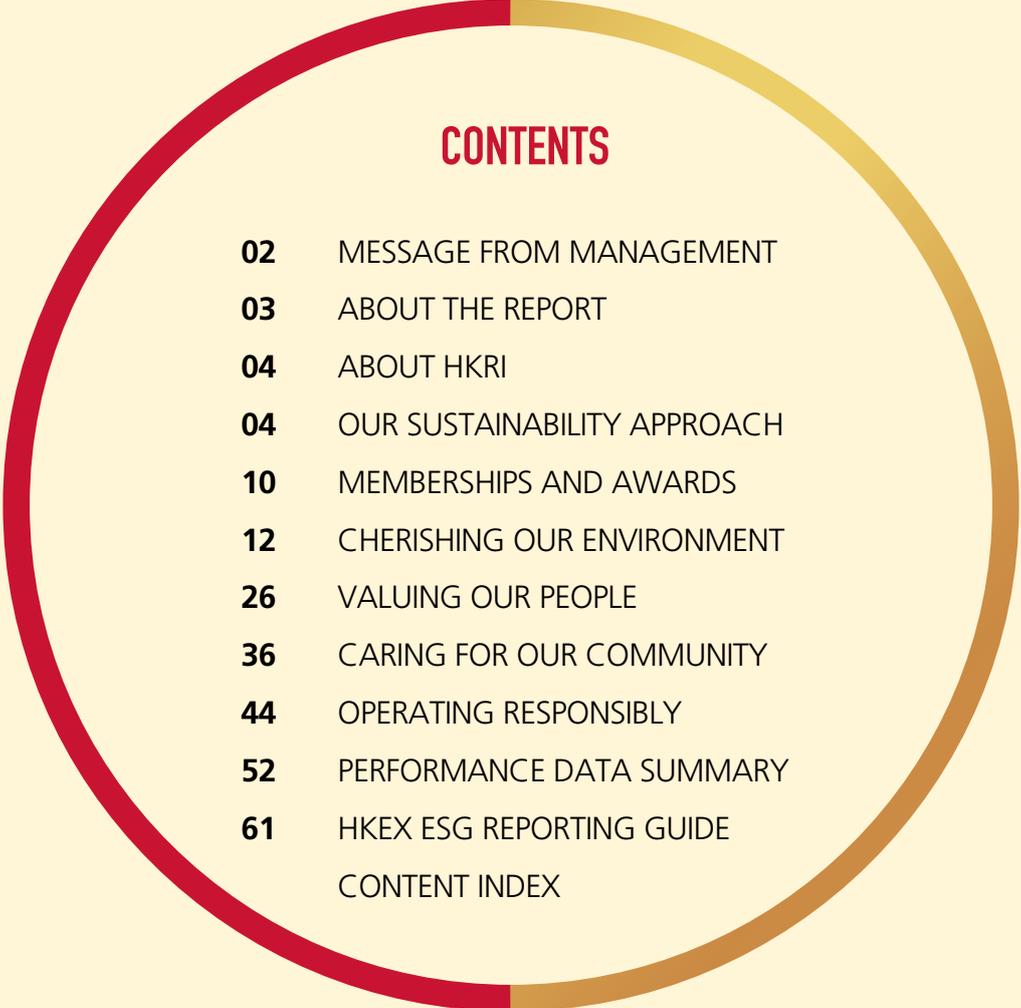




**ALL IN
ALL CARE**



CONTENTS

02	MESSAGE FROM MANAGEMENT
03	ABOUT THE REPORT
04	ABOUT HKRI
04	OUR SUSTAINABILITY APPROACH
10	MEMBERSHIPS AND AWARDS
12	CHERISHING OUR ENVIRONMENT
26	VALUING OUR PEOPLE
36	CARING FOR OUR COMMUNITY
44	OPERATING RESPONSIBLY
52	PERFORMANCE DATA SUMMARY
61	HKEX ESG REPORTING GUIDE
	CONTENT INDEX

MESSAGE FROM MANAGEMENT

Together we can overcome every challenge, becoming stronger and wiser to do the right thing.



2019/2020 was a bittersweet year for us. While celebrating the Group's 30th listing anniversary on The Stock Exchange of Hong Kong Limited (the "Stock Exchange") with all our stakeholders, we were adversely affected by the social event and the economic downturn followed by the spread of COVID-19 pandemic in the second half of the year. These issues together posed challenges not only on our operations, but also on our Environmental, Social and Governance ("ESG") performance.

In 2019, HKR International Limited ("we", "HKRI" or the "Company") continued to strive for perfection and create a harmonious and rewarding lifestyle in the communities we built. Decades of commitment and excellence, together with the long-standing support from our stakeholders, helped us succeed as a leading multinational corporation to embrace sustainable growth, which in return, has become a key motivation for us to make continuous contributions back to the community.

As the pioneer in Asia in bringing innovative and distinctive living concept for our customers to a new level, we have responded to the global call for sustainable development and identified six areas in the United Nations Sustainable Development Goals (SDGs)

that we can support through our social and environmental initiatives. Keeping up with the latest market trends and standards in relation to sustainability governance, we established the ESG Committee on top of the existing CSR task force, to further increase the involvement of the Board and senior management. Through the ESG Committee, the relevant risks and opportunities are thoroughly evaluated and integrated into our overall strategy in order to work towards a better common future. Supplementary policies are put in place to guide sustainable development across our diverse business portfolio.

We are pleased to see the remarkable progress we have made in building comfortable accommodation, vibrant workplace and supportive communities. With the advancement of green technology, we keep tabs on the concept of sustainable community, leveraging green construction techniques and designs to combat climate change, as well as mitigating our environmental impact. The harmonious balance between nature and built infrastructure as presented in our property development projects further enhances the quality of living. Practised on a daily basis, our eco-friendly initiatives in city management and hospitality operations are effective in driving positive changes.

In early 2020, the outbreak of COVID-19 sadly posed significant threats to mankind. Putting the health and safety of our employees, customers and every community member as top priority, we immediately took all possible measures. Other than performing intensified cleaning and disinfection works and keeping our customers updated on the latest situation, we also took extra measures to help those who were subject to home quarantine and offered rental concession to help the tenants in need to overcome difficulties. To keep our employees safe, proper protective gears were provided and special work arrangements including work from home and utilisation of online video conferencing tools have been adopted since February 2020. We believe that together we can overcome every challenge, becoming stronger and wiser to do the right thing.

Looking forward, I would like to thank all of our stakeholders who have stayed with and supported HKRI tremendously throughout the years. We hope the impacts we have made will continuously influence society positively and maintain over time. Joining hands with our valuable stakeholders, we are committed to growing our business and devoting ourselves for another 30 years and more.

CHA Mou Zing Victor
Deputy Chairman & Managing Director

ABOUT THE REPORT

Reporting Scope and Standard

This ESG Report ("Report") is produced by HKRI to communicate the Group's ("HKRI and its subsidiaries") sustainability management approach and performance in four key areas: environment, human capital, community and value chain. The Report covers the period from 1 April 2019 to 31 March 2020 (the "year").

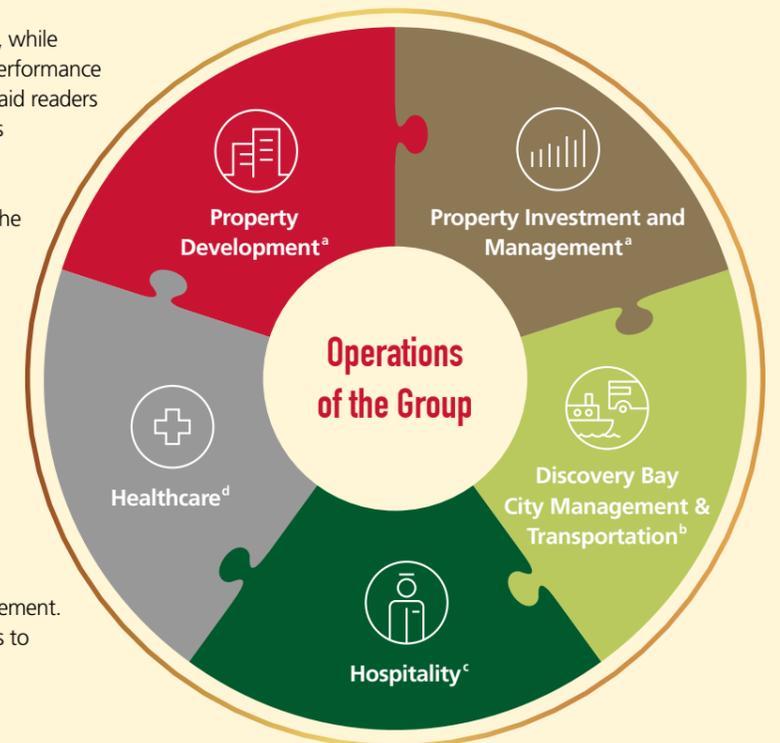
HKRI holds diversified business interests across Hong Kong, mainland China and Asia. As an ongoing effort to enhance our transparency and reflect our geographic footprint, this year we increased the disclosures to include quantitative information of HKRI Taikoo Hui's operations in Shanghai in addition to the

businesses, joint ventures and subsidiaries operated by HKRI in Hong Kong, mainland China and Thailand as reported in last year. We decided to emphasise on our core operations which have significant contribution to the Group in terms of asset size, profitability and staff strength. Reporting scope is listed in the chart below:

This Report discloses the Group's ESG performance, while details of our corporate governance and financial performance can be found in our Annual Report 2019/2020. To aid readers in navigating the Report content, a Content Index is available for reference on [pages 61 to 62](#).

The Report has been prepared in accordance with the *ESG Reporting Guide* ("ESG Guide"), Appendix 27 of *the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited* issued by Hong Kong Exchanges and Clearing Limited ("HKEx"). In response to the latest revisions effective for financial year commencing on or after 1 July 2020, we have further enhanced our reporting framework to address most of the newly introduced reporting requirements and disclosed our full process in ESG governance and materiality assessment.

Your feedback is valuable to our continuous improvement. Please email your queries, comments or suggestions to info@hkri.com.



Reporting Principles

The following principles have been adopted in the preparation of this Report:

- Materiality:** information deemed ESG important is covered in this Report. A materiality assessment exercise was conducted for determination of material ESG issues with results approved by the ESG Committee.
- Quantitative:** quantitative information is provided with narrative and comparative figures where possible. The relevant standards, methodologies as well as assumptions used to prepare the quantitative information are disclosed as appropriate.
- Consistency:** ESG data are prepared and presented using consistent methodologies, unless otherwise specified, to allow for meaningful comparison.
- Balance:** information is presented without selections, omissions or other forms of manipulation that may potentially affect the objectiveness of the Report.

^a The Report covers the Group's property development and investment projects in Hong Kong, mainland China and Thailand, including the newly added quantitative information of HKRI Taikoo Hui in Shanghai.
^b Discovery Bay is based in Hong Kong.
^c The reporting scope covers operations based in Hong Kong, mainland China and Thailand.
^d The reporting scope is confined to operations based in Hong Kong.

ABOUT HKRI

In 1977, the family of Dr CHA Chi-ming, the late founder and chairman of a group of companies whose holding entity later became known as HKRI, acquired the equity interest of Hong Kong Resort Company Limited, the owner and developer of Discovery Bay on Lantau Island. Formed in 1989, HKRI became the holding company of the Group listed on the Stock Exchange.

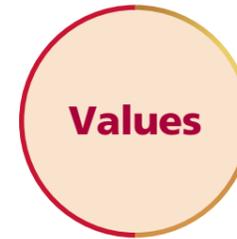
Living up to the vision and aspirations of the late Dr CHA, the Group has seized opportunities to diversify its business interests in real estate development and investment, property management, luxury hotels and serviced apartments, healthcare services and other investments in Hong Kong, mainland China and across Asia. Throughout the years, we have incorporated a holistic approach



To be the pioneer of innovative living space



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



PRI²DE

- P Pioneer**
- Break new grounds
- R Respect**
- Value the individual and cherish our environment
- I Innovation**
- Think outside the box
- I Integrity**
- Uphold high ethical standards
- D Devotion**
- Be committed and passionate
- E Excellence**
- Consistency in the pursuit of our quality standards

Contributed **1,546 hours** and about **HK\$ 4,340,000** to the communities for charitable purpose

Obtained **6 green building certification recognitions**

Earned a turnover of **HK\$ 4,696.5 million** in 2019/2020

A professional team of **2,410 employees** as at 31 March 2020

The Board
Maintains oversight of ESG issues, reviews ESG risks, reviews and approves strategic direction recommended by ESG Committee and endorses ESG Reports

ESG Committee
Develops ESG policies and initiatives for business operations, evaluates ESG risks, develops and recommends strategic direction for the Board's approval, proposes improvement recommendations, reports progress to the Board and reviews ESG Reports

CSR Task Force
Executes ESG strategies and policies, monitors ESG performance and impacts of ESG issues to business operations, reports progress to the ESG Committee and prepares ESG Reports

HKRI at-a-glance

Founded in **1977** by Dr CHA Chi-ming

A publicly listed company in Hong Kong with stock code **00480**

5 major business segments namely property development and investment, hospitality, healthcare and services provided

Geographic presence across Asia Pacific including Hong Kong, Shanghai, Jiaxing, Hangzhou, Bangkok, Tokyo and Hokkaido

OUR SUSTAINABILITY APPROACH

Sustainability Governance

Building on the solid foundations of corporate governance structure and practices, the Group has established a formal ESG Committee^e this year to facilitate ESG management in building a sustainable and resilient business. The chart on the next page shows our sustainability governance framework.

