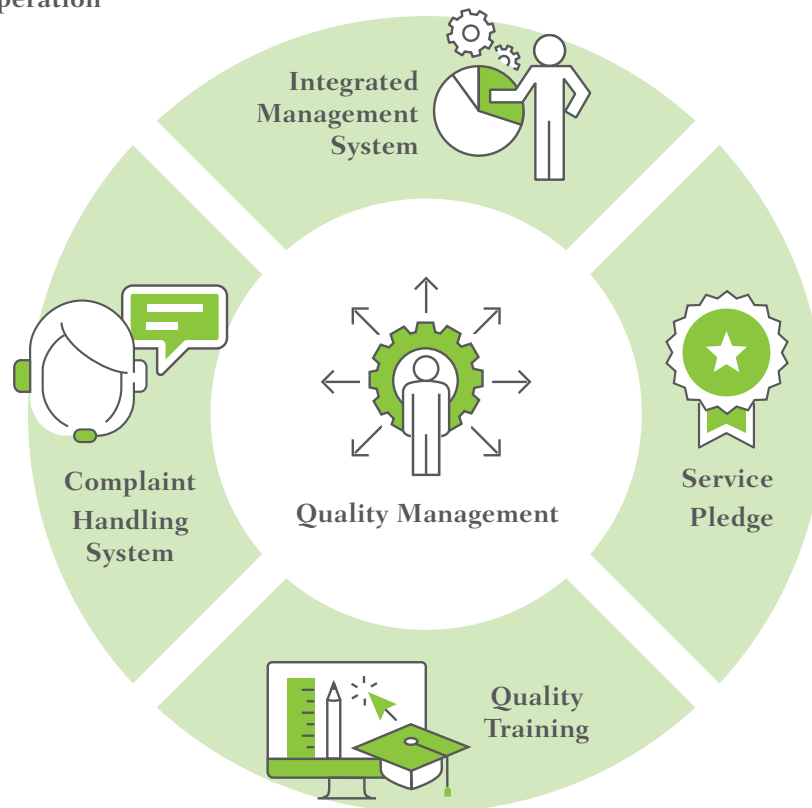
Quality Management System

In order to maintain the quality of our services, ISPML implemented an Integrated Management System (“IMS”) complying with requirements of ISO 9001:2015 Quality Management System, ISO 14001:2015 Environmental Management System and OHSAS 18001:2007 Occupational Health and Safety Management System. In accordance with the integrated management system manual, ISPML developed the Service Pledge that set service targets as guidance for our management staff. Scope of the Service Pledge covers services, utilities, club, customers, environment, security and safety.

Apart from providing guidance, we also equip our staff by regular in-house trainings. The trainings are of a high variety, ranging from basic customer service skills such as telephone manner and complaint handling, to operational procedures on property management.

On the occasion when customer complaint is received, ISPML has to ensure the complaints are well responded and handled in a professional manner. Following the guidelines in IMS, the Bel-Air Hotline and frontline staff of ISPML handle complaints with procedures complying ISO 9001:2015 Quality Management System and ISO 10002:2014 Complaints Handling Management System. Management representatives are responsible for ensuring the complaint-handling process is implemented in an effective and efficient way. They have to evaluate complaints, monitor the service quality of complaint handling and report to the top management with recommendations for improvement.

Quality Management in Operation



At the ski operation, English is still the main language, the company supports an English language program for full-time Japanese staff. For all newly joined staff, comprehensive on-the-job trainings are provided to help them get familiar with our service standards and operational procedures. Given large number of seasonal staff sourced annually at our ski resort, we also arrange staff orientation and training at the beginning of each ski season to maintain service standards.



Quality Property Management at Bel-Air

Management Engagement

It is important for our management to be actively involved in the service quality monitoring process. To better understand our customers' experience, our ISPML management team conducts 'walk management' where service quality is evaluated through property inspections. If our management team identifies any underperformance areas, resolution measures are implemented in due course. For future references, comprehensive glitch reports are also prepared.

Besides, ISPML conducts regular mystery shopper exercise to keep track of the service quality. This motivates our staff to always act in a professional manner. Findings are discussed among the management team and members of our Owners' Committee to identify areas for improvement.

At the ski resort, senior management actively engages our customers and regularly performs visits to our operations. Apart from formal feedback collection system such as forms and customer requests, we also gather detailed information through direct customer engagement, staff observations and feedback follow-ups. The feedbacks received are reviewed regularly by managers to maintain excellent customer service and to explore ways to exceed customers' expectations.

Protecting Customers' Privacy

Based on the requirements set out in the Hong Kong Personal Data (Privacy) Ordinance, we follow the 'Six Data Protection Principles' to protect our customers' privacy. It outlines the proper manners in handling sensitive customer information. Moreover, ISPML has a Standard Working Instruction in place on Procedures for Handling Personal Data, Residents' Information and Confidential Documents and CCTV Surveillance Records which follows ISO 9001:2015 Quality Management System. Internal and external audits are taken place annually in accordance with the standard. During the year, ISPML organised 18 times of Personal Data (Privacy) Workshop for our staff members. Hence, if the collection of personal data is required, we ensure the data is collected in a lawful and fair way. During the year, PCPD has no non-compliance cases with CAP 486 Personal Data (Privacy) Ordinance.

PRODUCT QUALITY

To develop superior quality properties, we take into consideration end-users' needs early in the design stage, throughout the development process and till the delivery of the end-product. During the construction phase, sustainable materials and advanced equipment are used. Professional contractors and suppliers are prioritised in our procurement process. We strive to provide a safe and healthy working environment for our staff and contractors such that they have the capacity to deliver quality work.

Supply Chain Management

Managing our supply chain throughout the development process is fundamental to uphold product quality. As early as the tendering stage, we conduct prequalification exercise to assess the capability and suitability of contractors. The assessment criteria include their implementation of safety plans, historical record of work-related accidents and attainment of environmental certificates. It is required by our group-wide Managing Environmental and Social Risk of Supply Chain Policy to provide details in relation to supply chain management during the formulation of the design and development plan. This includes information on the environmental and regulation requirements such as quality, quantity, material selection, production technologies, production policies, regulations and laws. We have high expectation on the sustainability performance of our contractors, subcontractors and business partners. Our policies on social and environmental requirements are incorporated into our tender documents and workshops are organised for our suppliers to better understand our requirements and expectations.

Supply Chain Management Measures



Tendering stage

Conduct prequalification exercise to assess capacity, health and safety and environmental performance of the contractors



Building design stage

Request contractors to provide details on their supply chain management regarding environmental and regulation requirements in their design and development plan



Building construction stage

Provide suppliers with workshops to enhance contractor understanding on PCPD's requirements and expectations

Customer Health and Safety

At our premium-grade properties, it is our responsibility to provide and maintain a healthy and safe environment for our occupants, tenants and guests. The design of PCP, Jakarta makes reference to LEED standard and considers various aspects of indoor environmental quality such as ventilation, thermal comfort and indoor air quality. Final LEED Platinum Certification was achieved during the year. During construction and renovation, we follow the Indoor Air Quality Management Plan and prioritise the use of low volatile organic compounds emitting materials.

At the properties managed by ISPML, smoking is strictly prohibited inside the buildings. During the year, our ISPML property management obtained indoor air quality certificate at Excellent Class for Club Bel-Air Bay Wing, demonstrating our commitment to indoor air quality.

