

HKRI

香港興業國際集團有限公司
HKR International Limited

STOCK CODE : 00480

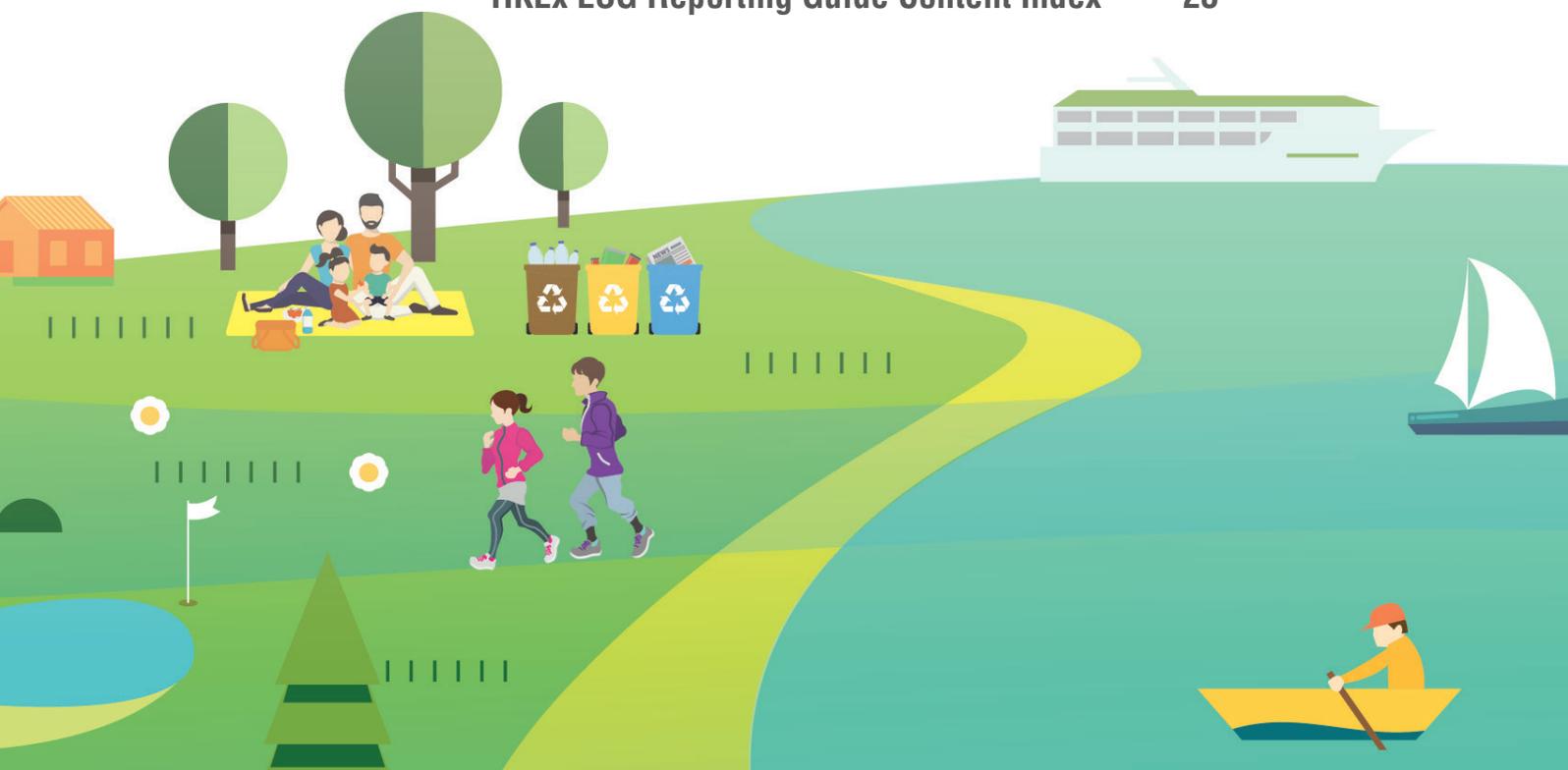
ESG REPORT 2015/16





CONTENT

About HKR International Limited	2
Message from Management	4
About this Report	5
Awards, Certificates and Memberships	7
Our People	9
Environmental Stewardship	12
Community Contribution	16
Value Chain Management	19
Performance Data Summary	21
HKEx ESG Reporting Guide Content Index	23





1. ABOUT HKR INTERNATIONAL LIMITED

OUR VISION, MISSION & VALUES

VISION

To be the pioneer of innovative living space

MISSION

We strive to create a healthy, stylish and distinctive living experience through teamwork and passionate pursuit of innovation and excellence

VALUES – PRI²DE

PIONEER +
Break new
grounds

RESPECT +
Value the individual
and cherish our
environment

INNOVATION
Think outside
the box

INTEGRITY +
Uphold high
ethical standards

DEVOTION +
Be committed
and passionate

EXCELLENCE
Consistency in the
pursuit of our quality
standards





COMPANY HISTORY

In 1977, the family of Dr CHA Chi Ming, the late founder and chairman of a group of companies whose holding entity was later to be known as HKR International Limited (the “Group”), acquired the equity interest for the development of Discovery Bay on Lantau Island. Formed in May 1989 and listed on the Stock Exchange of Hong Kong Limited, HKR International Limited (“HKRI” or the “Company”) became the listed holding company of the Group.