The Board assumes the overall responsibilities to ensure HKRI creates long-term value to our stakeholders and maintains high standard of corporate governance at all levels. The Board comprises 11 Directors with a diverse mix of genders, professional experiences, skills and knowledge

to bring new perspectives and lift organisation performance. We have four Executive Directors, and seven Non-executive Directors of whom four are Independent Non-executive Directors, constituting more than one-third of the Board. The Board receives reports from the ESG Committee on progress made against relevant strategies and goals, as well as appropriate improvement recommendations to further enhance the Group's sustainability performance.

The ESG Committee comprises department heads of different functions and is responsible for determining the Group's ESG objectives and priorities in

line with the ESG risks and opportunities identified during the year. It also provides guidance to the CSR task force for the execution of ESG related matters.

Furthermore, under the established risk management framework and governmental structure, which consists of the Board, the Audit Committee, the risk management steering group and business lines, the ESG risks are also incorporated into the Group's enterprise risk management structure to ensure the Group maintains a sound and robust risk management and internal control system. Our *Risk Management Policy* guides the

risk management steering group in identifying, assessing and prioritising risks, as well as establishing risk mitigation plans and assigning risk owners to closely monitor identified risks and implement mitigation plans. Independent review on these systems is performed regularly by the Internal Audit Department. On this basis, we work to strategically address and minimise the ESG risks in our operations and supply chains. Further information can be found in the Corporate Governance Report on pages 64 to 85 of the Group's [Annual Report 2019/2020](#).

Anti-corruption

We uphold the highest ethical standard and strictly adhere to all anti-corruption related laws and regulations throughout our operation and value chain. All employees must strictly observe all regulations related to conflict of interests as stipulated in the Group's *Employee*

Handbook and Code of Conduct. Vigorous monitoring and control mechanisms are in place to detect and prevent bribery, fraud, or other forms of malpractice. Our annual risk assessments covering all business units enable us to identify and mitigate potential risk of corruption. The Group has developed a standard whistleblowing procedure for our employees to report suspected misconduct to our internal audit supervisor. All cases are treated in strict confidence to protect the whistleblower.

To refresh employees' anti-corruption knowledge, we have invited the Independent Commission Against Corruption ("ICAC") to deliver training course to employees, including management, annually and circulated relevant materials to board members.

During the year, there were no cases of non-compliance with relevant laws and regulations relating to bribery, extortion, fraud and money laundering in our operations^f.

^e The Terms of Reference to the ESG Committee can be found on our website (<https://www.hkri.com/en/CSRESG-Committee>).

^f The laws and regulations that are most relevant to the Group include, but not limited to, the *Prevention of Bribery Ordinance (Cap.201)*, the *Law of the People's Republic of China for Countering Unfair Competition*, the *Law of the People's Republic of China for Anti-Monopoly*, and the *Act Supplementing the Constitution Relating to the Prevention and Suppression of Corruption in Thailand*.

OUR SUSTAINABILITY APPROACH

Sustainability Policy

Sustainable development is fundamental to HKRI's vision, mission and core values. The *Sustainability Policy*⁹ has been established to formalise our longstanding sustainability practices, ensuring that the management of related issues is carried out consistently within the Group.

The approaches and principles stipulated in the *Sustainability Policy*, relating to environment protection, workplace, value chain and community investment, lay the foundation for achieving our sustainability aspirations. We will continue to develop different measures

and monitor our performance to building sustainable, liveable and socially responsible communities that people are proud to be an integral part of.

Sustainability Strategies

Reducing Environmental Impact

- To mitigate our impact on the environment by reducing our emissions and consumptions, streamlining waste management and maximising the use of environmentally friendly materials;
- To raise stakeholders' environmental awareness

Building a Sustainable and Caring Community

- To build sustainable communities by offering care and support to the local communities we operate;
- To participate in volunteering and community activities;
- To support artistic and cultural development

Providing Quality and Reliable Services and Products

- To deliver responsible and quality services and products;
- To respect and uphold data privacy of all stakeholders

Maintaining a People-first Workplace

- To attract and retain the best talents;
- To provide an equal, safe and healthy workplace with adequate development opportunities;
- To promote open communication with various transparent channels

Creating a Responsible Value Chain

- To uphold high ethical standards;
- To engage with and drive suppliers, customers and tenants in achieving sustainability visions

Stakeholder Engagement Methods :



Non-governmental Organisations

- Websites and social media
- Corporate social responsibility ("CSR") activities
- Annual / interim reports
- ESG reports



Media

- Press releases
- Websites and social media
- Press conferences
- Annual / interim reports
- ESG reports



Suppliers

- Websites
- Annual / interim reports
- ESG reports
- Audit and assessment
- Meetings



Government and Industry Associations

- Websites
- Annual / interim reports
- ESG reports
- Public consultations
- Industry forums



Business Partners

- Websites and social media
- Annual / interim reports
- ESG reports
- Meetings
- Industry forums

OUR SUSTAINABILITY APPROACH

Supporting the United Nations Sustainable Development Goals

The SDGs launched by the United Nations in 2015 is an action plan for the planet and people to thrive by 2030. It provides a framework for the users to track their progress towards the sustainable goals. As a corporate citizen, we are determined to support this initiative and set agenda to shift to a more sustainable path. We have identified six SDGs that are most relevant to our business and we are committed to achieving them in the future:



Looking ahead, we will establish targets on different ESG aspects to accelerate our sustainable development.



Stakeholder Engagement

We respect and value our stakeholders' views, with the belief that they are valuable pieces of information that cannot be neglected for the Group's continued success. The ESG Committee has identified nine core internal and external stakeholder groups that have considerable dependency and influence on us. We constantly engage with these stakeholders to understand

their expectations with regard to the economic, environmental and social matters related to our operations. The stakeholder engagement process allows us to make informed decisions and enhance our operational as well as sustainability performance. The above provides an outline of our stakeholder engagement methods.

To supplement these communication channels, we collected feedback from some external and internal stakeholders through an online survey during the year. These stakeholders included ESG Committee, directors and senior management, employees, contractors, tenants, non-governmental organisations ("NGO") and members of Discovery Bay community.

⁹ More information on the *Sustainability Policy* can be found on our website (<https://www.hkri.com/en/csr/sustainability-policy>).

OUR SUSTAINABILITY APPROACH

Materiality Assessment

The opinions and feedbacks collected from the stakeholder engagement exercise aforesaid were incorporated into a structured materiality assessment to identify a list of key material ESG issues to be included in the Report. The materiality assessment process is outlined below:



Identification

Peer benchmarking: HKRI's disclosures are benchmarked against the disclosures of suitable peer companies from the property development, investment and management, as well as hospitality, healthcare and service provider industries to pinpoint material ESG issues.

Stakeholder engagement: internal and external stakeholders are invited to rank the importance of each ESG issue and provide feedback regarding their key concerns on the Group's ESG issues during our stakeholder engagement exercise.



Prioritisation

The results of the peer benchmarking exercise and our stakeholder engagement exercise are consolidated. A list of potential material ESG issues were brought forward for discussion in Stage 3: Validation.

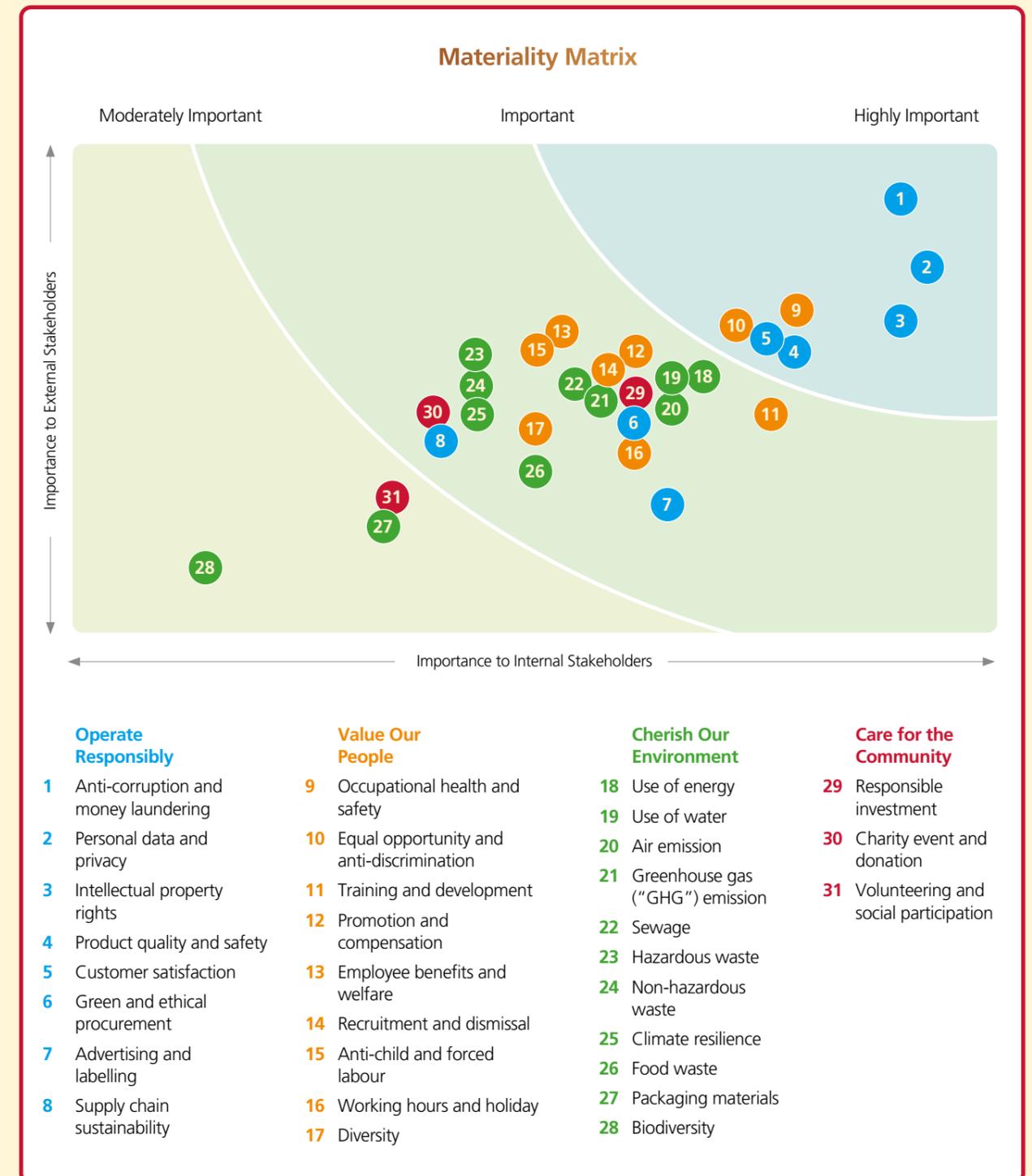


Validation

Findings from the first two stages are presented to the ESG Committee, who subsequently confirms a list of key material ESG issues, and the respective aspects and KPIs stipulated in the *ESG Guide* for disclosure.

OUR SUSTAINABILITY APPROACH

The results of materiality assessment conducted during the year are mapped into the materiality matrix below:



A total of 31 ESG issues were identified through the materiality assessment. Seven issues are classified as highly important, 21 issues are classified as important, and the remaining three issues are classified as moderately important.