At our ski operation, we are dedicated to providing joyful yet safe experiences for our guests and ensure our operation is in compliance with the provisions of the National Park Law and the Railway Business Act in Japan. We strive to promote mountain and winter sport safety best practices through various channels. Printed brochures and maps with the skier responsibility code and the Niseko Local Rules are produced to promote appropriate on-slope behaviour. We also make daily announcements through the public announcement system to remind our guests to follow the Niseko Local Rules. Avalanche reports and trail guides are also available at our ski lift stations and on our official website. Besides, our staff keeps close contact with the onsite rescue team in order to ensure timely resolution to any customer injuries. To provide immediate treatment to people with cardiac arrest, we carry an Automated External Defibrillator (“AED”) when taking our guests to the skiing tour in Mt. Weisshorn. During the year, we installed the first AED in our hotel facilities and all full-time staff attended AED trainings provided by the local Fire Department.



Automated External Defibrillator

Environment

The environmental impact of our businesses is determined by how we integrate sustainability elements into project development and management philosophy. Our Sustainability Policy affirms our commitment to establish corporate goals on environmental sustainability and forge a greener environment for future generations. To optimise environmental performance across various stages of operations, we also take into account the interests and concerns from the stakeholders.

ENERGY AND GREENHOUSE GAS EMISSIONS

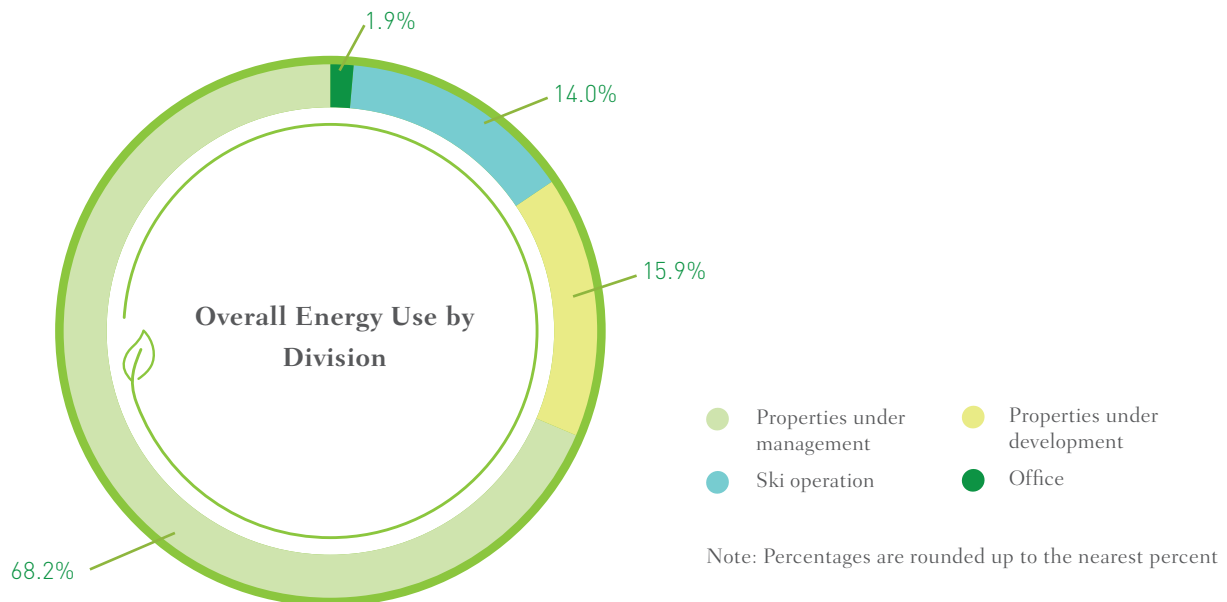
Acknowledged the importance of maintaining energy efficiency and reducing greenhouse gas emissions, we develop guidelines and initiatives for our staff to follow, implement and monitor our performance. PCPD and its subsidiaries in Hong Kong and overseas adhere to the Energy and Water Management Policy and Emission Policy, which guide our management of energy consumption and greenhouse gas emissions among all the Group's premises and overseas projects.

Energy Performance

To improve building energy efficiency, our Energy and Water Management Policy sets out the responsibilities of our business units and employees to closely monitor and measure the progress of energy reduction. It also outlines specific measures on how employees can manage energy consumption more effectively. As the operational models and needs of our businesses differ across different geographical locations, our professional teams continue to explore a variety of strategies to reduce energy consumption in their respective local contexts.



Energy Consumption Intensity
(GJ per square meter)
0.23



Our properties under management are the major source of energy consumption. To minimise excessive energy consumption, ISPML has started to retrofit lighting fixtures with energy-saving dimmable fluorescent lamps in the carparks and residential towers of Phase 4 at Bel-Air by phases. Unnecessary staircase lightings are switched off when sufficient luminance level can be maintained. By these measures, total energy savings of 89,702 kWh was achieved during the year.

Total energy savings by retrofitting lighting fixtures and switching off unnecessary staircase lightings

Total Energy Saving
89,702 kWh



Carbon Dioxide
 Emission Reduction
70,865 Kg CO2e



Total Saving
0.45%



Equal to Plant
3,081 trees per year



In our property development projects, we incorporate green elements at different stages of the building lifecycle. At the early design stage of PCP, Jakarta, we set energy consumption reduction targets and explored the feasibility of adopting various energy efficient architectural designs. During the construction stage, regional materials were preferred over imported materials to reduce carbon footprint arising from transportation. To further reduce carbon emission level, 100 bicycle parking spaces are provided with sufficient shower facilities to encourage our occupants to adopt zero carbon transportation.

At our ski resorts in Japan, we have upgraded our snow grooming fleet with more energy-efficient models. These now comply with the latest emission standards and also reduce up to 90% of the nitrogen oxide and particulate emissions. Our snowmobile fleets have also been upgraded to improve exhaust emissions and energy performance. Climate control facilities such as automatic doors are in place to provide comfortable indoor environment for our guests and at the same time increase our energy efficiency for temperature control. The ski lift system is also able to be operated at variable speeds. When there are less skiers, the lifts are operated at a slower speed for energy saving.