With the concerted efforts of the management and frontline teams of HKRI throughout the years, the vision and vigour of the late Dr CHA have been abundantly realised in the growth and success of the Group and the continued development of Discovery Bay as an all-encompassing metropolis in its own right.

Today, the Group holds a spectrum of diverse interests in real estate development and investment, property management, operation of luxury hotels and serviced apartments, provision of healthcare services, as well as other projects and investments in Hong Kong, mainland China and other parts of Asia. Approaching its 40th year, the Group celebrates a regional presence with all its vibrancy and creativity.





2. MESSAGE FROM MANAGEMENT

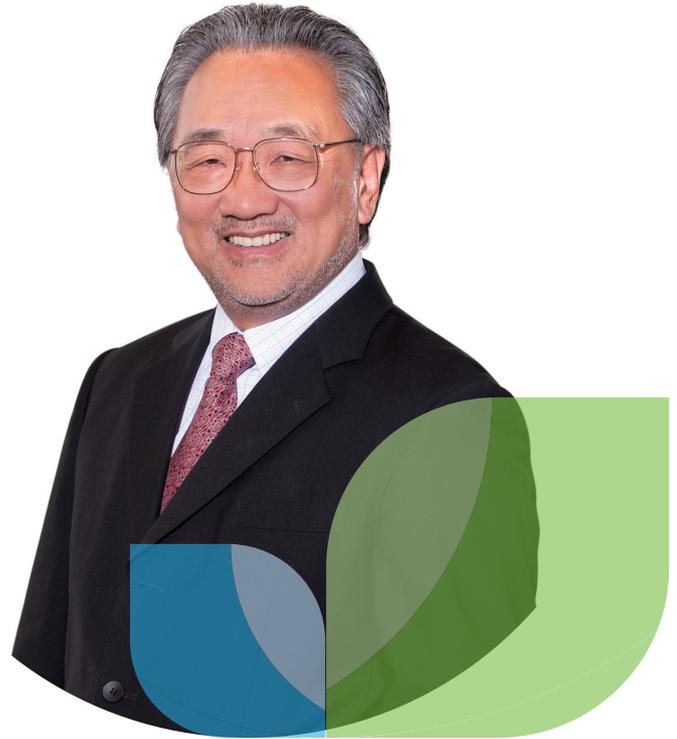
I am pleased to present our Group's inaugural Environmental, Social and Governance ("ESG") Report. This ESG Report gives our stakeholders a comprehensive account of our sustainability related policies, initiatives and performance in the year 2015/16.

We recognise that an enterprise has a key role to play in addressing the environmental challenges due to global climate change and rising levels of pollution. HKRI has a sizable sphere of influence as we possess a wide-ranging business portfolio and dynamic presence in the region. We do realise our potential to make significant contributions to the sustainable development of the communities in which we operate, in terms of environmental protection and the well being of people.

HKRI aspires to incorporate sustainability considerations into our decision making and business operations. We have been able to translate this vision into practical actions in the form of green building design, careful monitoring of water and energy consumption in the properties and hotels we manage, proper treatment of clinical waste from our healthcare operations, and the wider use of environmental friendly fuels in our buses and ferries.

When it comes to human resources, we find our staff the cornerstone of success and the personal and professional growth of each member is crucial to HKRI's long-term development. Therefore, we recruit and retain the best talents, provide them with matching support, and reward them with competitive remuneration. We believe in engaging staff members as much as possible in our operations, fostering a two-way dialogue between junior and senior personnel and maintaining a harmonious workplace, all of which we see as conducive to HKRI's continuous growth.

As a responsible corporate citizen, we give back to the society through a number of community and charitable initiatives covering such areas as arts and culture, community outreach, healthcare and environment.



Going forward, we will strengthen the connection between sustainability and our operations, bearing in mind that we should always strike a balance between business development and environmental and social issues. This brings us up with global trends where investors are increasingly interested in the sustainability performance of an enterprise. By keeping up our sustainability performance, we strive to become a more robust and resilient business, capable of delivering to our stakeholders a long-term value that is beyond economic returns.