MEMBERSHIPS AND AWARDS



HKR International Limited

"15 Years Plus Caring Company" Logo

Organiser
The Hong Kong Council of Social Service

The 10th Hong Kong Outstanding Corporate Citizenship Awards

- Corporate Citizenship Logo - Enterprise Category

Organiser
The Hong Kong Productivity Council

Hong Kong Green Awards 2019

- Corporate Green Governance Award - Stakeholder Engagement

Organiser
Green Council

Eco-brand Awards 2019

Organiser
East Week magazine

Silver Award for Volunteer Service

Organiser
Social Welfare Department

Green Office and Eco-Healthy Awards Labelling Scheme

- Green Office and Eco-Healthy Workplace Labels

Organiser
World Green Organisation

China Finance Summit 2019

- Business Leader in New Era - Mr Victor Cha
- CSR Model

Organiser
Organising Committee of China Finance Summit

Hong Kong Business Management Excellence Awards 2019

- Executive of the Year Award for Real Estate - Mr Victor Cha

Organiser
Hong Kong Business

Asia Property Awards

- Best Developer (Hong Kong)

Organiser
PropertyGuru

2019 China Real Estate Fashion Awards

- Influential Leader of the Year - Mr Victor Cha

Organiser
Boao Real Estate Forum 2019

Beijing Evening News Industrial Economy Annual Report

- Contribution Figure of the Year
- Mr Victor Cha

Organiser
Beijing Evening News

The 9th China Charity Festival

- 2019 Social Responsibility Business Leader of the Year - Mr Victor Cha
- 2019 Public Welfare Communication of the Year

Organiser
China Charity Festival Committee

Good MPF Employer 2018-19

- Good MPF Employer 5 Years
- E-Contribution Award
- MPF Support Award

Organiser
Mandatory Provident Fund Schemes Authority

Employer of Choice Award 2019

- Next Generation Development Award

Organiser
JobMarket

Mental Health Workplace Charter

- Mental Health Friendly Organisation

Organiser
Department of Health and Advisory Committee on Mental Health

2019/20 Mercury Excellence Awards

- Websites/ Mobile Media: Redesign/ Relaunch - Silver Award

Organiser
MerComm, Inc.

HKRI Taikoo Hui

The Must-go Shopping Mall 2019

Organiser
dianping.com

Grade Evaluation For China Shopping Center

- Five Star Shopping Center
Organiser
Commercial Cultural Tourism Committee of China Real Estate Association

2019 Lifestyle Awards

- Shopping Destination of The Year

Organiser
that's magazine

Discovery Bay Services Management Limited

2018 Hong Kong Awards for Environmental Excellence

- Bronze Award - Property Management (Residential)

Organiser
Environmental Campaign Committee

CLP Smart Energy Award 2019

- Joint Energy Saving Award

Organiser
CLP Power

7th Best Property Safety Management Award

- Merit

Organiser
Occupational Safety & Health Council

MEMBERSHIPS AND AWARDS

Auberge Discovery Bay Hong Kong

Say Yes to Breastfeeding 2020/2021

- Gold Label of Breastfeeding Friendly Premises

- Breastmilk Storage Service Label

Organiser
UNICEF Hong Kong

Traveller Review Awards

Organiser
Booking.com

Ctrip Awards 2019

- Best Resort Hotel

Organiser
Ctrip.com

Loved by Guests Award Winner 2019

Organiser
Hotels.com

Top 30 Hotels for Honeymoon Top 5 4-Star Hotels Top 5 Hotels with Infinity Pool

Organiser
Travelmyth

2019 Partner Employer Award - Outstanding Corporate

Organiser
The Hong Kong General Chamber of Small and Medium Business

Discovery Bay Recreation Club

"5 Years Plus Caring Company" Logo

Organiser
The Hong Kong Council of Social Service

China Residential Projects

Sohu Focus (Jiaxing)

- Habitat of Honour of the Year
- Creekside One

- The Most Valuable Project of the Year
- Mansion One

Organiser
Sohu Focus

The Sukhothai Shanghai

Business Traveller China Awards 2019

- Best Design Hotel in China

Organiser
Business Traveller

The Best BANG Awards 2019

- Best Guest Experience Hotel

Organiser
Shanghai BANG

The Best Business Hotel Award 2019

Organiser
City Traveler

The Gold List 2019

- China Top 10 Hotels

Organiser
Condé Nast Traveler China magazine

MICHELIN Guide Shanghai 2020

- The Sukhothai Shanghai and La Scala

Organiser
Michelin

Time Out Hospitality Awards

- Boutique Hotel of the Year
- Hotel Brunch of the Year
- La Scala

Organiser
TimeOut Shanghai magazine

2019 TOP 50 Hotels in China

- 1 Diamond

Organiser
Voyage magazine

The 10 Best New Hotels in the World

Organiser
Make It Better Media Group

The Sukhothai Bangkok

Star Award Winners

- 4 Star Rated Hotels
- 4 Star Rated Spas - Spa Botanica

Organiser
Forbes Travel Guide

Top Italian Restaurants Special Awards 2020

- Three Forks Awards - La Scala

Organiser
Gambero Rosso

Best of Bangkok Award

Organiser
TripExpert

Guest Review Award 2019

Organiser
Booking.com

Readers' Choice Awards 2019

- Top 10 Hotels in Bangkok

Organiser
Condé Nast Traveler magazine

Corporate Member

Name of Organisation	Type of Membership
The Real Estate Developers Association of Hong Kong	Corporate Member
The Hong Kong General Chamber of Commerce	Corporate Member
Employers' Federation of Hong Kong	Corporate Member
Hong Kong Institute of Human Resource Management	Corporate Member
The Chartered Institute of Logistics and Transportation in Hong Kong	Organisation Member
The Hong Kong Association of Property Management Companies	Member
Hong Kong Hotels Association	Member
The Federation of Hong Kong Hotel Owners	Member
The Thai Hotel Association	Member
American Chamber of Commerce (Thailand)	Member
Thailand Incentive and Convention Association	Member
Association of Thai Travel Agents	Member

Charter

Name of Organisation	Type of Charter
HKSAR Environment Bureau	Energy Saving Charter
Food Grace	Food Saving Pledge



CHERISHING OUR ENVIRONMENT

↑ 10 times

Total Amount of
Non-hazardous Wastes Recycled
Compared to 2018/2019

CHERISHING OUR ENVIRONMENT



Quick Answers to Your Concerns

Q How does HKRI approach Green Building?

A HKRI has adopted green building design and nurtured green community for years. Our commitments are well demonstrated in Discovery Bay. HKRI works to obtain more green building certifications including Leadership in Energy and Environmental Design (LEED) and Chinese Green Building Label, with a strategic focus on technological innovation. We will continue to be the pioneer in green building design to facilitate industry advancement and generate sustainable values to customers, visitors, tenants and the environment.

Q What does Climate Change mean to HKRI?

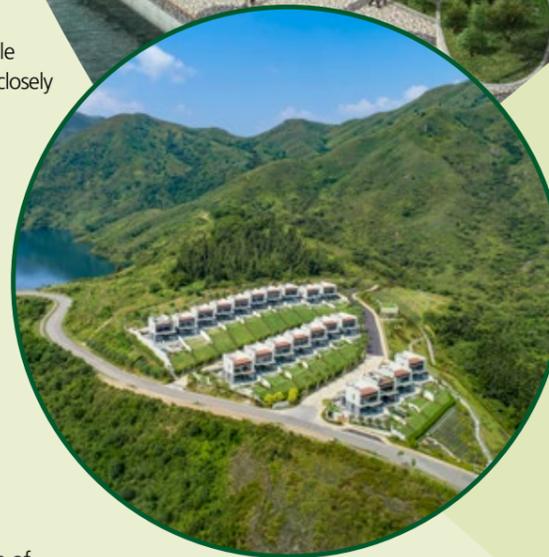
A It is a global issue that affects every corner and everyone in the world. In September 2019, the United Nations called the Climate Action Summit and urged for concrete and realistic plans toward the goal of net zero emission by 2050. As a responsible corporate, HKRI shares the responsibilities to reduce emissions and relieve the impact from climate change. At the same time, HKRI recognises and is prepared to mitigate the risks presented by climate change in natural and human system.

HKRI fully acknowledges the importance of protecting and conserving the environment. As a pioneer in the industry, we strive to be a role model and create healthy, stylish and sustainable living experiences in a responsible manner. We closely monitor the potential adverse environmental impacts that may arise from operations; and continuously develop innovative solutions, such as designing green buildings, to minimise those impacts. Through promoting green workplace and endorsing green production processes, we aspire to build a more sustainable future for our employees, customers and the wider community. After years of dedication, satisfactory results and remarkable improvement in our sustainability performance have been seen.

Sustainable Building

Sophisticated and prudent planning is the core of our business development. We understand that good design is necessary for the success of a property development project, both financially and environmentally. Our internal *Project Management Guideline* encourages the incorporation of green building design features in every stage of property development and pursuance of the Hong Kong Building Environmental Assessment Method ("BEAM") Plus certification, as well as meeting LEED standard for our properties. Green technologies and materials such as diatomite are widely adopted to make buildings more resource-efficient.

In addition, we also closely monitor the level of dust, fumes, odour, waste, noise, vibration, lighting, emissions and other sources of pollution generated from construction, operation and maintenance of our buildings. Environmental assessments, record tracking and independent audits are regularly performed to ensure our green building principles are thoroughly applied to create a safe, healthy and eco-friendly living environment.



Discovery Bay Plaza Extension

Discovery Bay was our first property development project in Hong Kong. With more than two-thirds of its areas being landscaped as green zones, the massing, height profile, building and street orientation of the unique "Eco-friendly Town" have been carefully designed to promote sustainable living and weave nature into the community. Discovery Bay has won the "Urban Design & Master Planning Award" and the "Green Development Award" at the "CAPITAL The Outstanding Developer Awards" organised by CAPITAL Magazine and CAPITAL WEEKLY for six consecutive years since 2012, recognising the community's exceptional planning and sustainability excellence.

Ever since we started developing Discovery Bay, we have been committed to making Discovery Bay a better place to live. The new Discover Bay Plaza extension, equipped with more leisure and shopping choices, and added greeneries to the community, is scheduled to complete in 2020. Alleviation of environmental impact was carefully considered during the planning stage, and, in

compliance with BEAM Plus, a series of green measures with respect to waste management, pollution control, GHG emissions, energy use, water and indoor air quality have been put in place during construction and operation. Examples of the green measures include:

- Achieve more than 30% recycling rate with on-site wastes sorting and recycling;
- Save up to 20% of water annually by using devices with of grade 1 water efficiency label;
- Use of non-chlorofluorocarbon ("non-CFC") refrigerants;
- Carry out laboratory analysis and inspections to ensure good water and air quality.

Besides, the new plaza extension features various green building design elements, such as a vertical green wall, glass façade and an over-15,000-square-foot roof garden. Landscaped area is also increased to more than 40,000 square feet. These elements will provide better leisure space for residents and at the same time help create a greener environment.



IL PICCO

In line with our *Sustainability Policy*, IL PICCO, the latest residential project in Discovery Bay, has incorporated a range of eco-friendly designs. For instance, double glazed windows with better heat insulation are used to reduce the need for air conditioning and subsequent electricity consumption. Glass façade is adopted to maximise daylight utilisation. Flow controllers with grade 1 water efficiency label are installed on water faucets for water conservation. In addition, cut and fill excavation method has been used throughout the construction to preserve appearance and biodiversity on land surface while the excavation soil is reused for constructing roads and parks. Trees along the pavement and green roof on the plant room also bring additional environmental benefits.

CHERISHING OUR ENVIRONMENT

Benefits of Using Thermally-broken Aluminium Window



Greater heat retention (In winter)

Greater heat gain reduction (In summer)

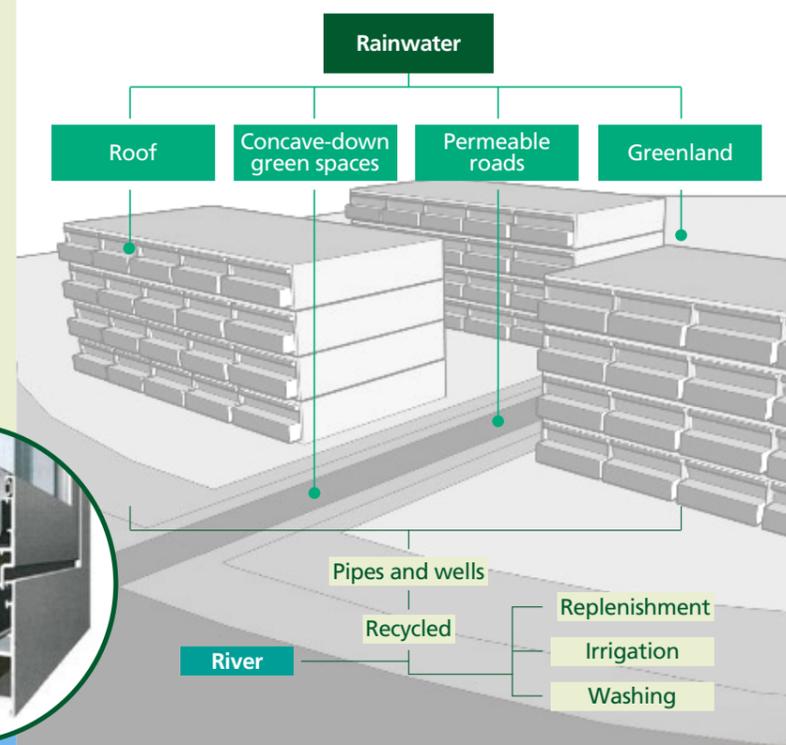
Greater water penetration resistance

Reducing noise transmission

Anti-frost and anti-fog

RIVIERA ONE

Incorporating a range of green elements, including LED lighting, thermally-broken aluminium window with low-emissivity and insulating glass, and air-to-water heat pump system, Riviera One in Jiaxing city has attained 2 Star rating in the Chinese Green Building Label.