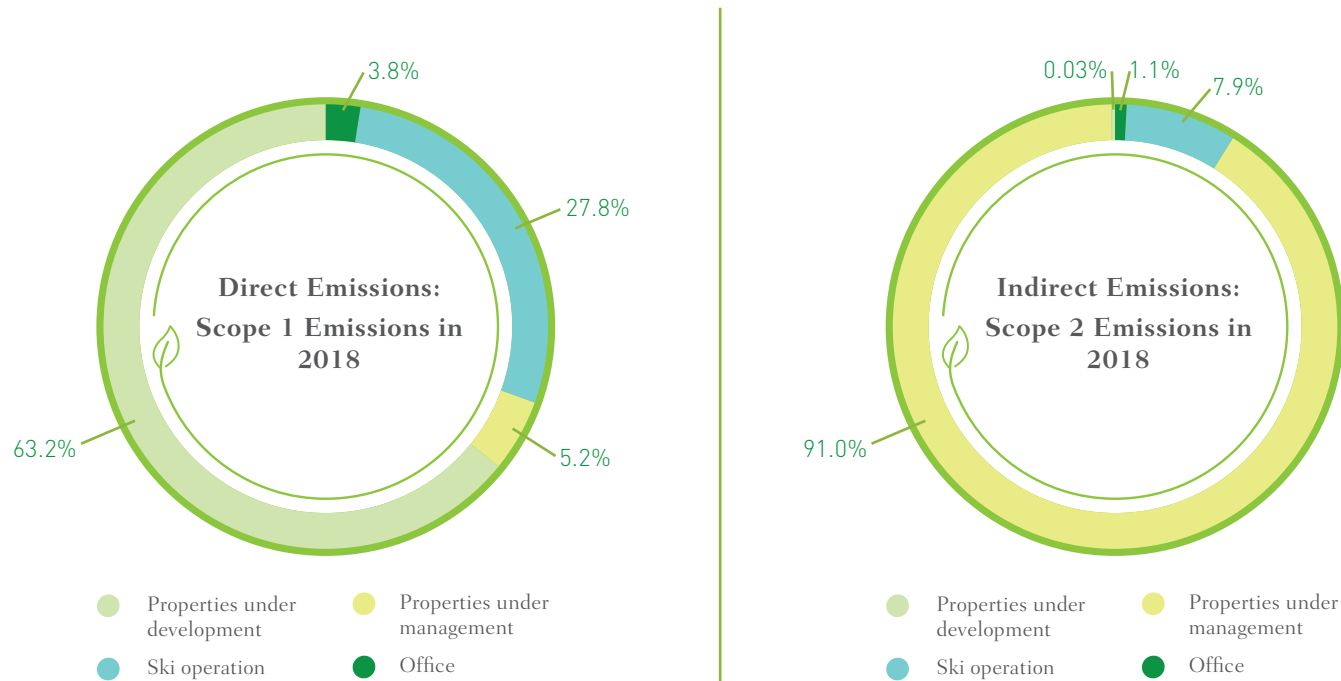


Upgraded snowmobile fleet

Greenhouse Gas (“GHG”) Emissions

PCPD established an Emission Policy to ensure all functional units and suppliers align their emission reduction strategies with all relevant laws and regulations. The policy provides conservation and substitution measures on ozone depleting gases management and GHG emissions reductions. The policy also made references to relevant laws in Hong Kong. For overseas operations, we strictly abide by the local laws and regulations.

The total GHG emission in 2018 is estimated to be 35,796.7 tonnes of carbon dioxide equivalent.



WASTE MANAGEMENT

To promote our 3-way waste management approach through reducing, reusing and recycling, PCPD formulated General Waste Management Plan and Municipal General Waste Management Plan as guidelines on how various types of waste are collected, recycled and disposed of. In 2018, 11,619 tonnes of wastes were generated and sent to landfills, 1,401 tonnes of wastes were recycled.

Our waste management approaches comply with relevant laws and regulations across different geographic locations. Under the stringent regulations in Japan, our operations are required to separate recyclables, non-recyclables, combustible and compostable waste prior to disposal. In Hong Kong, we cooperate with our suppliers to collect and dispose obsolete IT equipment for compliance with the Government’s Producer Responsibility Scheme.

Beyond compliance considerations, we implement various initiatives to minimise waste generation. We diligently promote recycling by providing facilities for various recyclable materials and food waste. The recycling of festive items such as Christmas trees and mooncake tins is also accommodated. Furthermore, for the newly completed PCP, Jakarta, not only we implemented construction waste management practices to ensure various materials were reused and disposed properly during construction period, we also provide sufficient recycling facilities to facilitate occupants recycling behaviours.

RECYCLE & GET REWARDED! WASTE REDUCTION CAMPAIGN

To promote sustainable living at Bel-Air and to enhance residents' knowledge on at-source separation of domestic waste, we have co-organised the "Recycle & Get Rewarded!" waste reduction campaign with our cleaning contractor since May 2018.

Residents of each unit are given redemption cards to collect stamps and redeem gifts by simply submitting recyclable materials to designated collection points. To instill the sense of community care, redeemable gifts are sourced from non-profit organisations or social enterprises. On top we also offer popular items such as organic herb plants cultivated by our landscape team. Over 200 residence units have been engaged in this waste reduction campaign.

Sustainable Living 可持續生活

Recycle & Get Rewarded! Waste Reduction Campaign 「以物易物」環保回收活動

Promoting sustainable living at Bel-Air is a shared goal. The Service Centre and our cleaning contractor have jointly organised a recycling activity, the "Recycle & Get Rewarded" waste reduction campaign, to encourage the participation of residents in the Bel-Air community-wide recycling programme.

A redemption card will be given to each unit/house for collection of stamps to redeem gifts! Residents simply submit recyclable materials* to the designated location on Wednesdays, except public holidays, and receive stamps for your redemption card.

In order to make this Waste Reduction Campaign as meaningful as possible, all redeemable gifts are from non-profit organisations

促進貝沙灣的可持續生活是大家的共同目標。因此，服務中心與清潔承辦商聯合舉辦「以物易物」環保回收活動，藉此鼓勵各住戶回收廢物。

每個單位/洋房將獲派發一張記錄卡*，收集印花可換領小禮物。住戶每逢星期三(公眾假期除外)可將回收物品*送到指定地點，收集印花並記錄到卡上。

所有小禮物均來自非牟利機構或社區團體，讓廢物回收更添一重意義。除以上小禮物之外，

Promotion of the "Recycle & Get Rewarded!" waste reduction campaign in Bel-Air Newsletter



Recyclable waste was collected through the campaign for recycling

WATER CONSERVATION

Water scarcity is a global concern and the regions we operate are facing challenges to source sufficient water resources to meet demand. PCPD strives to promote water conservation at our operations and properties. Our Energy and Water Management Policy outlines water efficiency measures for all business units. We incorporate water efficient designs into new development projects and advocate water saving behaviour in the properties we managed through occupant engagement. In 2018, 10,162 m³ was used by our properties under development.

At Bel-Air in Hong Kong, we installed a twin-tank water supply system to minimise disruption to residents and reduce water wastage during maintenance. When the outdoor swimming pool is closed during winter, pool water is recycled through the building flushing system. Despite our limited control over the water usage of our occupants, we promote and advocate water conservation via various channels. Water-saving tips and fun challenges are provided in our newsletter. Reminders are posted next to water fittings to remind staff to use water wisely. In common areas such as the clubhouse, we have installed water efficient taps and water closets.

At PCP, Jakarta, we adopt highly efficient water fittings in all toilets. Rainwater, condensate water and treated greywater collected from showers, faucets and washbasins are harvested for irrigation and flushing. To ensure the recycled water is in compliance with relevant quality standards, grey water was treated at the building's sewage treatment plant before putting in use.

SUSTAINABLE BUILDING DEVELOPMENT

PCPD is devoted to sustainable building development and the provision of quality environment for our occupants and tenants. To demonstrate our commitment, we benchmark our performance with peers and industry best practices.

During the year, PCP, Jakarta achieved the first ever final LEED Platinum Certification in Jakarta while applications on Indonesian Greenship Certificate and Singaporean Greenmark Certificate are in progress.

Achieving final LEED Platinum requires an adoption of holistic approach to optimise the environmental performance of buildings. At PCP, Jakarta, we focus on-site planning, energy and water efficiency, material selection, waste management and indoor environmental quality. After the completion of the building, we closely collaborated with our tenants and distributed "Tenant Fit-out Guidelines" for reinforcement of the environmental features. In the long run, we will keep monitoring the building environmental performance and exploring green initiatives for continuous improvement to achieving more green building certifications.