In future reporting years, we aim to gradually expand the content of our ESG Report to cover the many other aspects of our operations, both within and outside Hong Kong, as HKRI continues to thrive.

CHA Mou Zing Victor
Deputy Chairman & Managing Director



3. ABOUT THIS REPORT

3.1 Reporting Standard

This is HKRI's first ESG disclosure, a comprehensive account of our ESG-related policies, initiatives and performance prepared in accordance with the latest ESG Reporting Guide (2015) issued by Hong Kong Exchanges and Clearing Limited ("HKEx") ("HKEx ESG Guide"). The reporting principles and requirements

stipulated in the HKEx ESG Guide enable us to present a succinct and balanced account of our ESG-related matters to our stakeholders in a transparent manner.

The following operations of HKRI are covered in this ESG Report:



Information on our corporate governance and financial data can be found in the relevant sections of our 2015/16 Annual Report. The HKEx ESG Guide content index can

be found at the end of this report to assist readers in navigating through the content.

3.2 Stakeholder Engagement

Our staff members and Directors are our high-priority internal stakeholders, whose views are essential in shaping the development of the Group. A third-party consultant was appointed to undertake an engagement exercise with the staff members and Directors, who were invited to participate in an online survey. They ranked

the level of materiality of ESG issues for HKRI and were given an opportunity to express their comments on HKRI's current sustainability performance and suggest areas for improvement.





3.3 Materiality Assessment

“Materiality” is one of the reporting principles in the HKEx ESG Guide and is critical in determining the content of an ESG report. Adhering to the best practices globally, a structured and rigorous materiality assessment was conducted to identify the various material sustainability

issues for HKRI to be covered in this section. The process is outlined as follows:

Stage 1: Identification

Peer benchmarking: Five suitable peer companies from the property development, investment and management as well as the hospitality and healthcare industries were identified for this exercise. The ESG disclosure of the peer companies was thoroughly studied to identify material ESG issues for disclosure. The higher the disclosure rate among the peers, the higher the level of relevance.

Stakeholder engagement: An online survey was used as a means of stakeholder engagement. Staff members and Directors ranked the importance of ESG issues faced by the Group. Since our staff members and Directors have a deep understanding of our operations, ESG issues that were ranked highly by them would likely be considered material.

Stage 2: Prioritisation

The results of the peer benchmarking exercise and the online survey were consolidated. A list of ESG issues that were accorded with high and medium materiality were recommended and would be put forward for discussion in Stage 3-Validation.

Stage 3: Validation

The independent consultant then presented analysis of the first two stages and discussed the findings with our Senior Management, who confirmed the aspects and the key performance indicators (“KPIs”) as set out in the HKEx ESG Guide for disclosure.



4. AWARDS, CERTIFICATES AND MEMBERSHIPS

4.1 Awards and Certificates

Positano (Discovery Bay)

InteriorBeauté Residential Design and Home Products Brand Award 2015 (Show Flat Category)

Organiser

InteriorBeauté magazine

Discovery Bay Recreation Club

“Caring Company” Logo

Organiser

The Hong Kong Council of Social Service

Auberge Discovery Bay Hong Kong

Booking.com 2015 Award

Organiser

Booking.com

2015 Most Like Wedding Message Award – Most Like Romantic Venue

Organiser

Wedding Message magazine

“Caring Company” Logo

Organiser

The Hong Kong Council of Social Service

Certificate of Excellence 2015

Organiser

TripAdvisor

Discovery Bay Marina Club

5 Gold Anchors Award

Organiser

The Yacht Harbour Association

Hong Kong Resort Company Limited

The Outstanding Developer Awards 2015 - Urban Design & Master Planning Award - Green Development Award

Organiser

Capital and Capital Weekly magazines

Health & Care Dental Services Limited/ Health & Care Dental Clinic Limited

ISO 9001:2008 Quality Management Systems Certification

Organiser

SGS Hong Kong Limited

HKR International Limited

Bronze Award for Volunteer Service

Organiser

Social Welfare Department, HKSAR Government

“10 Years Plus Caring Company” Logo

Organiser

The Hong Kong Council of Social Service

Good MPF Employer 2015/16

Organiser

Mandatory Provident Fund Schemes Authority

Family-Friendly Employers 2015/16

Organiser

Family Council with the support by Home Affairs Bureau

Health & Care Dental Group

“Caring Company” Logo

Organiser

The Hong Kong Council of Social Service





4.2 Memberships

HKRI is a Corporate Member of The Real Estate Developers Association of Hong Kong, the Business Environment Council and the Hong Kong Institute of Human Resource Management.