In view of the increasing risks of severe flooding resulted from climate change, the "Sponge City" concept was deployed in Riviera One to integrate flood control into overall planning. Over 60% of the underlying surfaces are made with water-permeable materials to prevent surface runoff and soak rainwater for various uses. This approach reduces flooding and allows evaporation for temperature moderation. The design of "Sponge City" has been adopted in other upcoming residential projects at Jiaxing city.



CHERISHING OUR ENVIRONMENT

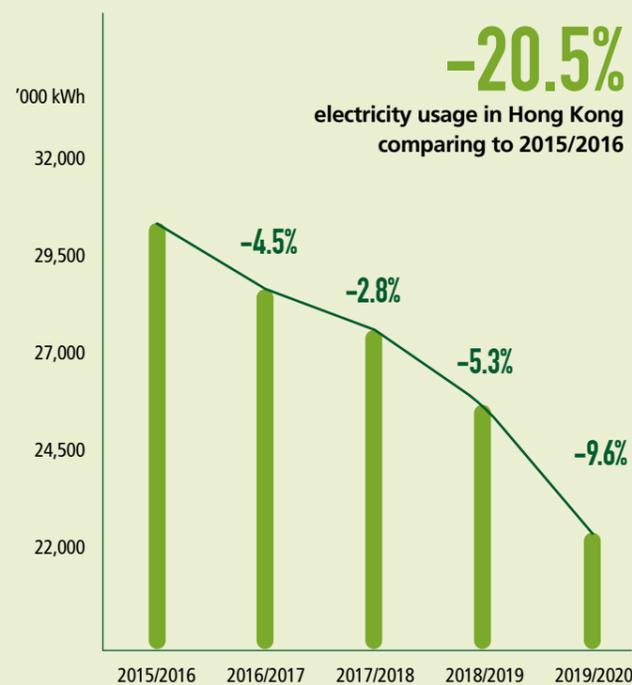
Conserving Our Resources

Energy Saving and Emission Reduction

As an ongoing effort to relieve global warming and fulfil the responsibility of a good corporate citizen, HKRI is committed to reducing GHG emissions throughout its operations. We are particularly concerned with the impacts resulted from energy consumption at our investment properties and hotels, and fuel consumption by our transport operations, while also being alert of our other business operations that generate GHG emissions. We take a holistic approach to energy conservation and emission reduction. A diverse range of measures are adopted in our operations, with achievement of considerable results. Meanwhile, we closely monitor monthly energy consumption data to identify potential improvement areas. As a result, compared to 2018/2019, this year we have reduced our electricity consumption in Hong Kong by around 9.6%.

During the year, HKRI Taikoo Hui implemented cloud-based smart energy management platform to track and optimise energy consumption, as well as improving the operation of cooling and heating systems, lighting and other electronic appliances, resulting in approximately 250,000 m³ reduction in the use of natural gas and 4,300,000 kWh drop in electricity consumption.

Electricity Consumption in Hong Kong



CHERISHING OUR ENVIRONMENT



Energy-efficient appliances

such as those specified by labels under the Mandatory Energy Efficiency Labelling Scheme of the Electrical and Mechanical Services Department to replace obsolete and low energy performance appliances; replacing existing tubes with LED lighting system.



Renewable energy

such as solar energy to power electrical appliances including fans at bus stops, lighting and hot water systems, sensor lights along walking paths and insect control systems at Discovery Bay; high-speed elevators powered by renewable energy at HKRI Taikoo Hui.



Eye-catching reminders and notices

to remind staff and customers of their environmental responsibility.



Policies

to switch off idle electrical appliances and set air-conditioning temperature within the range from 24 to 26 degree Celsius; suspend usage of lifts after midnight; and perform regular cleaning and maintenance of fan coils, compressors, chillers and condenser tubes.

ENERGY SAVING INITIATIVES IN 2019/2020



Smart systems and devices

with computing capabilities, motion sensors and automation technologies to optimise energy efficiency of lighting, heating, ventilation and air-conditioning and to suit seasonal changes; wall insulation was also deployed to reduce heat loss.

CHERISHING OUR ENVIRONMENT

Apart from energy saving, we are proactive in minimising air emissions. We adopt different emission reduction initiatives in our operations, especially our transportation services, and monitor the emission data regularly to further explore ways for reducing air emissions and improving air quality. All of our goods vehicles at Discovery Bay are using Euro V diesel, and we are on track to replace ageing buses with new models that align with the Euro VI standard. Meanwhile, we also use marine light diesel with a sulphur content less than 0.05% for all ferries to further reduce emissions.

Additional Emissions Reduction Initiatives

Moving ahead, we plan to reinforce our commitment to reducing emissions in the coming years. To achieve this, we shall utilise more green technologies and improve current process to make them more emission friendly. We will continue to uncover ways and innovative green measures to make our operation more sustainable.



Corporate Office

- Install various energy-saving devices such as automatic switch-off timers and motion sensors
- Adopt open-office design to facilitate air ventilation
- Set out green office guidelines regarding the use of paper, energy and water, as well as handling of waste
- Encourage employees to utilise video conference systems and online applications to reduce travelling
- Advocate use of public transport for commuting purpose

Hospitality

- Reuse collected steam from laundry and hot water generator in boiler to reduce consumption of electricity and liquefied petroleum gas ("LPG")
- Replace refrigerants with non-CFC type in Thailand operation
- Use diesel exhaust fluid and emission friendly fuels, such as Euro V diesel, to reduce emissions
- Switch off idle decorative, promotional, or advertisement lighting at certain time



CHERISHING OUR ENVIRONMENT



Property Development and Investment

- Adopt automated parking system in some of our commercial properties to reduce car emissions from driving around to find parking lot
- Develop eco-friendly buildings to increase energy and resource efficiency
- Uphold green construction principles to reduce, reuse and recycle used materials and utilities whenever possible and feasible



Transportation

- Replace aging auxiliary engines in vessels
- Upgrade air conditioning systems of ferries and use environment-friendly refrigerants
- Lower water resistance of ferries by applying "antifouling system" bottom paint to reduce fuel consumption
- Limit the "stand-by" time of buses by turning on bus engines only three minutes before departure
- Continue with trial runs of electric bus

CHERISHING OUR ENVIRONMENT

Water

In view of the scarcity of fresh water worldwide, we have strengthened our efforts in preserving water resources and increasing water usage efficiency. In Discovery Bay, we reduce the use of municipal water through sourcing water from our own reservoir for flushing and irrigation; meanwhile, a water leakage detection system and five additional water leakage monitoring devices are in place to track water flow and minimise water wastage. Our new projects in Discovery Bay have adopted devices with grade 1 water efficiency label to reduce up to 20% of water consumption.

Extra attention was given to our hospitality operation, as it accounts for the majority of the Group's water consumption. On top of making use of the reservoir water, hospitality operation in Discovery Bay has adopted additional initiatives. For instance, Discovery Bay Golf Club stores rainwater at golf course ponds for irrigation and has installed a smart irrigation system to determine the optimal irrigation frequency and water usage based on soil type, grass type, and weather information such as humidity, temperature and rainfall collected from an on-site weather station. Our hospitality operation in Thailand and property projects in mainland China and Thailand make effort in recycling water and reuse it for gardening. Office towers of HKRI Taikoo Hui have grey water recycling system in place to optimise water use. Other water conservation measures adopted in our managed properties include the use of dual-flush systems, automatic faucets as well as flow restrictors. In future, we will upgrade our bus washing machines with water recycling function to further enhance water usage efficiency.

25.6%
drop of water
consumption
intensity compared
to last year

Waste

Our Sustainability Strategy and internal policies provide guidelines on waste management. We strive to reduce waste generation at the source, especially non-hazardous waste, which accounts for a majority of our total waste production and encourage reuse and recycling. We are determined to reduce our impacts to the environment through adopting this holistic approach in waste management.

Paper is a major source of our non-hazardous waste. As such, we have adopted various measures to reduce the paper usage. At our offices, we encourage the use of double-sided printing, paperless communication such as email and e-approval system, as well as soft copies whenever possible. Electronic health record has been implemented at our healthcare operation to reduce use of paper. To facilitate recycling of paper as well as other administrative wastes including plastic, ink and toner cartridges, we place collection boxes at different locations.

Furthermore, recognising that a large amount of paper may be used during the design and tendering process of property development projects, we have established the policy of issuing soft copies of tender drawings and other documentation. Option is provided to shareholders to receive electronic financial reports and other communication materials to reduce paper consumption.

CHERISHING OUR ENVIRONMENT

Food waste is another major focus of our waste management. As the Group's most significant source of food waste, our hospitality operation has taken various actions in this regard. Besides recycling food waste, we apply close monitoring and tight controls over the use of raw ingredients to minimise possible wastage due to improper handling, while portion sizes are carefully managed to avoid food spoilage. On the other hand, we foster food waste recycling through the Environmental Protection Department's "Waste Cooking Oils" Recycling Administrative Registration Scheme to convert waste cooking oil into biodiesel. During the year, hospitality operation had recycled about 260,000 kg of food waste and about 15,000 kg of cooking oil, accounting for 98% of total food waste of the operation.

Other initiatives such as responsible procurement, reducing excessive purchase, recycling of different materials are also adopted as appropriate across our operations to reduce other types of waste. City management operation at Discovery Bay has particularly installed a wood chipper to facilitate wood recycling or upcycling.

Despite that hazardous waste only accounts for a relatively small portion of our total waste production, we handle such waste seriously and apply all necessary precautions in compliance with laws and regulations. Clinical wastes produced by our healthcare operation are segregated from other wastes, labelled and packaged properly. For transportation operation, the used engine oil is collected and processed by qualified external collectors while wastewater is properly channelled to a treatment plant before discharge.

^h The laws and regulations that are most relevant to the Group include, but not limited to, the *Water Pollution Control Ordinance (Cap.358)*, *The Environmental Impact Assessment Law of the People's Republic of China*, and the *Enhancement and Conservation of National Environmental Quality Act* in Thailand.



Our green approaches in hospitality operation:

- Deploy biodegradable materials for packaging of hotel room amenities
- Replace plastic cutleries with wooden utensils, and plastic bottled water with water stations or glass bottles
- Use recyclable takeaway boxes, drinking straws, soup cups, shopping bags, coffee and tea cups

During the year, there were no non-compliance cases with relevant laws and regulations relating to air and GHG emissions, discharges into water and land, and generation of hazardous and non-hazardous waste^h.

Climate Resilience

Designing for Climate Resilience

Climate change is becoming one of the greatest issues confronting humanity today. Understanding our corporate role in addressing climate change threats, we adopted a proactive and forward-thinking approach to assess our vulnerability to climate risks and integrate such considerations into our mid- to long-term strategic planning. Different business units have set up their own policies and procedures to better prepare for operating under extreme weather, such as typhoon and rainstorm. The idea of climate resilience is embedded in our property development projects to mitigate physical risks posed by extreme weather situations. The "Sponge City" design concept adopted in our projects in Jiaxing city demonstrates their resilience to heavy precipitation and flooding issues. Besides, the building standards in our Thailand project exceed minimum requirements to combat natural hazards. Our infrastructures show high resistance to heat stress, excessive rainfall and earthquake. The ground floor and basement levels are raised above the highest flood level to ensure better protection against flooding.

Promoting Environmental Awareness

Along the process to build climate resilience, we are keen to minimise our carbon footprint and reduce waste production across our value chains. We also strive to inspire our employees, customers, partners and residents to embrace a sense of environmental responsibility through various events and facilities.

CHERISHING OUR ENVIRONMENT

We provide convenience to encourage low-carbon lifestyle. For example, recycle bins are provided in public areas of our properties. Facilities for charging electric vehicles are also installed to promote the use of green transportation. Within our offices across the Group, we regularly put up posters and notices which serve as mini-tools of education to promote sustainable practices. Memos are also circulated to remind employees of green behaviours. To supplement these unilateral communications, we often organise different activities and campaigns, so as to deepen knowledge and nurture their awareness on environmental protection. We have signed the Food Grace's Green Mid-Autumn Festival Food Saving

Pledge and donated about 150 pieces of mooncakes to the needy since 2018. We also encouraged colleagues to send festive wishes using e-cards to promote food saving.