In Hong Kong, we participated in the voluntary BEAM Plus Existing Buildings (V2.0) Selective Scheme for Bel-Air and achieved the highest rating of Excellent grade in Management aspect. To create a more pleasant neighborhood for our Bel-Air residents, we also polished our open area with green elements and attained the Gold Award and the Environmental Efficiency Award in the Best Landscape Award for Private Property Development presented by Leisure and Cultural Services Department. These certifications and award serve as a motivation for us to continuously enhance sustainable performance of our properties.

BEL-AIR'S ACHIEVEMENT IN SUSTAINABLE BUILDING MANAGEMENT

Bel-Air is a showcase of sustainable building management practices by ISPML. It has achieved Excellent grade of Management aspect in BEAM Plus Existing Buildings (V2.0) Selective Scheme, as well as the Gold Award and the Environmental Efficiency Award from the Best Landscape Award for Private Property Development for its excellence in landscaping and horticulture.

BEAM Plus is a voluntary environmental assessment scheme for buildings in Hong Kong. During the certification process, our green building management practices were examined, for instance, from aspects of green procurement, energy management, operation and maintenance systems, etc. Bel-Air's effective operation and maintenance allow the extension of lifespan of building structure and equipment and avoid wastage of resources for premature refurbishment or replacements.

Stakeholders along our building value chain are engaged to ensure high sustainability performance across various aspects. For example, we require cleaning contractor to use biodegradable refuse bags for refuse collection as well as aerosols and COC free cleaning chemical for daily cleansing. Recognised that battery charging is often a hindrance for car owners to switch to electric vehicles, a power distribution system has been installed at carpark so as to facilitate the



Green space at Bel-Air

installation of electric vehicle chargers. We regularly review and monitor our sustainability performance for improvement through engagement with our employees, contractors and occupants.

Furthermore, we adopt green landscape design and perform horticultural maintenance in pursuit of providing a pleasant and connective outdoor space for our occupants. Our recognitions at the Best Landscape Award proved our continuous efforts in encouraging betterment of living environment in Bel-Air.

OCCUPANTS AND TENANTS ENGAGEMENT

Engagement with occupants plays an important role in reinforcing our sustainability measures. PCPD, via various channels, diligently promotes sustainability to our occupants and tenants. Newsletters and bulletin boards are used as platforms to provide updates on the latest sustainable features and green lifestyles advices.

At Bel-Air, we introduce "Greener Lifestyle" in both our newsletter and a separate quarterly Bel-Air Greenlife Newsletters. Through these channels we promote Bel-Air's latest green initiatives and engagement activities such as "Recycle & Get Rewarded!" waste reduction campaign. We also educate residents on various local green topics including food waste management, low-carbon lifestyles and reducing the use of plastic straws. Occupants are offered innovative ideas to reduce the adverse environmental impacts in their daily lives. Our newsletters are published digitally and all issues are accessible to occupants on [Bel-Air website](#) and Bel-Air App.

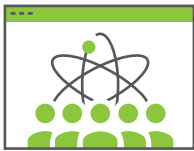


A newsletter encouraging residents to plan a sustainable Christmas

People

PCPD recognises the importance of our people to our business success. We rely on employees to provide exceptional services and products to our customers, and thus to maintain our competitiveness and generate long-term return. In alignment with our belief, talent attraction and retention, training and development, and inclusion and equal opportunities are identified as material issues to our stakeholders and to PCPD in the stakeholder engagement process.

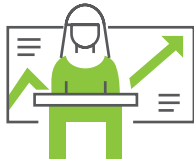
Employing over 800 people, PCPD is dedicated to providing a safe, inclusive and rewarding working environment for our people. Beyond physical health and safety considerations, we promote work-life balance to foster our employees' psychological health. We uphold equal opportunities principles and do not accept any kinds of discrimination. We ensure our business operations are carried out in manner adhering to international human rights standards. We provide competitive remuneration, progressive career path, performance-related rewards and comprehensive trainings to attract, retain and cultivate talents.



Workforce made up of
25 nationalities



A total of **2,337** training hours
provided to employees



38% of staff are female

TALENT MANAGEMENT

PCPD regards our talents as the cornerstone of our success. Our human resources philosophies aim to attract, develop, motivate and retain suitable manpower to achieve the company's corporate objectives. To this end, we put emphasis on cultivating our employees and ensure their long-term professional growth at PCPD.

Training and Development

Communications with newly on-board employees is a critical factor in supporting them to develop a productive and long lasting relationship with the company. We provide New Hire Orientation to our staff in Hong Kong upon their commencement of work. In 2018, the program was extended to our Indonesian operations.

To facilitate the professional development of our staff, we provide a job rotation programme for second-tier employees to gain all-round work experience and skills in property management. This year we also continue to support our employees to equip themselves with skills and academic qualifications that meet their career aspiration and our business needs. Our Educational and Training Sponsorship Scheme provides training subsidies for colleagues to take on work related external training courses. To encourage our property management staff to be accredited as industry professionals, ISPML offers three full scholarships to colleagues who intend to obtain either Bachelor or Master degree in property management.

Talent Attraction and Retention

To attract and retain talents, we reward performance and recognise contribution through equitable and competitive remuneration. Performance of employees are reviewed during the Annual Performance and Development Review. Internal employees are given priority for any advancement and development opportunities that arise. Our employee referral programme provides incentives for our staff to identify and refer passionate and capable new talents to our frontline operation.

HEALTH AND SAFETY

Health and safety of our employees is of utmost importance to PCPD. We are committed to providing a safe working environment. Our group-wide Occupational Safety and Health Policy states clearly the roles and responsibilities of our line managers and staff in injury prevention and hazard identification. Members of the Health and Safety Committee at ISPML meet up every three months, with the attendance of our outsourced safety consultant, to monitor the performance of the company to comply with the international standard OHSAS 18001:2007 Occupational Health and Safety Management System. PCPD is in compliance with relevant laws and regulations on occupational health and safety during the year. Our efforts were recognised by the Occupational Safety and Health Council where ISPML was awarded a bronze award of the Best Property Management Award in Occupational Safety and Health, and a bronze award in the Best Presentation Award at the Best Property Safety Management Award 2017-18.



ISPML attained the bronze award in Best Property Safety Management Award 2017-18

To ensure a safe working environment, risk assessments are performed annually, supplemented by monthly cross departmental safety inspections conducted by our safety consultant. The inspection results are reviewed in the Health and Safety Committee meeting to formulate related preventive measures. For instance, we provide several types of working platforms and devices for staff to ensure safety when working at height. We also provide appropriate personal protective equipment to protect staff from danger. In case there are any injury cases or accidents, supervisors of injury staff are responsible for reporting the case to the chairman of the Health and Safety Committee, Human Resources Department and the safety consultant in accordance with the Group's reporting procedure. The case will also be discussed in the Health and Safety Committee meeting to identify potential ways to reduce future recurrence.

Enhancing employees' health and safety awareness is another critical precaution for injuries or accidents. In early 2018, ISPML formulated a health and safety training plan and a drill plan. Six training sessions were held for different departments and drills were carried out. To promote a healthy and safe working environment, information boards are set up in every department displaying related policy and targets. An internal innovative competition was also held to enhance employees' awareness.