Many of our staff are members of a variety of professional bodies or are actively taking part in activities hosted by those bodies, enabling them to acquire up-to-date market know-how and development. We appreciate the value that this brings to our corporate setting, as our staff members will then be able to continue to enhance their knowledge and expertise. Some of our staff members in project-related roles are members of various buildings

and property related institutions such as The Hong Kong Institute of Architects, the Chartered Institute of Housing, the Royal Institution of Chartered Surveyors, The Hong Kong Institute of Surveyors, and the Building Services Operation and Maintenance Executives Society. In addition, a number of our staff hold memberships with The Medical Council of Hong Kong, The Dental Council of Hong Kong, the Golf Course Superintendents Association of America, The Hong Kong Institution of Engineers, The Hong Kong Institute of Certified Public Accountants, The Law Society of Hong Kong, The Hong Kong Institute of Chartered Secretaries, and The Institute of Chartered Secretaries and Administrators.





5. OUR PEOPLE

5.1 Workplace Culture



Team Building Workshop

At HKRI, we strive to create a supportive and nurturing work environment so that our staff members can reach their full potential. They are also rewarded with competitive remuneration and fringe benefits. A variety of activities aiming to foster team spirit and boost the sense of belonging are held within the HKRI family on a regular basis. For example, under the hospitality operation, Auberge Discovery Bay Hong Kong ("Auberge DB") took part in a football tournament and organised various team building events to boost staff morale.



Football Tournament

In addition to the Group's *Employee Handbook* and *Code of Conduct* which set out the professional conduct expected of our staff, the Group has laid down policies on non-discrimination, anti-harassment and racial equality to safeguard the welfare of our staff members. A grievance handling process is in place whereby one can raise his/her concerns to the Senior Management in a private and swift manner.



Team Member Gathering

We are also proud to be an equal-opportunity employer. Job applicants are assessed on the basis of work-related and individual merits, regardless of gender, religion, age and race. We aim to maintain an inclusive workplace at HKRI as we believe this is a universal value across societies.



Case Study: Christmas Gathering with Families

We invited our staff members and their children under the age of 11 to join our Christmas party in 2015. This offered the children a wonderful opportunity to visit their parents' workplace and meet their colleagues. It also provided the children with a better understanding of their parents' workplace and culture.



5.2 Staff Development

The Group recognises the long-term benefits of enhanced productivity driven by the training and growth of staff members. To support our staff members in pursuing their career goals and intellectual development, we have introduced a policy on training and education assistance for full-time permanent employees to attend external courses relevant to their job duties. For instance, we sponsored staff members to earn their Bachelor's Degrees in engineering and other professional disciplines. We have also sponsored staff members to attend courses for obtaining professional diplomas in property management, building inspection as well as occupational health and safety.

As part of our internal training, we organise activities and seminars on leadership enhancement, management skills, knowledge sharing, customer service, and language proficiency as well as orientation for new employees. During the reporting year, a key Human Resources priority was to reinforce Discovery Bay's service culture. A special programme was tailored for staff members at Discovery Bay to uplift their existing service standards and to ensure the consistency of service levels across different operation units. Some of the training events held included a regular "New Employee Orientation Programme", "Supervisory Management Programme" and health talks of diverse topics, with a view to cope with different needs of our staff members in terms of corporate culture, working environment and other challenges.



5.3 Health & Safety

We spare no effort in implementing safety policies and procedures to protect the health and safety of our staff members.

The *Occupational Safety and Health Procedures* of our commercial property investment operation were developed in accordance with the requirements of the Labour Department. Safety guidelines on the use of ladder platforms and electrical works (amongst others) are distributed to frontline staff. Safety procedures or precautions for handling various frontline operations have been standardised and reviewed regularly to ensure that all daily operations are in compliance with the relevant laws and regulations.

In Discovery Bay, a cross-departmental “Occupational Health and Safety Committee” was established to

oversee safety-related matters. Specially, in our city management operation, safety training courses are organised regularly and notices are circulated among staff members who can also access the dedicated occupational health and safety website to gather further information they may need from time to time. Internal safety audits are conducted every four months, complemented by an annual external audit. While in Auberger DB, safety meetings and drills are also held on a monthly basis.

During the reporting year, there were no cases of non-compliance with the laws and regulations in respect of the provision of a safe working environment and the protection of employees from occupational hazards.



5.4 Anti-corruption

We believe that high levels of personal integrity, business ethics, accountability and transparency are key to the long-term development of the Group, and are integral to gaining the trust of our investors and other stakeholders. The Group’s *Employee Handbook* and *Code of Conduct* set out the ethical standards that staff members should strictly observe. Representatives from the Independent Commission Against Corruption are invited each year to train our staff on anti-corruption legislation and practices.

The *Reporting and Handling Process for Concern about Possible Improprieties* enables our staff members to raise concerns about any misconduct, whilst a designated email and hotline are available for whistle-blowing activities. During the reporting year, there were no cases of non-compliance with the laws and regulations relating to bribery, extortion, fraud and money laundering.