We also use our best endeavour to raise environmental awareness amongst residents in Discovery Bay and tenants in our managed properties. In Discovery Bay, food waste composters and a glass grinding machine have been installed to encourage tenants and residents to recycle food waste and glasses. A total of 23,600 kg of food waste and 106,500 kg of bottles were recycled during the year. The compost and glass sand generated were used for gardening purpose and repair works

respectively. Residents and passengers can also choose to support the glass recycling campaign co-organised by city management and transportation operations, and our cleaning contractor Baguio Cleaning Services Company Limited. Idle toys, used bicycles and books are collected in Discovery Bay to help underprivileged groups. Different environmental awareness building activities are also being regularly organised, such as DIY glass bottle lamp workshop, family farm, flea market, plant market and recycling day. We also arrange visits to the DB Nursery and Green.Icon@DB, our eco exhibition centre that showcases up-to-date information on green initiatives. We believe these activities can successfully deliver the message of environmental conservation and sustainable development.

↑ 10 times¹

total amount of non-hazardous wastes recycled compared to 2018/2019



Love.Together@DB Discovery Bay Family Farm

Since 2014, Discovery Bay Family Farm has been providing valuable opportunity for residents to cultivate crop and practise green living. The 1 x 3 metre plots are allocated to families for planting their own organic vegetables. Individuals without planting experience would learn to prepare the soil and control the use of fertiliser. It is a fun, fulfilling and rewarding process to promote a balanced diet and environmental sustainability.

The initiative has been well received by residents and competitions are organised every year to encourage photo sharing and attract more participants.



Our other GREEN PROGRAMMES outside of Hong Kong

¹ The increase was contributed by the growth of recycling amount and the inclusion of HKRI Taikoo Hui.

CHERISHING OUR ENVIRONMENT

Hike Around Discovery Bay

Boasting a number of scenic trails and beaches, Discovery Bay is one of the best hiking spots in Hong Kong. Starting from Discovery Bay, there are hiking trails to Mui Wo, Lo Fu Tau, Finger Hill and Peng Chau. We have thus published the *Discovery Bay Hiking Guide* and uploaded the routes on visitdiscoverybay.com to illustrate these four popular trails. Last year, an online hiking challenge was launched to promote our natural resources and enhance public awareness for the conservation of biodiversity in Hong Kong.



Declutter With Love Recycling Month

Adidas Run For the Ocean

Six-month Sesame Eat Pilot Programme

Sea you Tomorrow

Drop-off stations were set up at HKRI Taikoo Hui to invite tenants to donate their old clothes and electronic appliances to NGOs for the underprivileged.

Around 100 HKRI Taikoo Hui colleagues and family members joined the Run For the Ocean fundraising running day to support Parley Oceans School programme in solving marine plastic pollution.

Sesame Eat is a sustainable packaging programme that advocates reusable packaging. The programme was launched in HKRI Centres 1 & 2 for tenants to order food delivery services via WeChat application. The meals came in reusable food containers which were collected, washed and returned to restaurants for reuse.

A team formed by colleagues of The Sukhothai Residences joined this mini marathon to raise fund for a sea turtle hospital.

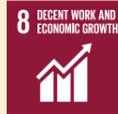


VALUING OUR PEOPLE

+49%

Total Training Hours
Compared to 2018/2019

VALUING OUR PEOPLE



Quick Answers to Your Concerns

Q How does HKRI respond to the growing demand of work-life balance, especially from the younger generations?

A HKRI advocates work-life balance. In pursuit of sustainable business growth, continuous contribution from employees is crucial. This could not be achieved if employees lack physical and mental strength, and this is where work-life balance plays an important role. As such, we constantly organise various recreational activities to relieve their work pressure.

Q How does a desirable workplace look like to HKRI?

A Open and connected. Workplace is more than a place where individuals work, it is a platform where a group of people sharing the same values strive towards a common goal. A desirable workplace should facilitate open discussion and promote collaboration and connection among employees. Towards this end, our renovated offices in Hong Kong and Shanghai have adopted the "open-office" design.

We value our employees and fully recognise their contribution to the continued success of HKRI. We are committed to creating a dynamic, cohesive and open working environment where staff members are able to realise their potentials and develop innovative solutions to improve our business processes. With the PRI²DE values deeply integrated into our daily operations, our staff are empowered and motivated to deliver quality services in a professional and responsible manner.

Employee Health and Safety

We are dedicated to providing a safe working environment. To strengthen employees' awareness of occupational safety and health ("OSH"), we have formulated a group-level OSH Policy. Our business units have maintained their own OSH management committees that are responsible for addressing specific OSH concerns for respective operations and tailoring training courses. We provide necessary safety equipment and protective gears, such as safety helmets, belts, gloves, goggles and safety shoes. Besides, we also arrange medical insurance and physical check-ups for our employees.

Although majority of construction site workers are not our employees, we equally take care of their health conditions as a responsible corporate citizen. We require all contractors of our property development projects to follow a set of OSH requirements that are in compliance with relevant regulations. Meanwhile, a designated safety inspection officer is appointed to submit bi-weekly safety reports and we conduct regular site check to ensure proper implementation of all safety precautions. For all of our property development projects, the Group provides Contractors All Risks Insurance and Third Party Liabilities Insurance and incorporate safety-related contractual terms to ensure business partners have taken reasonable and practicable steps to guarantee workplace safety.



case of work-related fatality

The safety-first culture also prevails in our Discovery Bay operations, where a cross-departmental OSH Committee offers guidance and advice on mitigation of safety risks. Refresher meetings and specific safety trainings are organised on a regular basis. Together with other audits, drills and safety-related materials, we cultivate an environment for nurturing and reinforcing safety awareness. City management operation goes further to review and investigate the root causes of safety-related incidents, and share findings and offer suggestions to employees as an effort to avoid recurrence. In addition, a safety management system in accordance with the ISO 45001 has been set up for ten business units in Discovery Bay to facilitate safety management work. City management operation's remarkable safety performance had won recognition in the 7th Best Safety Management Property Award.

For transportation operation, the safety and health of our bus drivers and ferry crew members are especially important to the Group and the passengers. OSH messages are delivered to staff in regular assembly. In addition, the OSH Committee performs yearly review of the safety performance of our ferry and bus operations to identify improvement areas on training, emergency preparedness and response, vehicle and vessel maintenance checks and inspection. Above all, the work schedules of our bus drivers and crew members are carefully planned to avoid performance being affected by fatigue. We also make sure that all traffic signs, road markings and navigation facilities are functioning properly such that clear traffic directions are provided at all times.

For healthcare operation, extra attention is paid towards employees who are exposing to higher safety risk. For instance, every employee who comes into contact with radiation, is required to comply with the *Radiation Ordinance (Cap. 303)* and to wear a radiation dosimeter at all times and undertake annual medical examinations in Occupational Health Clinics. Monthly check of the radiation doses of each concerned employee is also conducted through the monitoring services provided by the Radiation Health Division of the Department of Health.

We maintain the same attitudes in the provision of safe and healthy office space. Periodic inspections are performed to ensure our office equipment meets the latest health and safety standards. In our mainland China office, in addition to using MERV 13 filters in air-conditioning system, qualified specialists are engaged to monitor indoor air quality and plants are placed to further purify the air. At The Sukhothai Bangkok, on top of conducting regular inspections at certain areas including laundry and kitchen, the Safety Committee reviews staff accidents during monthly meetings to identify potential drawbacks and address them accordingly.

During the year, there were no cases of non-compliance relating to the provision of a safe working environment and the protection of employees from occupational hazards.

Safety Trainings Held in the Year

- Health and safety briefings to new hires
- Emergency response team training
- First Aid, CPR & AED certificate courses
- Safety drill exercises
- Health and safety related talks



Safety talk event held in The Sukhothai Bangkok

Together We Fight Against COVID-19

A new coronavirus disease, named COVID-19, has spread quickly since January 2020 and caused numerous deaths around the world. The outbreak triggered a serious global public health emergency and posed significant threats to our business operations. As a caring employer who always puts our staff's health as a top priority, HKRI has adopted different control measures and flexible work arrangements to ensure employees' health is safeguarded.

Our measures to combat COVID-19 include:

- Implementing a four-level response system which provides clear guidelines on the actions to take under different scenarios
- Providing protective and disinfection products such as face masks, alcohol-based hand sanitisers, bleach, cleansers and gloves in our workplaces
- Arranging employees to work from home by rotation to limit crowd gathering; clear record is retained by Human Resources to track the work locations of staff
- Allowing flexible working hours for employees who report for duty in the office to avoid travelling during peak hours
- Requiring employees to check body temperature before and after reporting for duty and wear a mask in the office
- Stepping up cleansing and disinfection measures in all our workplaces
- Deploying patrol and cleaning robots at some managed properties to reduce staff's risk
- Monitoring employees' health status and their travelling plans to enable timely response actions
- Embracing communications technologies and the existing video conferencing system to facilitate seamless communication between team members, and to minimise face-to-face meetings and local travel
- Setting up internal emergency hotlines for different business units

Talent Attraction and Retention

As at 31 March 2020, our professional workforce in Hong Kong, mainland China and Thailand comprised 2,410 employees. Understanding the Group's long-term success depends on our talent pool, we strive to attract talented individuals who share our corporate values and passion for building a quality and stylish living space, while retaining talents within our Group in order to maintain and grow our human resources.

Upholding the belief that no individual should be treated less favourably as a result of their gender, race, age, religion, pregnancy, disability, family status or sexual orientation, we make every effort to provide equal opportunities in both recruitment and promotion processes. We assess candidates and employees objectively on their experience and capabilities while respecting individual differences. We have in place well designed policies on non-discrimination, anti-harassment and racial equality to safeguard the interest of every employee.

As a responsible employer, we strictly prohibit the use of child and forced labour within the Group's operations and supply chain in accordance with relevant regulations. Background check and verifications are performed to prohibit employment of child labour. We adopt a zero tolerance policy on forced labour. A grievance mechanism has been established to serve as a secure channel for employees to report concerns to senior management.

We continue to offer competitive remuneration packages and comprehensive fringe benefits, which include medical insurance, discretionary bonus and a range of leave entitlements such as marriage leave, maternity and paternity leave, and sporting competition leave. Such staff benefits and policies are regularly reviewed to ensure they are on par with industry practice. In collaboration with different business partners and subsidiaries, we constantly improve our employees' remuneration packages. This year, we upgraded the medical insurance coverage for all employees. Employees can also enjoy special discounts on a range of products and services offered by the Group, such as flu vaccination and Chinese medical services as well as room booking in the Group's hotels. The PRI²DE Outstanding Employees Awards is organised annually to recognise employees who best demonstrate our core values, and motivate employees to continue their good performance.

During the year, there were no cases of non-compliance with relevant laws and regulations relating to compensation and dismissal, recruitment and promotion, child and forced labour, working hours, rest periods, equal opportunity, diversity, anti-discrimination and other benefits and welfare¹.

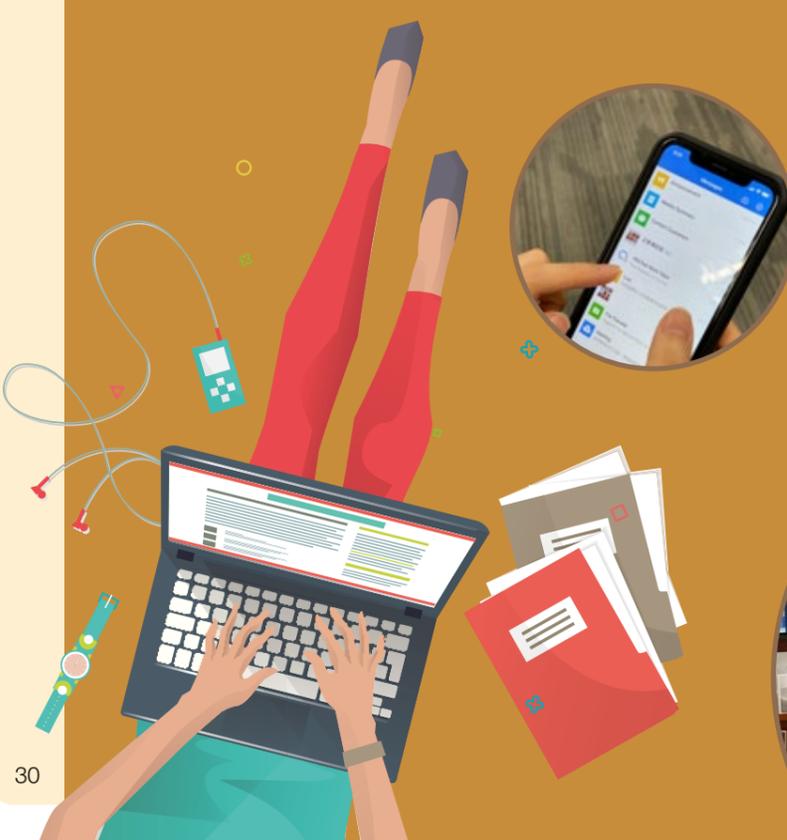
¹ The laws and regulations that are the most relevant to the Group include, but not limited to, the *Employment Ordinance (Cap. 57)*, the *Labour Law of the People's Republic of China*, the *Labour Contract Law of the People's Republic of China* and the *Labour Protection Act in Thailand*.