PROMOTING HEALTHY LIFESTYLES

Apart from monetary rewards and promising career path, employees nowadays also value work-life balance. PCPD has been promoting healthy lifestyles throughout the year. During the year, we are very proud to be awarded the Green Office Awards label and Eco-Healthy Workplace label by the World Green Organisation (WGO).

In 2018, we organised two sessions of health and nutrition workshops at Bel-Air and Cyberport office. The classes started with a nutritionist's sharing on healthy grocery shopping, followed by interactive cooking classes on preparation of healthy main course and dessert. In addition, a health lounge was held to relay health messages to our staff. Booths were set up to conduct preliminary health and vision checks. Nutritionists and registered Chinese medical practitioners were on-site to provide advice to colleagues with related concerns or interests.



Health and Nutrition Workshop



The gym at PCP, Jakarta

At PCP, Jakarta, a new fitness centre ("The Gym") providing exercise equipments, an outdoor swimming pool, jacuzzi and sauna for tenants and staff was put into operation in 2018. The Gym, not only offers physical fitness classes, but also seminars and health-related tips and talks to cultivate healthy exercise and eating habits among staff and tenants. The first healthy-diet seminar was held in November 2018.

To encourage our staff to take precautions on infectious disease, free flu shots are provided to staff with frequent travels and frontline staff who need to have frequent interface with clients.

EQUAL OPPORTUNITIES

We are committed to provide equal opportunities in relation to employment, reward management, training and career development. Terms and conditions of employment, rules and practices, requirements and conditions are set out and constantly monitored and reviewed to prevent discrimination.

Furthermore, PCPD embraces diversity and strives to provide a working atmosphere free from demeaning or harassing behaviour. As stated in our Human Resources Manual, all staff are valued and treated with respect and dignity. Any kinds of discrimination, including gender, disability, pregnancy, family status, race, colour, descent, national or ethnic origins, religion, age, sexual orientation, trade union membership or other condition recognised in law, are intolerable.

Our Human Resources Manual also outlines the complaint notification and handling system to deal with suspected cases of discrimination. Employees are encouraged to discuss with their supervisors on matters of concerns related to their employment. In circumstances where the discussion results are not satisfactory, employees are welcomed to request for a discussion with the management. If necessary, employees may request a human resources representative to be a third party witness to secure their benefits.

LABOUR STANDARDS

PCPD ensures all aspects of our business abide by applicable laws and regulations, and promotes ethical behaviour throughout our sphere of influence. We have zero-tolerance for the use of child or forced labour, and follow the minimum wage requirements. In case of material unfair labour conduct, such as the use of child or forced labour, we follow our Unethical Conduct Notification Procedures Manual to escalate the case to higher authority within 48 hours of receipt of the complaint.

With our worldwide operations, we pay special attention to new regulations to ensure compliance with all local laws and regulations regarding labour and human rights. During the year, we are not aware of any breach of laws and regulations in relation to employment and labour practices. To further improve in our labour standards, we also refer to best practices around the globe to formulate and update our own labour policies. Due diligence is performed to identify, prevent, alleviate for potential risk of human rights breaches.

ANTI-CORRUPTION

PCPD upholds high standards of ethics, honesty and integrity with zero-tolerance for bribery and corruption. Our Bribery, Gifts and Entertainment Policy outlines our requirements and practices with respect to prevention, identification and handling of alleged and proven bribery and corruption. All employees are well-informed of PCPD's anti-corruption measures before commencing their work. During the year, four ICAC talks were held to raise employees' awareness on anti-corruption.

We promote a speak-up culture on unethical conduct at workplace. PCPD's whistle-blowing policy and procedures welcome reports on any suspected dishonest, unethical and illegal conduct. Reported cases are kept confidential and anonymous to protect whistle-blowers from retaliation, and the reported cases will be examined by our Audit Committee thoroughly. Related policy and procedure can be found on our intranet and public website.

No legal cases regarding dishonest, unethical and illegal behaviour were brought against the Group or our people during the year.

Community

PCPD believes social value is created with the joint effort from the local community, various stakeholder groups and business leaders. We treasure long-term partnership with community organisations and look for opportunities to bring harmony and positive impacts to the society.

Guided by our Sustainability Policy and Community Engagement Policy, we support meaningful causes which serve the interests of needy people or which benefit the community at large and we encourage staff to participate in community services. We are delighted to have established long-term partnership with some of the charitable organisations and look forward to the synergies we create to give back to the community.

During the year, our focus of community investment includes social inclusion, education and environmental programme. Under our Volunteer Appreciation Scheme, employees participating in community services organised by the Group may be granted a maximum of two days of volunteer leave annually. In recognition of our contribution, PCPD is honoured with the Caring Company Logo 2018/19.

CARING FOR THE ELDERLY

The elderly has been one of our targets in community services. We are grateful for their past contributions to the society and hope to support them in their twilight years.

In March 2018, PCPD participated in the HealthBank Cookie Campaign organised by Helping Hand. All proceeds raised were allocated for elderly homes and services. Our staff has raised a total of HK\$18,800 in support of the elderly services through this event.

In July 2018, our staff participated the event “A Day with Food Angel at Food Angel’s Kowloon Kitchen” organised by Food Angel. With the use of the collected edible food items, our volunteers assisted in preparation of nutritious hot meals for underprivileged communities. 21 of our staff participated in the event, contributing a total of 84 volunteer hours.



A Day with Food Angel at Food Angel’s Kowloon Kitchen

CULTIVATING THE YOUNG GENERATION

PCPD recognises the importance of nurturing the next generation and is willing to take the responsibility to provide opportunities for young people to develop outside classroom.

FOSTERING THE NEXT GENERATION THROUGH THE BUSINESS-SCHOOL PARTNERSHIP PROGRAM



PCPD joined the Business-School Partnership Program (the “Program”) organised by the Hong Kong General Chamber of Commerce for the second consecutive year.

The Program provides a platform for students, teachers and business executives to exchange and communicate with each other, while preparing students to gain more understanding of the commercial world.

In June 2018, a total of 22 secondary students from Pui Tak Canossian College (“Pui Tak”) attended a talk on the Greater Bay Area, followed by a guided tour to the show flat which showcases our Park Hyatt Niseko Hanazono Residences and a grand tour to the Club Bel-Air. The experience gave the students a glimpse of the property management sector.

PCPD further deepened its ties with Pui Tak by offering a chance for nine students to co-organise Christmas Party 2018. Students were guided and supported by teachers and staff from PCPD in which they were responsible for planning, logistics, performance and execution of the party. They also gave a fantastic handbell performance at the party.



Students gained understanding of career path in property management through talks and tours at PCPD

PROMOTING SOCIAL INCLUSION

PCPD is committed to maintaining a strong level of community involvement and providing support to community activities. During the year, we participated in various events held by different organisations to show our love and care to people with health conditions.

PCPD has been a long-term partner of Hong Kong Society for Rehabilitation (“HKSR”) for years. HKSR is a government recognised charitable organisation providing services for people with disabilities, chronic illnesses, and elder adults with 30 service centres in Hong Kong and Mainland China. During the year, 20 volunteers from PCPD including our staff and their friends and relatives joined two outing activities with HKSR, which contributed a total of 160 volunteer hours.