6. ENVIRONMENTAL STEWARDSHIP



6.1 Energy and Emissions

Across the Group, we employ a holistic approach to manage any environmental impacts arising from our operations. We address issues in resource consumption, waste, and our emission footprint according to the business nature and operating practices of our subsidiaries.

Being conscious of our business inputs helps us reduce the waste we produce and aids in the formulation of effective waste management strategies. At the

operational level, we focus on streamlining our work processes to reduce inputs whilst driving efficient consumption practices.

Likewise, we try to reduce our carbon footprint as far as possible by reducing electricity consumption at our premises and the fuel used by our ferries and vehicles. In order to achieve efficacies and optimise our energy use, we closely monitor our energy consumption with power-efficient hardware and operational processes.

Energy Efficiency

Energy-efficient technology and hardware play a vital role in reducing our energy consumption at the Group level. Each of our subsidiaries has in place its own energy efficiency target and process. For example, our Group office at Shun Tak Centre aims to achieve a reduction of approximately 10% in energy consumption during the year.

A tailor-made environmental policy guides our operations at Discovery Bay, where we use the energy-efficient T5 lighting and other electrical appliances and promote energy saving practices. These efforts align with our commitment to the "Green Office Charter".

To further reduce energy consumption, Auberge DB runs a "Building Management System" to regulate and monitor the temperature and supply of fresh air inside the building. A monthly review of resource consumption (including electricity and water) is conducted to identify and address any consumption anomalies.





Emissions

As there is a causal link between energy consumption and our emissions footprint, any energy reduction goal has a direct impact on mitigating the emissions we produce.

In our hospitality operation, we use diesel emission fluid to convert nitrogen oxide emissions produced by diesel burning into harmless nitrogen and water.

In our Discovery Bay operations, efforts to reduce emissions focus on our fleet of ferries and buses. Ferries

use marine light diesel, which has a sulphur content of less than 0.05%; water curtains are also in use to prevent exhaust gas from affecting the environment in the vicinity of the piers. We have also acquired six Euro V double-decker buses which consume unleaded fuel and produce fewer carbon emissions than conventional diesel vehicles. Meanwhile, two government-subsidised electric buses are currently on trial with a view to further reduce roadside emissions.

Green Design

HKRI's commitments to environmental stewardship are upheld in its property development and management businesses. We have prepared a *Project Manager's Handbook* which contains detailed guidelines for green building provisions and also reminds project managers

of cost effectiveness in project budgeting and integration of green elements in building designs, wherever appropriate.



Euro V double-decker bus



Water curtain on ferry to subdue exhaust gas





6.2 Mitigating Environmental Impacts

Management of Non-hazardous Waste

Our Discovery Bay operations implement a comprehensive waste management initiative where waste sorting facilities are made available both at office spaces and within the public areas in Discovery Bay. Common recyclables such as waste paper, plastics, metals, glass bottles and toner cartridges are collected and sorted. Moreover, we hope to promote the idea of re-using resources. Collection facilities for used clothes, second-hand books and toys are also set up in different estates and these collected materials will be donated to non-governmental organisations to help the underprivileged. We also collect rusty and abandoned bicycles which will be donated to the Crossroads Foundation for recovery and shipping to underprivileged families in developing countries.



Recycling Bins in Discovery Bay

With waste disposal a growing concern in Hong Kong, we have introduced a food waste recycling programme. A food waste composter is in operation in Discovery Bay, recycling approximately 2,440kg of food waste each month. The compost produced will be used for landscaping purposes. Since its installation in 2012, over 105,000kg of food waste has been collected and recycled. An additional food waste composter has been newly installed in 2016 to engage more households to join the initiative. Collection boxes have also been set up in the local community at Discovery Bay to collect any unopened canned or packed food in excess, which will then be distributed to local food banks and charities.

Auberge DB and all our clubs also adopt the “first-in-first-out” policy for storing and using raw food, preventing any unnecessary food waste due to decay. In particular, the Discovery Bay Recreation Club has participated in the monthly edible food collection programme organised by city management operation in association with other commercial tenants since December 2015 in an attempt to further reduce food waste. All surplus food was donated to the non-governmental organisation “Food Grace” to help underprivileged families in Hong Kong.

「廚餘回收綠家庭」
"Food Waste Recycling Green Family"

主辦 Organiser: D**iscovery** Bay
教育伙伴 Education Partner: Friends of Earth

01 收集家中的廚餘，交到屋苑指定收集點。
Collect your food waste and put it at designated collection point(s).

02 工作人員將廚餘投進廚餘機。
Your food waste will be put into the food waste composter.