A Compassionate Workplace

We strive to promote a compassionate working environment where employees maintain harmonious work relationships. We value staff engagement and regularly communicate with our employees through meetings, internal newsletters and performance reviews. The feedback and suggestions received through these channels enable us to improve our workplace policies over time. Recognising the importance of work-life balance for our employees, we constantly initiate different recreational activities including outings, interest classes, team building workshops and festive gifting. Furthermore, we have set up breastfeeding facilities in our offices to provide a private and comfortable area for employees in need of such provisions. An exercise corner with fitness equipment has also been set up in The Sukhothai Shanghai for staff to release work stress and achieve healthy lifestyle.

Celebrations for 30th Listing Anniversary

To mark the Group's 30th listing anniversary on the Stock Exchange, we launched a series of activities in June 2019. This included a lucky draw of 480 prizes and the distribution of healthy snacks. A congratulatory video was commissioned, featuring messages from local and overseas colleagues and celebrating the Group's milestones and successes.





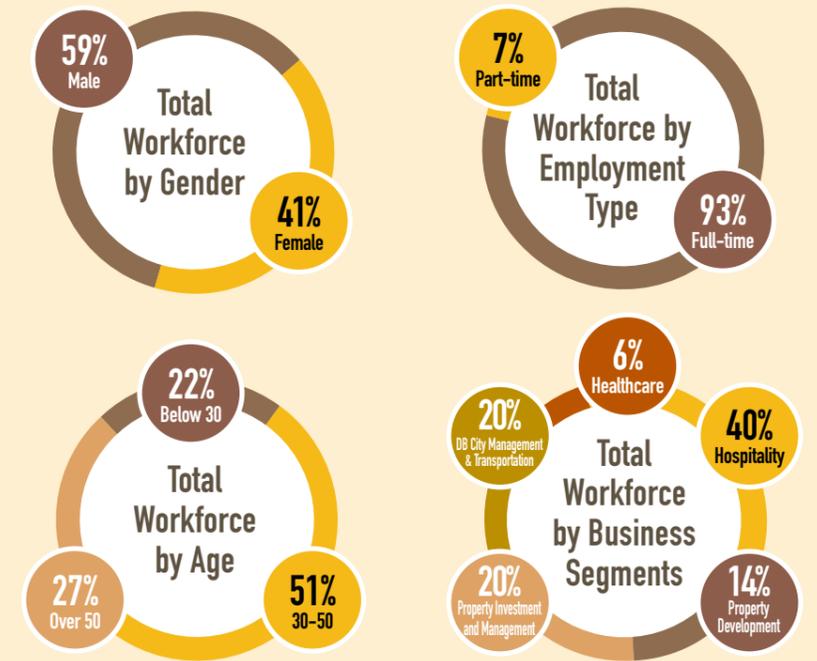
Staff Wellness

To facilitate team building and support the physical and mental well-being of employees, our Hong Kong office continued to offer employees the well-received "PRI²DE Wellness" programme. Various recreational activities were organised, including yoga classes, wine



tasting skills workshops, mini night lamp workshops and Bowling Fun Day. Besides, employees are offered discount on joining the Discovery Bay Recreation Club's personal fitness training programme.

At HKRI Taikoo Hui, a four-day "Staff Wellbeing Week" programme was launched in collaboration with tenants in June 2019. Fun leisure activities under five distinct themes, including "Coffee Culture and Latte Art", "Tea Ceremony", "DIY Lunch Box", "Shoulder Physiotherapy" and "Charity Run", were provided to staff during the campaign.



STAFF ACTIVITIES



Cowboy Staff Party at The Sukhothai Bangkok



Annual Dinner of Hong Kong Office



Movie and Lunch Combo@HK's Annual Outing



Staff Parties at The Sukhothai Residences



Annual Celebration at The Sukhothai Shanghai



Staff Parties at The Sukhothai Residences

VALUING OUR PEOPLE



40,556
Total training hours

24
Average training hours per trained employee

74%
Full-time employee trained

Training and Development

Training and development are being treated as high priority in HKRI. We have invested heavily in this regard and offer a wide range of tailored programmes covering topics such as leadership skills, customer service, media training, anti-corruption as well as occupational safety and health, to meet the needs of different operations of the Group. To supplement these internal trainings, we encourage our full-time employees to attend external courses to further develop relevant job skills and knowledge, and support them with education allowances and tuition reimbursement. We encourage staff to discuss their personal goals with supervisors and jointly design a career development plan. Special programmes are also provided for staff to acquire new skills according to individual aspiration. Our learning and development programmes are regularly reviewed by the HKRI Employees Learning & Development Faculty, to ensure they remain up-to-date and effective in achieving the learning goals set by the Group.

People Management Programmes

Regarding talent cultivation, the Group has launched People Management Programmes for all supervisors in Hong Kong during the year. The first year of the programme was tailored for the senior management team, providing them with a series of training to further enhance their people management, leadership, coaching and presentation skills. The programmes aim to help our employees to better review, monitor and improve management skills for personal development and career enhancement, bringing our staff and HKRI to a higher level.

Self-learning

We advocate self-learning. The “60 Seconds Self-Learning” programme was launched in April 2019 to share online learning platforms, books, websites and video clips, allowing employees to learn without boundaries. One of our major sources is TED Talk which provides short video clips about inspirational thoughts and various topics, including personal development, business insight and global issues, in over 100 languages. We hope our employees can discover more interesting topics around them and be motivated to pursue self-improvement.

GROW@HKRI

The summer internship programme named GROW@HKRI was rolled out in 2019. 20 undergraduates joined the programme and gained valuable work exposure and learnt about the operations of HKRI through this ten-week on-the-job training programme. This year, CSR activities and year-round CSR event planning project were specially arranged for the interns to raise their awareness of social responsibilities.





CARING FOR OUR COMMUNITY

About **HK\$4,340,000**

In-kind Sponsorships & Donations



CARING FOR OUR COMMUNITY



Quick Answers to Your Concerns

Q What are the values of traditional culture in this modern world?

A Traditional culture is the root of our communities. It shapes who we are as distinct from other members of the world. HKRI strives to preserve and pass on these invaluable intangible assets to the next generations, such that community members are connected amid this fast-changing environment.

Q What does investment in youth development mean to HKRI?

A Investment in youth development is critical to sustainable development of the community. Young people will constitute the majority of future workforce, and will have significant impacts on society. Nurturing their creativity and equipping them with knowledge and skills enable a better living environment for our future generations.



1,546
volunteer hours^k

about
50
community activities

Dedicated to building an inclusive society where every member can share the benefits of social and economic development, we are passionate about reaching out to serve the needy, especially the elderly and underprivileged families. By supporting the work of NGOs through volunteering, donations and provision of in-kind sponsorships, we hope to bring our care and love to the community. Besides, we make investments into arts development and youth cultivation to promote creativity and innovation. As an ongoing effort, we encourage our employees, residents and tenants to join the alliance to actively participate in community activities and contribute to society.

In recognition of our years of commitment, the Group was awarded the “15 Years Plus Caring Company” logo by the Hong Kong Council of Social Service, and the “Silver Award for Volunteer Service” by Volunteer Movement under Social Welfare Department in Hong Kong.

Serving the Needy

We actively advocate volunteerism and engage our staff and customers to work closely with NGOs, including Outlying Islands Women’s Association, Gift of Happiness Foundation (“GoHF”), Tung Wah Group of Hospitals (“TWGHs”),

and other external parties, to serve the needy through our corporate volunteer team, HKRI Care & Share, and other volunteer teams formed by different business units.

To celebrate the 30th listing anniversary on the Stock Exchange, a new theme “All-In” was adopted this year by HKRI Care & Share for its year-round CSR campaign. The objectives were to aid a broader spectrum of people in need, strengthen environmental awareness and preserve local cultural heritage. During the year, our volunteers and their families in Hong Kong, mainland China and Thailand have supported nearly 30 NGOs, participated in around 50 community events and contributed a total of 1,546^k service hours. Recognising the invaluable work of our volunteers, we organised the CaRe Award to honour the Group’s outstanding volunteers.

“All-In” Traditional Red Bean Pudding and Chinese Fever-vine Cha Kwo Workshop

Co-operating with The Boys’ and Girls’ Clubs Association of Hong Kong (“BGCA”) and Eldage, a traditional Chinese snack workshop for underprivileged children was held at Life Education Farm in Yuen Long in May 2019. Participants learnt to make red bean pudding and Cha Kwo, and their history and behind-the-scene stories. The volunteers and more than 20 children together enjoyed the outing. At the end of the day, alongside with their DIY snacks, the children also brought home gifts from HKRI Care & Share, stationery packs, that could support their studies.

“All-In” School Mural Painting Day

Sharing the same vision of building a better place, HKRI Care & Share joined hands with Habitat for Humanity Hong Kong to organise a mural painting day at the Tsuen Wan Trade Education Primary School in October 2019. Led by the Group’s Executive Director Mr Jackie Tang and the Head of Group Finance Ms Lynda Ngan, more than 30 volunteers leveraged our decades of home-building experience to complete a painting of more than 460 square feet with the students. Themed “Eco Living” and featuring various environmental protection and green energy initiatives, the painting as well as the whole event succeeded in promoting environmental awareness among students and inspiring them to live a greener life.

Scan or click QR code to review event highlight



^k A number of volunteer activities have been cancelled or postponed due to the outbreak of COVID-19.



"All-In" Elderly Sports Day - To Be Continued

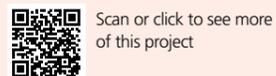
An "All-in" sports event with the elderly scheduled in February 2020 had been rescheduled due to the outbreak of COVID-19. The event was supported by the TWGHs, one of the largest charitable organisations in Hong Kong, to promote the elderlies' physical health and enhance their self-worthiness and satisfaction in life. Two warmup matches had already been organised with selected elderlies in November 2019 and January 2020 which were well-received by all participants. The "All-In" theme and activities will continue in the coming year to further spread the joy to the public with our concerted efforts.



HKRI • Design with Love Mainland School Improvement

We devote equal attention to community development in mainland China. Riding on the 30th listing anniversary, a new CSR programme, "HKRI • Design with Love", was launched in cooperation with the China Social Welfare Foundation to improve the learning environment for underprivileged students. The Shanghai Jinding School, a state-run school for children of migrant workers, was selected as the first school to receive our support on improvement works.

After five months of renovation, the external wall and other infrastructural facilities in the school have been successfully upgraded with minimal disruption to its normal operation. Over 40 staff from our Shanghai office volunteered a day to assist the refurbishment. The team helped to create a healthier school environment and improve learning and teaching experience for both teachers and students.



Supporting Arts Development and Talent

We are enthusiastic in supporting arts development and nurturing young talents, with the belief that they are the sources of creativity and innovation driving the future development. We have been sponsoring the Hong Kong Arts Festival for 12 consecutive years¹, inviting overseas artists to perform in Hong Kong for promoting cultural exchange. We also sponsored an outdoor fun family activity named FLOW, which was presented by The Absolutely Fabulous Theatre Connection ("AFTEC") at Sha Lo Wan in Northwest Lantau Island in November 2019 to support local arts and tradition. FLOW featured visual art installations of inspiring themes and performing arts with music creation and interactive performance.

Within our operations at Discovery Bay, we have arranged artwork display areas for the community and organised different activities including photo competitions, singing classes and Cantonese Opera Training Programme for residents; all of which aim to foster local arts development.

¹ The 48th Hong Kong Arts Festival was unfortunately cancelled due to the outbreak of COVID-19.



CARING FOR OUR COMMUNITY

To prepare the younger generations for the future workplace and to manifest their innate strength, we arranged secondary school student visits and organised summer internship programme.