A Day in the Countryside—Peng Chau



A Taste of Chinese Pastries and Poon Choi • Natural Wonder at Wetland Park

DEVELOPING LONG-TERM PARTNERSHIP WITH CHARITABLE ORGANISATION

ISPML has been working with our long-term partner, New Life Psychiatric Rehabilitation Association (“New Life”) for 10 years in a row. New Life promotes mental wellness for People in Recovery (“PIR”) of mental illness and for their families and the general public. We share the common value of equal opportunities and social inclusion with the organisation. Apart from supports to PIR’s job training opportunities, we leverage our network by inviting residents from Bel-Air to join hands in supporting New Life’s meaningful initiatives and influence the community further. In December 2018, a volunteer team consisted of Bel-Air residents and staff from ISPML paid a visit to Shek Pai Wan Integrated Work Centre established by New Life and celebrate Christmas with its PIR.

SUPPORTING LOCAL COMMUNITY

PCPD also recognises the importance of supporting local community in the locations where we operate. In September 2018, NMS, our property management subsidiary in Japan, together with the Niseko Promotion Board, a local marketing organisation, organised the “Niseko Autumn Food Festival”. The event was the first of its kind in the area to promote international cuisine of Niseko to the visitors and as a support to local restaurants. Some of our staff participated in the event to welcome and serve the visitors.

Besides, NMS also cooperated with Sapporo Gakuin University, a local university, to organise an internship programme for university students to gain work experience in international working environment as part of their university curriculum. During the year, two interns worked along with our regular seasonal staff with on-the-job trainings. Students gained valuable work experience and insights on employment opportunities for employment after graduation.



The “Niseko Autumn Food Festival” attracted over 4,000 participants

HKEX Reporting Guide Content Index

HKEX ESG Reporting Guide SUBJECT AREAS and ASPECTS HKEX 'Comply or Explain' Provisions		Location of Disclosure in Sustainability Report 2018	Notes
A. Environment			
Aspect A1 - Emissions	KPI		
General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer.	-	ENVIRONMENT	-
The types of emissions and respective emissions data.	1.1	Data tables	-
Greenhouse gas emissions in total (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	1.2	ENVIRONMENT - Energy and Greenhouse Gas Emissions; Data tables	-
Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	1.3	ENVIRONMENT - Waste Management; Data tables	-
Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	1.4	ENVIRONMENT - Waste Management; Data tables	-
Description of measures to mitigate emissions and results achieved.	1.5	ENVIRONMENT - Energy and Greenhouse Gas Emissions	-
Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved.	1.6	ENVIRONMENT - Waste Management	-
Aspect A2 - Use of Resources	KPI		
General Disclosure Policies on the efficient use of resources, including energy, water and other raw materials.	-	ENVIRONMENT	-
Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).	2.1	Data tables	-
Water consumption in total and intensity (e.g. per unit of production volume, per facility).	2.2	Data tables	-
Description of energy use efficiency initiatives and results achieved.	2.3	ENVIRONMENT - Energy and Greenhouse Gas Emissions	-
Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved.	2.4	ENVIRONMENT - Water Conservation	-
Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	2.5	-	This is not considered material to the Group
Aspect A3 - The Environment and Natural Resources	KPI		
General Disclosure Policies on minimising the issuer's significant impact on the environment and natural resources.	-	ENVIRONMENT	-
Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	3.1	ENVIRONMENT	-

HKEX ESG Reporting Guide SUBJECT AREAS and ASPECTS HKEX 'Comply or Explain' Provisions		Location of Disclosure in Sustainability Report 2018	Notes
Aspect B1 - Employment	KPI		
General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer.	-	PEOPLE	-
Total workforce by gender, employment type, age group and geographical region.	1.1	Data Tables	-
Employee turnover rate by gender, age group and geographical region.	1.2	Data Tables	-
Aspect B2 - Health and Safety	KPI		
General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer.	-	PEOPLE	-
Number and rate of work-related fatalities.	2.1	Data Tables	-
Lost days due to work injury.	2.2	Data Tables	-
Description of occupational health and safety measures adopted, how they are implemented and monitored.	2.3	PEOPLE - Talent Management - Health and Safety	-
Aspect B3 - Development and Training	KPI		
General Disclosure Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	-	PEOPLE - Talent Management	-
The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	3.1	Data Tables	-
The average training hours completed per employee by gender and employee category.	3.2	Data Tables	-
Aspect B4 - Labour Standards	KPI		
General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer.	-	PEOPLE - Labour Standards	-
Aspect B5 - Supply Chain Management	KPI		
General Disclosure Policies on managing environmental and social risks of the supply chain.	-	APPROACH TO SUSTAINABILITY - Value Chain Sustainability; CUSTOMER - Product Quality - Supply Chain Management	-
Number of suppliers by geographical region.	5.1	Data Tables	-
Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored.	5.2	CUSTOMER - Product Quality - Supply Chain Management	-

HKEX ESG Reporting Guide SUBJECT AREAS and ASPECTS HKEX 'Comply or Explain' Provisions		Location of Disclosure in Sustainability Report 2018	Notes
Aspect B6 - Product Responsibility	KPI		
General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer.	-	CUSTOMER	-
Number of products and service related complaints received and how they are dealt with.	6.2	CUSTOMER - Service Excellence	-
Description of consumer data protection and privacy policies, how they are implemented and monitored.	6.5	CUSTOMER - Protecting Customers' Privacy	-
Aspect B7 - Anti-corruption	KPI		
General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer.	-	PEOPLE - Anti-corruption	-
Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the year and the outcomes of the cases.	7.1	PEOPLE - Anti-corruption	-
Description of preventive measures and whistle- blowing procedures, how they are implemented and monitored.	7.2	PEOPLE - Anti-corruption	-
Aspect B8 - Community Investment	KPI		
General Disclosure Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	-	COMMUNITY	-
Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	8.1	COMMUNITY	-
Resources contributed (e.g. money or time) to the focus area.	8.2	Data Tables	-

Data Tables

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

Air emissions

KPI A1.1 The types of emissions and respective emissions data

Emissions from gaseous fuel consumption

Town gas ¹	GJ	8,125.6	-	22.8	-	7,647.0	364.0	-	91.8	-	-
NOx emission	kg	30.7	-	-	-	30.7	-	-	-	-	-
SOx emission	kg	0.2	-	-	-	0.2	-	-	-	-	-

Energy and carbon emissions

KPI A1.2 Greenhouse gas emissions in total (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility)

KPI A2.1 Direct and/or indirect energy consumption by type e.g. electricity, gas or oil in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility)