03 經分解及再造，轉化為固體肥料，用於屋苑的綠化工作。
Through the process of composting, the food waste will be turned into compost and used in the gardening work.

我們已招募了150個「廚餘回收綠家庭」。
We have already recruited 150 Food Waste Recycling Green Families.
每天將家中的廚餘收集起來，交給我們回收，再造成肥料，用於愉景灣的綠化工作。
We will collect the daily food waste; turn them into compost and use in gardening work at Discovery Bay.

回收計劃將於2012年10月份開始，為期兩年。
Recycling programme will start in October 2012 and last for 2 years.
我們除了邀請綠家庭親身參與廚餘回收工作，還有各項環保教育活動，歡迎所有住戶一同參與！
In addition to support recycling by action, you are also welcomed to join our different green activities.

查詢 Enquiry: 城市管理處 City Management Office
2238 3601 emily.chiu@dbxmi.com

本計劃由「環境及自然保育基金」資助
Supported by Environment and Conservation Fund

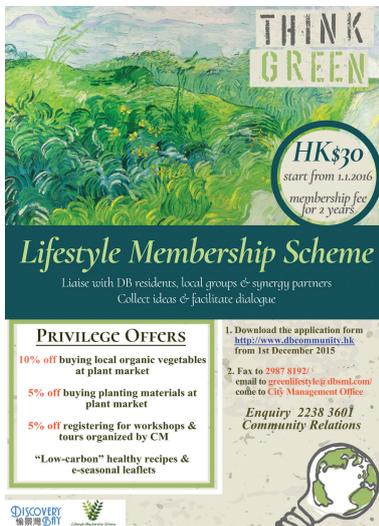
Food waste recycling programme in Discovery Bay



Case Study: Green Residential Community in Discovery Bay

The “Green Lifestyle Committee” was established by the Discovery Bay operations to spread green messages and to elevate understanding of the environment among residents in Discovery Bay. One of its signature initiatives is the “Lifestyle Membership Scheme” which seeks to instill positive behavioural changes in the community.

Members of the scheme could enjoy discounts for participating in green workshops, eco-tours, purchase of organic vegetables and gardening supplies. Flea markets for second-hand goods and “Recycling Day” are also organised to encourage recycling of reusable materials.



Lifestyle Membership Scheme



Eco-Tour

Management of Hazardous Waste

We exercise the greatest care possible in managing any hazardous waste we may produce. Our healthcare operation has policies and procedures in place for waste treatment in accordance with the Waste Disposal Ordinance (Cap. 354). All clinical waste is securely

separated and collected by a licensed clinical waste collector and delivered to a licensed disposal facility. A detailed record of waste production and collection is also maintained in-house.





7. COMMUNITY CONTRIBUTION

Community Events Highlights



Mar 2015
“White Day Romance for Senior Couples” Group Wedding Ceremony



Apr 2015
Love Family- A Grateful Mother's Day



Jun 2015
Father's Day Challenge

Apr 2015
“Go Green with Elderly” Farm Trip



Apr 2015 - Mar 2016
Family Farm at Central Park





Jun 2015
Dragon Boat Race & Carnival



Oct 2015
Food Collection Experience & Volunteer Day

Jun 2015
Volunteer Training Workshop



Sep 2015
Mooncake Collection





HKRI is committed to contributing toward the sustainable development of our community and the general improvement of quality of life. To emphasise a holistic growth approach, our strategy focuses on developing initiatives and programmes in the areas of health, arts and culture, environmental protection and community outreach.

Health

Our healthcare operation actively promotes healthy living messages to the local community. We held a seminar in August 2015 in collaboration with Home of Love – Yung Shing Sheltered Workshop to educate participants on the importance of dental care. During the reporting year,

Arts and Culture

We recognise the importance of access to arts and culture, and its role as a means of entertainment and intellectual stimulation. At the Discovery Bay Pier, our community art display not only brings people together, but also provides a platform for local residents to showcase their artwork.

Community

Our role in creating cohesive and caring communities is vindicated in our operations and outreach efforts. For example, we offer fare concessions on our buses and ferries to the elderly, the disabled as well as students and children. Additionally, during the Mid-Autumn Festival, we collected over 150 mooncakes and they were donated to underprivileged families and the elderly.

Environment

To reduce food waste, any unopened canned or packaged food in excess, gift sets or food vouchers received by staff during Chinese New Year were collected and donated to “Food Angel”, a local food charity that redistributes food to the needy. Our commitment to reducing food waste in Hong Kong is further highlighted by our “Food Collection Experience and Volunteer Day”, where volunteers prepare a low-carbon, healthy meal for the underprivileged with unconsumed vegetables.

Another green initiative was the launch of Family Farm in Discovery Bay. The initiative aims to provide interested community members hands-on experience in gardening and growing their own food in an urban space.