Recognising Talented Young Designers

In mainland China, a clock tower design workshop cum competition was organised in collaboration with East China Normal University. Students were given a chance to design an iconic clock tower for HKRI Taikoo Hui, our flagship project in Shanghai, under the mentorship of renowned Italian architect Italo Rota. Numerous impressive design works were received and 12 outstanding pieces were shortlisted for exhibition at HKRI Taikoo Hui in September 2019. The event was a success, attracting thousands of visitors to the 16-day exhibition and over 9,600 online votes to recognise the innovation and potential of these talented young architects.



Building a Loveable Community

As a prominent property developer which is experienced and renowned for building high quality projects, we feel compelled to use our capabilities and resources to contribute to community harmony and cohesion, so as to create a better living space. Over the years, we have developed the Love.Together@DB as a platform for caring and volunteering for the Discovery Bay community. We are committed to organising and supporting a diverse range of community events and programmes every year with this platform, including Mother's and Father's day carnivals, family farm and handcraft workshops, a cappella singing classes, Cantonese Opera Training Programme, storytelling and photo competitions. To take care of the well-being of the elderly in the community, we have designed a number of activities suitable for this segment, including Ping Pong tournament, drama performance, anniversary ceremony and eco-tours. Furthermore, we sponsor different charity and community events organised in Discovery Bay, including the annual Dragon Boat Races and The Big Picnic event.

We have also widened the scope of our community activities to embrace the concept of giving back to society. To preserve the six endangered communities in Thailand, The Sukhothai Bangkok continued to co-organise Bangkok Uncovered Plus+ with Bangkok Metropolitan Administration – Tourism Division in December 2019 after receiving tremendous support and overwhelming responses in the past two years. This meaningful fundraising event and the first public-private partnership for developing sustainable travel activities in the city aims to improve the livelihood of these endangered communities. Compared to last year, the event scale has expanded with Baan Nok Kamin Foundation and GoHF joining in.



COMMUNITY EVENT HIGHLIGHTS

Youth Education



Behind-the-scenes Tours in DB



Work Experience Activity



Children Cooking Party



Library of Love

Harmonious Family



Love is All Around DB Father's Day Competition



DB Heart Family Storytelling



Family Handcraft Workshop



Mother's Day Carnival

Community Empowerment



Smoke-free in Tung Chung

Healthy Lifestyle



Ping Pong Tournament for Elderly Group



Discovery Bay Dragon Boat Races 2019



Discovery Bay Table Tennis Tournament 2019



Eco-tour



Discovery Bay Basketball Tournament Community Health Cup 2019



Free Fruit Giveaway



Celebration for the 5th Anniversary of Senior Citizen Working Group

Serving the Needy



GROW@HKRI CSR Event



Blood Donation



Floating Candles for Charity



The Magic Box



Dress Causal Day

Art Support



A Cappella Singing Class



FLOW



Colourful New Year Drawing Competition



DB Cultural Art Carnival



Sing for Love@DB 2019 Cantonese Opera Annual Performance

OPERATING RESPONSIBLY



90% Respondents were Satisfied with City Management Service



OPERATING RESPONSIBLY



Quick Answers to Your Concerns

Q What does customer engagement mean to HKRI?

A Our primary goal is to provide quality products and services, thus understanding the customers is necessary to best satisfy their needs. We maintain convenient channels for customers to share their opinions, both complaints and suggestions are equally valued by us.

Q Green procurement may cost extra money and time, is it undesirable for HKRI's business development?

A Certainly not. Although green products may be more expensive, HKRI believes they generate higher values to customers and the environment. As a socially responsible corporation, green procurement is also in line with expectations of our customers and the community.

Operating a diversified business, we must ensure the delivery of consistent and quality products and services to our customers. As such, we have established internal policies and mechanisms to guide the management of our value chain. We constantly review our value chain practices to improve their efficiency and effectiveness, and ensure that they strictly comply with legal requirements. With this approach, we are able to keep up with our customers' evolving needs in a responsible manner while generating positive values to the environment and the wider community.

Upholding Business Ethics

Data Privacy

We take responsibility in protecting personal information of our customers that we acquired for the purpose of business operations. Guided by our *Personal Data Protection Policy*, we consistently apply data protection measures on accessing, storing and processing customer personal data and other confidential information to comply with the

Personal Data (Privacy) Ordinance (Cap. 486). All personal information must be collected for the stated purposes only with the consent of customers. Meanwhile, regular reviews of authorised users are performed and users are required to acknowledge our privacy policy by logging in our network.

Data security is crucial to the Group and we have strong and reliable data leakage prevention controls in place to safeguard information from potential unauthorised access and disclosure. Data has to be stored in central locations with restricted access and password protection. Disclosure to any third party is strictly limited. User verification is executed when using mobile devices and laptops to log in to our systems. Besides,

standard anti-virus software is installed in our computer and confidential information is encrypted in transmission to protect against cyber security threats. In addition, we are aware of potential security issues over sensitive paper and electronic documents. Paper containing confidential information is shredded prior to disposal. Other unnecessary records must be deleted entirely from the computer and portable drives.

Intellectual Property Rights

The Group respects and recognises the importance of protecting intellectual property rights. Employees are required to obtain appropriate licence from the copyright owner and comply strictly with the terms of licence when making copies

of copyright works. In addition, only licensed computer softwares can be used within the Group. Actions will be taken immediately if there are cases of scam, misuse of information, or infringement of articles or materials relating to the Group. Besides, we require third party to sign non-disclosure agreement regarding materials provided for marketing plans, campaigns and press releases to protect our material proprietary information before its publication.

During the year, there were no cases of non-compliance with relevant laws and regulations relating to privacy and intellectual property right protection in our operations^m.



^m The laws and regulations that are most relevant to the Group include, but not limited to, the *Personal Data (Privacy) Ordinance (Cap.486)*, the *Patents Ordinance (Cap.514)*, the *Criminal Law of the People's Republic of China*, and the *Patent Act in Thailand*.

OPERATING RESPONSIBLY

Quality Assurance and Customer Satisfaction

Customer satisfaction is one of our most important objectives. Taking into account our customer's views and expectations, benchmarking industry best practices, referencing relevant regulations and voluntary codes, and drawing upon our experience and expertise, we have developed a robust quality assurance process to ensure the production and delivery of quality services.

As a renowned property developer, we take pride in the properties we built and endeavour to maintain the highest level of quality. In the tendering process, we set out clear technical specifications to regulate our development projects, ensuring our stringent expectations on quality and safety are met. During the construction phase, we closely monitor the materials used and the workmanship by deploying our staff, architects as well

as consultants on-site. Prompt corrections are carried out on any defects and cases discovered.

When flats are put on sale, we devote additional attention and multiple reviews on the marketing and advertising materials to ensure information accuracy and in compliance with the laws and regulations. We are determined to communicate clearly and fairly the attributes of our products and services in order to protect the interest of customers. Buyers of brand new flats are provided with a defect liability period and a dedicated team will help coordinate and ensure smooth handover.

Customers feedback are valuable to us and each of our businesses has developed multiple means to understand our customers. For investment properties, our leasing teams will keep close contact and hold regular meeting with tenants to collect their feedbacks. An

annual quantitative customer research is arranged to better understand customer needs and to evaluate quality of service.

To improve our city management operation in the long-run, we take resident feedback seriously and make every effort to address them. Various communication channels have been set up for residents to voice their opinions, such as our business centre and local management offices, 24-hour customer service hotline, suggestion boxes and biennial customer survey. A centralised electronic system is in place to record and track the status of enquiries raised by residents, enabling timely resolution and follow-up. To supplement these communication channels, we hold regular meetings with owners' organisations and representatives including the City Owners Committee and Village Owners Committees of individual villages to understand their concerns and needs. Our transportation

Customer Care Amid COVID-19 Outbreak

We have immediately made every effort and taken appropriate measures to protect the health of our customers and staff amid the outbreak of COVID-19. For instance, to maintain a hygienic environment in our investment properties where traffic is relatively high, we have increased the cleaning frequency of public areas within those properties to once an hour and used diluted bleach solution for better disinfection. At Discovery Bay, we have suspended public events and activities and closed all children playgrounds and recreation clubs in an effort to minimise crowd gathering. Stringent cleaning and disinfection measures are also in place



for public areas in residential properties and on buses and ferries. Touchless control panel was installed at inclined lifts and photocatalytic long-acting disinfectant spray was deployed at all of our managed plazas and on buses and ferries to prevent spread of viruses. While confirmed cases of infection were unfortunately found in Discovery Bay, our operations in Discovery Bay immediately took stringent hygiene measures and swiftly updated the City Owners' Committee. Assistance were provided to residents subjected to home quarantine. All of our efforts had gained owners' and residents' high appreciation.

Special arrangements were also made for show flat visits by restricting the number of visitors, offering masks and hand sanitisers, and performing temperature screening. At HKRI Taikoo Hui, we have deployed the photocatalytic-sterilised fresh air system to enhance air quality and lower the chance of virus transmission through respiratory droplets



carried in air. Meanwhile, we have also enforced stronger control at lift usage, limiting occupancy to six people per lift; food locker service has also been provided to facilitate food delivery and pick up, further reducing human contact. In co-operation with 50 tenants, a caring station was set up at the mall to give away food and gifts to pay tribute to the frontline workers, who stay at work amid the outbreak of COVID-19, such as delivery men, courier workers and cleaners. Understood that it has been a difficult time for tenants, our leasing team offered rental concession to tenants in need to weather this tough period. CDW Building in Hong Kong has obtained Hygiene Measures for CoV-Prevention Certification issued by Hong Kong Quality Assurance Agency to recognise our efforts. We will continue to closely monitor the situation and timely update our tenants, customers and other related stakeholders on our latest policies to counter COVID-19.



operation gathers passenger feedback through different channels including the quarterly Passenger Liaison Group meetings. Suggestions and comments received are reviewed by relevant operational units to further optimise our services. We are pleased to announce that 90% of responded owners were satisfied with our city management operation in the biennial customer survey while our buses and ferries ran on schedule for over 90% of service days during the year. Transportation service interruptions were mainly due to factors beyond our control, such as adverse weather conditions, traffic incidents and road works. We will continue to

provide reliable, effective and efficient transportation for our residents. To further optimise our service and performance, the bus terminus has been upgraded to have higher capacity and more crossing facilities.

With the aim of providing top-notch customer experience in our hospitality operation, the Customer Service Taskforce Committee works diligently to explore opinions in this regard. We carry out questionnaires and courtesy calls to seek customers' feedback. Upon receipt of complaints, investigations will be initiated by operational units and formal replies will be provided to the guests. To

further ensure customers' opinions are heard and their needs are addressed, we have taken additional steps. For instance, at The Sukhothai Bangkok, we operate a 24-hour customer service hotline so that guests are able to seek assistance at any time; and we also conduct guest satisfaction surveys to identify improvement areas. The mobile application, Line@, provides an extra channel for residents at The Sukhothai Residences to share their thoughts with us. During the year, around 90% of responded hotel guests were satisfied with our services.

OPERATING RESPONSIBLY

At our healthcare operation, we encourage patients to complete a feedback card to evaluate our performance against patients' needs. An official customer complaint handling procedure was also established to ensure complaints are handled in a consistent and effective manner. Our dental operation has been certified the ISO 9001:2015 Quality Management Systems accreditation to assure our service quality. Extra attention is paid on medicine as they have direct impact on customers' health.

During the year, there were no cases of non-compliance with relevant laws and regulations relating to health and safety, advertising and labelling matters relating to products and services provided and methods of redress⁹.

Quality Catering Service

We are committed to delivering best-quality food to our customers, while ensuring compliance with legal requirements in terms of food quality and safety. To minimise risk of potential food hazard incidents such as food poisoning and alleged foodborne illness. The Sukhothai Shanghai cooperates with Pony, a specialist in food safety and products testing, to examine the food quality and the equipment used by the hotel restaurants. We also undertake regular inhouse food tests such as β-agonists residue testing for raw meat, pesticide residue testing for vegetables and ATP testing for utensils. The results are recorded and discussed among management for further improvement.

Furthermore, all food deliveries from suppliers are carefully inspected and those of unsatisfactory quality would be returned immediately. Accepted deliveries are properly labelled and stored. A "first-in, first-out" policy is adopted to facilitate the systematic flow of our food and beverage inventory, keeping our ingredients fresh and safe for consumption.

Supply Chain Management

The performance of our suppliers has a direct impact on our product and service quality, which constitutes a great part of customer satisfaction. We are prudent in the supplier selection process and only those that meet the necessary competence and experience, with proven track records of delivering quality products and services would be engaged. Our *Tender and Procurement Policies* provide detailed guidelines on quotation request and vendor selection, to aid procuring entities in obtaining goods and services at the best value for money through open, fair, competitive and transparent procedures. During contract period, we regularly monitor and evaluate the performance of suppliers to ensure they are performing the contractual duties properly. Contractors and suppliers are also obligated to follow our anti-corruption regulations. For details, please refer to the "[Anti-corruption](#)" section.