Electricity purchased	kWh	39,336,298.9	-	12,396.0	14,970,800.0	20,072,665.0	3,807,128.5	298,971.0	83,116.3	61,453.0	29,769.1
Town gas	m ³	419,613.1	-	509.8	-	408,928.4	8,125.7	-	2,049.2	-	-
Indirect energy use ²	GJ	149,736.3	-	67.5	53,894.9	79,908.6	14,069.7	1,076.3	391.0	221.2	107.2
Indirect CO ₂ e emissions (Scope 2) ³	tCO ₂ e	32,359.6	-	8.6	13,339.0	16,102.4	2,565.1	236.2	46.1	35.7	26.5
Diesel	litres	758,260.9	116,033.0	443,168.6	26,554.0	44,551.7	111,180.4 ⁴	16,701.3 ⁵	-	72.0	-
Petrol	litres	361,096.8	-	298,450.5	-	-	24,952.3	35,271.7	-	177.9	2,244.4
Kerosene	litres	161,332.8	7,085.0	-	-	-	154,247.8	-	-	-	-
Fuel oil	litres	83,000.0	-	-	-	-	83,000.0 ⁶	-	-	-	-
Direct energy use ⁷	GJ	50,415.0	4,738.9	27,033.8	1,025.0	1,719.7	13,961.0	1,851.0	-	8.9	76.8
Direct CO ₂ e emissions (Scope 1) ⁸	tCO ₂ e	3,437.1	336.1	1,835.8	62.7	117.2	953.7	125.8	-	0.6	5.3
Total energy consumption	GJ	200,151.3	4,738.9	27,101.3	54,919.9	81,628.2	28,030.7	2,927.3	391.0	230.1	183.9
Total greenhouse gas emissions	tCO ₂ e	35,796.7	336.1	1,844.4	13,401.7	16,219.5	3,518.8	361.9	46.1	36.3	31.8
Total gross floor area (GFA) of all properties / premises	m ²	869,254.1	110,833.0	55,962.8	148,375.0	518,017.0	31,057.5	3,624.0	631.4	511.9	241.6
Energy consumed per square meter	GJ/m ²	0.23	0.04	0.48	0.37	0.16	0.90	0.81	0.62	0.45	0.76
Greenhouse Gas Emission intensity from buildings	tCO ₂ e/m ²	0.041	0.003	0.033	0.090	0.031	0.113	0.100	0.073	0.071	0.132

^[1] According to Tokyo Gas Co., Ltd., town gas is produced from natural gas, which emits minimal amounts of NOx, SOx and PMs resulting from our ski operation and Tokyo office. The calculation of NOx and SOx emissions in ISPML is based on https://www.hkex.com.hk/-/media/HKEX-Market/Listing/Rules-and-Guidance/Other-Resources/Listed-Issuers/Environmental-Social-and-Governance/How-to-Prepare-an-ESG-Report/app2_kpis.pdf?la=en.

^[2] Energy consumption from electricity is calculated based on the conversion factor (1 kWh = 0.0036 GJ) sourced from Electrical and Mechanical Services Department of HKSAR Government. Energy consumption from Towngas is calculated based on conversion factors provided by local suppliers: The Hong Kong and China Gas Company states its conversion factors on their bills and Toshi Gas's conversion factor is 0.0448 GJ/m³.

^[3] CO₂e emission is calculated based on default factors provided by suppliers and governments: Electricity - Ministry of Energy and Mineral Resources of Indonesia (No.3783/21/600.5/2008 – 0.891 CO₂e kg/kWh), HK Electric (0.79 CO₂e kg/kWh), Thailand Greenhouse Gas Management Organization (0.5813 CO₂e kg/kWh), Hokkaido Electric Power Co., Inc. (0.669 CO₂e kg/kWh) and TEPCO (0.500 CO₂e kg/kWh); Towngas - The Hong Kong and China Gas Company Limited (0.599 CO₂e kg/Unit) and Toshi Gas (2.23 CO₂e kg/m³).

^[4] Starting from 2018, we have set up systems to record the diesel consumption of snow groomers, cat wheel loaders and other golf equipment which were not included in the figure of 2017.

^[5] We included the fuel consumption data for shuttle bus services for our employees since the second quarter of 2018.

^[6] In 2018, the fuel oil consumption from Midtown EAST was included in the record.

^[7] Energy consumption of fuels is calculated based on conversion factors provided by governments and research institutions: http://w.astro.berkeley.edu/~wright/fuel_energy.html (Diesel: 0.0386 GJ/litre, Petrol: 0.0342 GJ/litre) and <http://ghg-santeikohyo.env.go.jp/> (Kerosene: 0.0367 GJ/litre, Fuel oil: 0.0391 GJ/litre, Diesel: 0.0377 GJ/litre, Petrol: 0.0346 GJ/litre).

^[8] CO₂e emission from fuels is calculated based on the default factors provided by fuel suppliers and governments: Shell (Diesel: 2.63 CO₂e kg/litre, Petrol: 2.32 CO₂e kg/litre), Thailand Greenhouse Gas Management Organization (Diesel: 2.7446 CO₂e kg/litre, Petrol: 2.238 CO₂e kg/litre), Ministry of Energy and Mineral Resources of Indonesia (No.3783/21/600.5/2008 – 2.36 CO₂e kg/litre) and <http://ghg-santeikohyo.env.go.jp/> (Kerosene: 2.49 CO₂e kg/litre, Fuel oil: 2.71 CO₂e kg/litre, Diesel: 2.58 CO₂e kg/litre, Petrol: 2.32 CO₂e kg/litre).

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

Waste

KPI A1.3 Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility)

KPI A1.4 Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility)

Non-hazardous waste disposal to landfill

Construction and demolition waste	tonnes	-	-	-	-	-	-	-	-	-	-
Residential and domestic waste	tonnes	11,290.6	-	14.6	-	11,276.0	-	-	-	-	-
Grease trap waste	litres	1,440.0	-	-	-	-	-	1,440.0	-	-	-
Others (foam / rubber)	tonnes	328.3	-	321.3	-	7.0	-	-	-	-	-
Weight of waste disposed to landfill⁹⁾	tonnes	11,618.9	-	335.9	-	11,283.0	-	-	-	-	-

Non-hazardous waste collected for recycling

Paper	tonnes	369.3	-	1.7	155.4	129.5	78.9	2.6	0.3	0.4	0.4
Plastic	tonnes	244.1	-	22.9	196.0	8.8	16.4	-	-	-	-
Food	tonnes	595.3	-	-	533.7	10.1	51.5	-	-	-	-
Metal (aluminum)	tonnes	14.6	-	-	-	-	14.6	-	-	-	-
Metal (steel)	tonnes	7.7	-	-	-	5.3	2.3	-	-	-	-
Glass	tonnes	26.2	-	1.2	8.6	11.5	4.9	-	-	-	-
Toner cartridge	tonnes	2.1	-	-	-	1.0	1.0	0.1	0.02	-	-
Concrete Waste	tonnes	141.7	-	141.7	-	-	-	-	-	-	-
IT equipment	tonnes	-	-	-	-	-	-	-	-	-	-
Weight of waste collected for recycling	tonnes	1,401.0	-	167.5	893.7	166.2	169.6	2.7	0.3	0.4	0.4

Total non-hazardous waste produced

Total non-hazardous waste produced	tonnes	13,019.9	-	503.4	893.7	11,449.2	169.6	2.7	0.3	0.4	0.4
Non-hazardous waste intensity	tonnes/m²	0.01	-	0.0090	0.0060	0.0221	0.0055	0.0007	0.0005	0.0009	0.0019

Total hazardous waste produced

Fluorescent light bulbs, tubes and batteries	tonnes	0.01	-	-	-	-	-	0.01	-	-	-
Total hazardous waste produced	tonnes	0.01	-	-	-	-	-	0.01	-	-	-
Hazardous waste intensity	tonnes/m²	0.00000001	-	-	-	-	-	0.000002	-	-	-

Water

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

Total water consumption (fresh water)	m³	173,586.0	-	10,162.0	78,574.1	57,111.0	27,126.6	191.5	5.0	372.0	43.7
Water intensity	m³/m²	0.20	-	0.18	0.53	0.11	0.87	0.05	0.01	0.73	0.18

⁹⁾ Excluding grease trap waste (in litres).