Since 2005, we have run the “HKRI Care & Share” programme, a volunteer team that aims to reach out to local communities and provide resources where they are most needed. To enhance effectiveness, the team received training to sharpen their communication skills and to strengthen their capability in leading engaging and interactive activities.

we also hosted a health talk at the Diabetes Conference in collaboration with Youth Diabetes Action, a local charity. Participants learnt about preventative actions and measures to manage the condition.

In February 2016, we supported the 44th Hong Kong Arts Festival and sponsored the performances of *La Verita*, a musical and physical theatre production, staged by Compagnia Finzi Pasca, a contemporary performance art company from Switzerland.

To bring together the local community for a series of volunteering and caring activities, we have set up a corporate social responsibility platform “Love.Together@DB” for the Discovery Bay community. Previous years’ highlights include Eco-Tours, Family Orienteering, performances, games, talent shows, workshops, seminars, and fun days.

In order to raise awareness on the need for greater efforts in reusing and recycling, we held the “Go Green with the Elderly” event for senior citizens. Participants enjoyed an exciting day where they hand-crafted reusable shopping bags.

The Group values engaging dialogues and interactions with our stakeholders, which, taken to the larger scale in the communities where we operate our diverse businesses, inevitably includes the act of giving back to the very foundation of HKRI’s success in creating a unique, multi-cultural and healthy lifestyle.





8. VALUE CHAIN MANAGEMENT



8.1 Supply Chain Management

Our operations rely on an extensive network of suppliers and sub-contractors with whom we have established strong, collaborative supply chain partnerships. HKRI encourages sound environmental stewardship, and we use environmental considerations as criteria in our tender evaluations. For example, when purchasing new buses, our transportation operations consider energy efficiency and emission performance important selection criteria in the tender process. For example, in order to grant a tender for the cleaning of all residential buildings by city management operation in Discovery Bay, a green commitment is one of the key scoring assessments on contractor performance.

Throughout the tender process we ensure that fair competition practices among our suppliers and

sub-contractors are observed. We also adhere to impartial selection of suppliers solely based on their competence, product or service quality, track records, and experience.

As a means of ensuring quality and compliance, we maintain a database of approved suppliers and contractors. Those who fail in legal compliance or who do not meet our procuring entity's requirements will be disqualified and removed from the database.





8.2 Responsible Services

We are committed to providing high-quality services to our customers. Our services in various operations are managed through a quality assurance system. For instance, our Discovery Bay operations have in

place a centralised electronic system to receive and record all suggestions and complaints, all of which will be thoroughly investigated with appropriate follow-up actions.

Service Quality Assurance

Our city management operation collects feedback from residents in Discovery Bay channelled through the suggestion box, 24-hour customer service hotline, and walk-ins at the business centre and local management offices. For further improvement, we circulate an online customer survey biennially to obtain residents' comments on our service quality and collect suggestions on different operational issues. To facilitate effective two-way dialogue, we have also established various community liaison groups, such as "City Owners Committee", "Village Owners Committee", "Environmental Protection Sub-committee", and "Senior Citizens Working Group".

In our bid to maintain timely and efficient services, our transportation operation complied with the gazette

schedule on over 90% of the service days during the reporting year. Interruptions were mainly due to factors out of our control such as adverse weather conditions and traffic accidents on the highway or road works.

As mentioned above, the health and safety of our customers is of utmost priority. As a mark of quality, the dental section of our healthcare operation has been assessed and certified under the ISO 9001:2008 Quality Management Systems. In our hospitality business, we conduct ventilation and fire protection inspections annually for obtaining the relevant certificates of compliance from the authorities.

Data Privacy

The Group adopts a dedicated and well-established policy on personal privacy to protect our customers' personal information.

At our city management operation, personal data is kept in a "Tenant and Owner Information System" with restricted access. In the disposal of obsolete data, a professional sub-contractor is engaged to provide a document destruction service to ensure that no customer records will be disclosed to any third party.

In addition, our healthcare operation also takes good care to ensure that the handling of patients' private information is in strict compliance with the Personal Data

(Privacy) Ordinance (Cap.486). Our hospitality operation keeps clients' personal and membership data in a secure, central storage unit with restricted access.

Our staff members who need to access and process clients' personal data and confidential information in their jobs are always reminded of the Group's policy on personal privacy and the measures to take to protect clients' interest.

There were no cases of non-compliance with the Personal Data (Privacy) Ordinance during the reporting period.