KPI B1.1 Workforce Profile

No. of people

	Total		Hong Kong		Japan		Indonesia		Thailand		Other locations	
	Total	%	Total	%	Total	%	Total	%	Total	%	Total	%
By employment type												
Permanent full-time staff	471	58.7%	346	82.0%	84	25.1%	27	100.0%	13	86.7%	1	25.0%
Temporary staff	102	12.7%	76	18.0%	21	6.3%	0	-	2	13.3%	3	75.0%
Seasonal part-time staff	229	28.6%	0	0%	229	68.6%	0	-	0	-	0	-
By gender												
Male	496	61.9%	281	66.6%	191	57.2%	15	55.6%	9	60.0%	0	-
Female	306	38.1%	141	33.4%	143	42.8%	12	44.4%	6	40.0%	4	100.0%
By age group												
Under 30 years old	191	23.8%	50	11.8%	131	39.2%	9	33.3%	1	6.7%	0	-
30 to 50 years old	335	41.8%	173	41.0%	137	41.0%	16	59.3%	6	40.0%	3	75.0%
Over 50 years old	276	34.4%	199	47.2%	66	19.8%	2	7.4%	8	53.3%	1	25.0%
By employee category												
Operational staff	569	71.0%	282	66.8%	273	81.7%	8	29.6%	6	40.0%	0	-
Administrative staff	222	27.7%	133	31.5%	57	17.1%	19	70.4%	9	60.0%	4	100.0%
Executive staff	11	1.3%	7	1.7%	4	1.2%	0	-	0	-	0	-
Total workforce	802		422		334		27		15		4	
Percentage		100.00%		52.6%		41.6%		3.4%		1.9%		0.5%

STAFF TURNOVER

Workforce

KPI B1.2 Employee Turnover

No. of people

	Total		Hong Kong		Japan		Indonesia		Thailand		Other locations	
	Total	%	Total	%	Total	%	Total	%	Total	%	Total	%
By gender												
Male	39	13.2%	35	15.6%	4	8.2%	0	-	0	-	0	-
Female	32	18.2%	28	23.0%	3	8.6%	1	8.3%	0	-	0	-
By age group												
Under 30 years old	14	21.9%	14	28.6%	0	-	0	-	0	-	0	-
30 to 50 years old	38	15.4%	32	18.7%	5	9.3%	1	6.3%	0	-	0	-
Over 50 years old	19	11.9%	17	13.5%	2	8.0%	0	-	0	-	0	-
No. of leavers	71		63		7		1		0		0	
Total turnover rate*		15.1%		18.2%		8.3%		3.7%		-		-

*Turnover rate = No. of leavers / Total no. of permanent full-time staff

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

No. of cases

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

KPI B2.2 Lost days due to work injury

Days

	Total		Hong Kong		Japan		Indonesia		Thailand		Other locations	
	Total	%	Total	%	Total	%	Total	%	Total	%	Total	%
Lost days for work-related injury by gender												
Male	287	-	287	-	0	-	0	-	0	-	0	-
Female	82	-	82	-	0	-	0	-	0	-	0	-
Total lost days for work-related injury	369		369		0		0		0		0	
Lost day rate*		0.207%		0.302%		-		-		-		-

Number and rate of work-related injury rate

No. of cases

	Total		Hong Kong		Japan		Indonesia		Thailand		Other locations	
	Total	Rate	Total	Rate	Total	Rate	Total	Rate	Total	Rate	Total	Rate
Work-related injury by gender												
Male / Injury rate per 1,000 male employees	18	36.3	16	56.9	2	10.5	0	-	0	-	0	-
Female / Injury rate per 1,000 female employees	5	16.3	4	28.4	1	7.0	0	-	0	-	0	-
No. of injured cases	23		20		3		0		0		0	
Injury rate per 1,000 employees		28.7		47.4		9.0		-		-		-

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

TRAINING HOURS

KPI B3.1 The percentage of employees trained by gender and employee category (e.g. senior management, middle management)

No. of people

Employees trained by gender	Total		Hong Kong		Japan		Indonesia		Thailand		Other locations	
	Total	%	Total	%	Total	%	Total	%	Total	%	Total	%
Male	290	58.5%	280	99.6%	4	2.2%	3	20.0%	3	33.3%	0	-
Female	147	48.0%	137	97.2%	4	2.8%	2	16.7%	4	66.7%	0	-
Employees trained by employee category												
Operational staff	317	55.7%	282	100.0%	2	0.7%	4	50.0%	2	33.3%	0	-
Administrative staff	117	52.7%	106	79.7%	5	8.8%	1	2.3%	5	56.6%	0	-
Executive staff	3	27.3%	2	28.6%	1	25.0%	0	-	0	-	0	-
Total trained employees	437		417		8		5		7		0	-
Percentage		54.5%		98.8%		2.4%		18.5%		46.7%		

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

Hours

Total and average training hours by gender	Total		Hong Kong		Japan		Indonesia		Thailand		Other locations	
	Total	Average	Total	Average	Total	Average	Total	Average	Total	Average	Total	Average
Male	1,797.0	3.6	1,683.5	6.0	36.0	0.2	65.5	4.4	12.0	1.3	0	-
Female	540.3	1.8	491.3	3.5	15.0	0.1	6.0	0.5	28.0	4.7	0	-
Total and average training hours by employee category												
Operational staff	1,797.0	3.2	1,713.0	6.1	14.0	0.05	62.0	7.8	8.0	1.3	0	-
Administrative staff	526.3	2.4	453.8	3.4	31.0	0.54	9.5	0.5	32.0	3.6	0	-
Executive staff	14.0	1.3	8.0	1.1	6.0	1.5	0	-	0	-	0	-
Total and average training hours completed by employee	2,337.3	2.9	2,174.8	5.2	51	0.15	71.5	2.7	40	2.7	0	-

Supply Chain

KPI B5.1 Number of suppliers by geographical region

By geographical region	No.											
	Total		Hong Kong		Japan		Indonesia		Thailand		Other locations	
	Total	%	Total	%	Total	%	Total	%	Total	%	Total	%
Local	436	84.8%	265	83.9%	34	85.0%	83	83.0%	54	93.1%	0	-
Non-local	78	15.2%	51	16.1%	6	15.0%	17	17.0%	4	6.9%	0	-
Total number of suppliers	514	100.0%	316	61.5%	40	7.8%	100	19.5%	58	11.3%	0	-

Community

KPI B8.2 Contributed resources (money / hours)

	Unit	Total		Hong Kong		Japan		Indonesia		Thailand		Other locations	
		Total	%	Total	%	Total	%	Total	%	Total	%	Total	%
Financial contributions	HK\$	1,419,634	100.0%	1,380,415	97.2%	39,219	2.8%	0	-	0	-	0	-
Charitable events	No.	8	100.0%	5	62.5%	3	37.5%	0	-	0	-	0	-
Organisation supported	No.												
NGOs / Charitable organisations		6	100.0%	4	66.7%	2	33.3%	0	-	0	-	0	-
Government / Local community		1	100.0%	0	-	1	100.0%	0	-	0	-	0	-
Volunteering hours	hour	340	100.0%	244	71.8%	96	28.3%	0	-	0	-	0	-