9. PERFORMANCE DATA SUMMARY

HKEx KPI		Unit	FY2015/16
A. Environmental			
A1.2	Greenhouse gas emissions in total and by intensity ^a		
	- In total	Tonnes of CO ₂ e	79,108.64
	- By intensity	Tonnes of CO ₂ e per FTE ^b	56.63
A1.3	Total hazardous waste produced and by intensity		
	- Clinical Waste ^c		
	- In total	kg	244.20
	- By intensity	kg per FTE ^b	1.40
A2.1	Energy consumption by type in total and by intensity (in '000 kWh)		
	- Electricity		
	- In total		30,690.56
	- By intensity	per FTE ^b	21.97
	- LPG ^d		
	- In total		13,081,771.00
	- By intensity	per FTE ^b	664.05
	- Unleaded petrol ^e		
	- In total		1,259.38
	- By intensity	per FTE ^b	3.83
	- Euro V Diesel ^e		
	- In total		17,004.20
	- By intensity	per FTE ^b	51.68
	- Marine light diesel ^e		
	- In total		69,153.78
	- By intensity	per FTE ^b	210.19
	- Diesel ^e		
	- In total		108.09
	- By intensity	per FTE ^b	0.33
A2.2	Water consumption in total and by intensity ^f		
	- In total	m ³	258,319.00
	- By intensity	m ³ / FTE ^b	564.02

a. The calculation method of CO₂ emission was based on the *Guidelines to Account for and Report on Greenhouse Gas Emissions and Removals for Buildings (Commercial, Residential or Institutional Purposes)* in Hong Kong by Environmental Protection Department.
b. FTE: Full-time equivalent employee and excluding the part-time employees.
c. Reporting scope of clinical waste is confined to healthcare operation.
d. Reporting scope of liquefied petroleum gas ("LPG") consumption is confined to operation of Auberge DB.
e. Reporting scope of unleaded petrol, Euro V Diesel and marine light diesel is confined to operation of transportation.
f. Reporting scope of water consumption is confined to hospitality operation.





HKEx KPI		Unit	FY2015/16	
B. Social				
B1.1	Total workforce by gender and employment type		Male	Female
	- Full-time contract	No. of people	858	539
	- Part-time contract	No. of people	60	65
B2.1	Number and rate of work-related fatalities			
	- By number	No. of people	0	0
	- By rate	%	0	0
B2.2	Lost days due to work injury	Days	1,264	
B3.1	The percentage of employees trained by gender and employee category		Male	Female
	- General	%	91.44	78.65
	- Middle Managers	%	57.83	100.00
	- Senior Managers	%	25.00	40.00
B3.2	The average training hours completed per employee:			
	By gender		Male	Female
	- All staff	Hours	14.60	13.30
	By employee category			
	- General	Hours	17.40	
	- Middle Managers	Hours	12.90	
	- Senior Managers	Hours	1.30	
B6.2	Number of service related complaints received	No. of cases	547	
B7.1	Number of concluded cases regarding corrupt practices	No. of cases	0	



10. HKEX ESG REPORTING GUIDE CONTENT INDEX

Aspect	KPI	Description	Page Number
A. Environmental			
A1 Emissions	A1	General Disclosure	12 – 13
	A1.2	Greenhouse gas emissions in total and intensity	21
	A1.3	Total hazardous waste produced and intensity	21
	A1.5	Description of measures to mitigate emissions and results achieved	13
	A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved	14 – 15
A2 Use of Resources	A2	General Disclosure	12
	A2.1	Direct and/or indirect energy consumption by type and intensity	21
	A2.2	Water consumption in total and intensity	21
	A2.3	Energy use efficiency initiatives and results achieved	12
A3 The Environment and Natural Resources	A3	General Disclosure	12
	A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them	12
B. Social			
B1 Employment	B1	General Disclosure	9
	B1.1	Total workforce by gender, employment type, age group and geographical region	22
B2 Health and Safety	B2	General Disclosure	11
	B2.1	Number and rate of work-related fatalities	22
	B2.2	Lost days due to work injury	22
	B2.3	Description of occupational health & safety measures adopted, how they are implemented and monitored	11





Aspect	KPI	Description	Page Number
B3 Development and Training	B3	General Disclosure	9 – 10
	B3.1	The percentage of employees trained by gender and employee category	22
	B3.2	The average training hours completed per employee by gender and employee category	22
B5 Supply Chain Management	B5	General Disclosure	19
	B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented and how they are implemented and monitored	19
B6 Product Responsibility	B6	General Disclosure	20
	B6.2	Number of products and services related complaints received and how they are dealt with	22
	B6.4	Description of quality assurance process and recall procedures	20
	B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored	20
B7 Anti-corruption	B7	General Disclosure	11
	B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases	11, 22
	B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored	11
B8 Community Investment	B8	General Disclosure	15 – 18
	B8.1	Focus areas of contribution	15 – 18
	B8.2	Resources contributed to the focus area	18



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