A Responsible Supply Chain

With the aim to improving the sustainability performance of our production processes, we care about our suppliers' social and environmental contributions in addition to their business competency. Several steps have been taken to build a more responsible supply chain. For instance, sustainability performance is incorporated as an assessment criterion when we select suppliers, providing incentives for them to continuously improve their performance and screening out those with unsatisfactory sustainability performance. Meanwhile, our internal guidelines also require the use of reliable green and non-hazardous products whenever possible. For instance, while procuring office supply, the major waste source of the Group, we give preference to procure FSC or PEFC certified paper. Local sourcing is encouraged to reduce the carbon footprint in transportation.

OPERATING RESPONSIBLY

The Sukhothai Bangkok assesses suppliers' effort in different dimensions covering safety and product quality, human rights and labour, environment, compliance, disclosure, risk management, responsible material procurement, social contribution and development. Our hospitality operation also cooperates with suppliers to maximise the use of durable and recyclable cutleries and utensils and adopt paperless operation. Environmental and responsible procurement policies are also applied in our transportation operation. We

invest in the new vehicles with greater energy efficiency and lower emissions and all of our new buses ordered from 2019 onwards should at least meet the Euro VI standard. To further advocate our sustainability vision to our supply chain, we are reviewing the current procurement policy and have developed a new set of *Supplier Code of Conduct*, stipulating our expectation on suppliers in terms of business dealings, labour and human rights, and environmental performance. It is expected to be rolled out in the next year.

Through these endeavours, the principle of prioritising the use of responsible suppliers and encouraging them to adopt sustainable practices is upheld throughout our operations. We hope to contribute to society and the environment jointly with our business partners, and continue being a responsible corporate citizen together.



⁹ The laws and regulations that are most relevant to the Group include, but not limited to, the *Sales of Goods Ordinance (Cap.26)*, the *Consumer Goods Safety Ordinance (Cap. 456)*, and the *Consumer Protection Act of Thailand*.

PERFORMANCE DATA SUMMARY

Reporting Year	2019/2020 ^A							2018/2019	
KPI	Unit	Property Development ^B	Property Investment & Management ^C	Hospitality ^D	Healthcare ^E	Discovery Bay City Management & Transportation ^F	Total	Unit ^G	Total
Environmental									
Air Emissions^H									
NOx ^I	Tonnes	0.01	0.00	1.33	-	301.86	303.20	Tonnes	300.69 ^J (restated)
SOx ^K	Tonnes	0.00	0.00	0.00	-	18.08	18.08	Tonnes	17.96 ^J (restated)
PM ^L	Tonnes	0.00	0.00	0.11	-	4.69	4.80	Tonnes	4.8 ^J (restated)
Greenhouse Gas (GHG) Emissions^M									
Direct emissions (Scope 1)	CO ₂ e tonnes	46.03	1,165.48	3,277.50	-	25,426.27	29,915.28	CO ₂ e tonnes	29,220.26
Direct emissions (Scope 1) intensity	CO ₂ e tonnes / Segment revenue HK\$ '000	0.0000	0.0006	0.0058	-	0.1111	0.0048	CO ₂ e tonnes / Group revenue HK\$ '000	0.0081
Indirect emissions (Scope 2)	CO ₂ e tonnes	793.39	21,065.82	14,026.55	284.07	1,236.86	37,406.69^N	CO ₂ e tonnes	23,552.29
Indirect emissions (Scope 2) intensity	CO ₂ e tonnes / Segment revenue HK\$ '000	0.0002	0.0100	0.0248	0.0019	0.0054	0.0060	CO ₂ e tonnes / Group revenue HK\$ '000	0.0065
Other indirect emissions (Scope 3)	CO ₂ e tonnes	47.88	8.42	75.90	0.92	-	133.12	CO ₂ e tonnes	106.00
Other indirect emissions (Scope 3) intensity	CO ₂ e tonnes / Segment revenue HK\$ '000	0.0000	0.0000	0.0001	0.0000	-	0.0000	CO ₂ e tonnes / Group revenue HK\$ '000	0.0000
Total emissions	CO ₂ e tonnes	887.30	22,239.73	17,379.95	284.99	26,663.13	67,455.10	CO ₂ e tonnes	52,878.55
Total emissions intensity	CO ₂ e tonnes / Segment revenue HK\$ '000	0.0003	0.0105	0.0307	0.0019	0.1165	0.0107	CO ₂ e tonnes / Group revenue HK\$ '000	0.0147
Energy Consumption									
Electricity	'000 kwh	1,450.09	33,609.73	26,917.54	426.98	2,099.95	64,504.29^N	'000 kwh	35,209.08 ^O
Electricity intensity	'000 kwh / Segment revenue HK\$ '000	0.0004	0.0159	0.0475	0.0028	0.0092	0.0103	'000 kwh / Group revenue HK\$ '000	0.0098

PERFORMANCE DATA SUMMARY

Reporting Year		2019/2020 ^A						2018/2019	
KPI	Unit	Property Development ^B	Property Investment & Management ^C	Hospitality ^D	Healthcare ^E	Discovery Bay City Management & Transportation ^F	Total	Unit ^G	Total
LPG	'000 kwh	-	-	5,764.91 ^P	-	-	5,764.91	'000 kwh	7,488.00 ^Q (restated)
LPG intensity	'000 kwh / Segment revenue HK\$ '000	-	-	0.0102	-	-	0.0009	'000 kwh / Group revenue HK\$ '000	0.0021 ^Q (restated)
Natural gas ^R	'000 kwh	-	5,694.40	5,320.00	-	-	11,014.40	'000 kwh	-
Natural gas intensity	'000 kwh / Segment revenue HK\$ '000	-	0.0027	0.0094	-	-	0.0018	'000 kwh / Group revenue HK\$ '000	-
Unleaded petrol	'000 kwh	166.24	79.55	18.59	-	445.33	709.71	'000 kwh	459.56
Unleaded petrol intensity	'000 kwh / Segment revenue HK\$ '000	0.0001	0.0000	0.0000	-	0.0019	0.0001	'000 kwh / Group revenue HK\$ '000	0.0001
Euro V diesel	'000 kwh	43.44	-	56.74	-	18,065.48	18,165.66	'000 kwh	13,464.29
Euro V diesel intensity	'000 kwh / Segment revenue HK\$ '000	0.0000	-	0.0001	-	0.0789	0.0029	'000 kwh / Group revenue HK\$ '000	0.0037
Marine light diesel	'000 kwh	-	-	-	-	70,862.64	70,862.64	'000 kwh	68,152.27
Marine light diesel intensity	'000 kwh / Segment revenue HK\$ '000	-	-	-	-	0.3096	0.0113	'000 kwh / Group revenue HK\$ '000	0.0189
Diesel	'000 kwh	-	11.34	1,247.61 ^P	-	-	1,258.95	'000 kwh	5,822.98
Diesel intensity	'000 kwh / Segment revenue HK\$ '000	-	0.0000	0.0022	-	-	0.0002	'000 kwh / Group revenue HK\$ '000	0.0016
Towngas	'000 kwh	-	-	-	-	-	-	'000 kwh	- (restated)
Towngas intensity	'000 kwh / Segment revenue HK\$ '000	-	-	-	-	-	-	'000 kwh / Group revenue HK\$ '000	- (restated)
Kerosene	'000 kwh	-	-	-	-	-	-	'000 kwh	12.50
Kerosene intensity	'000 kwh / Segment revenue HK\$ '000	-	-	-	-	-	-	'000 kwh / Group revenue HK\$ '000	0.0000
Charcoal	'000 kwh	-	-	3.21 ^P	-	-	3.21	'000 kwh	78.67
Charcoal intensity	'000 kwh / Segment revenue HK\$ '000	-	-	0.0000	-	-	0.0000	'000 kwh / Group revenue HK\$ '000	0.0000
Water Consumption									
Municipal water	m ³	1,525.53	333,424.14	345,291.00	1,460.60	15,540.00	697,241.27	m ³	593,930.52
Municipal water intensity	m ³ / Segment revenue HK\$ '000	0.0005	0.1578	0.6093	0.0097	0.0679	0.1110	m ³ / Group revenue HK\$ '000	0.1648

PERFORMANCE DATA SUMMARY

Reporting Year	2019/2020 ^A							2018/2019	
KPI	Unit	Property Development ^B	Property Investment & Management ^C	Hospitality ^D	Healthcare ^E	Discovery Bay City Management & Transportation ^F	Total	Unit ^G	Total
Discovery Bay reservoir water	m ³	-	-	52,452.00 ^S	-	20,649.00 ^S	73,101.00	m ³	-
Discovery Bay reservoir water intensity	m ³ / Segment revenue HK\$ '000	-	-	0.0926	-	0.0902	0.0116	m ³ / Group revenue HK\$ '000	-
Hazardous Wastes Disposed^T									
Clinical waste	kg	-	-	-	406.10	-	406.10	kg	363
Clinical waste intensity	kg / Segment revenue HK\$ '000	-	-	-	0.0027	-	0.0001	kg / Group revenue HK\$ '000	0.0001
Used engine oil	kg	-	10.00	850.00	-	29,000.00	29,860.00	kg	13,440
Used engine oil intensity	kg / Segment revenue HK\$ '000	-	0.0000	0.0015	-	0.1267	0.0048	kg / Group revenue HK\$ '000	0.0037
Lube oil	L	-	10.00	12.48	-	-	22.48	L	422
Lube oil intensity	L / Segment revenue HK\$ '000	-	0.0000	0.0000	-	-	0.0000	L / Group revenue HK\$ '000	0.0001
Batteries	kg	1.57	-	3,559.86 ^U	-	-	3,561.43	kg	5,935
Batteries intensity	kg / Segment revenue HK\$ '000	0.0000	-	0.0063	-	-	0.0006	kg / Group revenue HK\$ '000	0.0016
Fluorescent tubes	kg	-	7.00	65.80	-	-	72.80	kg	842
Fluorescent tubes intensity	kg / Segment revenue HK\$ '000	-	0.0000	0.0001	-	-	0.0000	kg / Group revenue HK\$ '000	0.0002
Wastes from electrical and electronic equipment	kg	-	374.70	0.40	853.00	-	1,228.10	kg	100
Wastes from electrical and electronic equipment intensity	kg / Segment revenue HK\$ '000	-	0.0002	0.0000	0.0056	-	0.0002	kg / Group revenue HK\$ '000	0.0000
Hazardous Wastes Recycled									
Used engine oil	kg	-	-	222.00	-	-	222.00	kg	-
Used engine oil intensity	kg / Segment revenue HK\$ '000	-	-	0.0004	-	-	0.0000	kg / Group revenue HK\$ '000	-
Lube oil	L	-	532.00	-	-	-	532.00	L	-
Lube oil intensity	L / Segment revenue HK\$ '000	-	0.0003	-	-	-	0.0001	L / Group revenue HK\$ '000	-
Batteries	kg	0.47	79.00	-	-	-	79.47	kg	-
Batteries intensity	kg / Segment revenue HK\$ '000	0.0000	0.0000	-	-	-	0.0000	kg / Group revenue HK\$ '000	-

PERFORMANCE DATA SUMMARY

Reporting Year		2019/2020 ^A						2018/2019	
KPI	Unit	Property Development ^B	Property Investment & Management ^C	Hospitality ^D	Healthcare ^E	Discovery Bay City Management & Transportation ^F	Total	Unit ^G	Total
Fluorescent tubes	kg	-	63.60	4.00	-	1,200.00	1,267.60	kg	-
Fluorescent tubes intensity	kg / Segment revenue HK\$ '000	-	0.0000	0.0000	-	0.0052	0.0002	kg / Group revenue HK\$ '000	-
Wastes from electrical and electronic equipment	kg	1,520.00	112.00	-	-	572.00	2,204.00	kg	-
Wastes from electrical and electronic equipment intensity	kg / Segment revenue HK\$ '000	0.0005	0.0001	-	-	0.0025	0.0004	kg / Group revenue HK\$ '000	-
Non-hazardous Wastes Disposed									
Paper ^V	kg	16,452.58	13,468.16	104,443.83	1,627.50	1,428.20	137,420.26	kg	-
Paper intensity	kg / Segment revenue HK\$ '000	0.0051	0.0064	0.1843	0.0108	0.0062	0.0219	kg / Group revenue HK\$ '000	-
Ink cartridges/Toners	kg	2.75	4.80	-	6.70	-	14.25	kg	-
Ink cartridges/Toners intensity	kg / Segment revenue HK\$ '000	0.0000	0.0000	-	0.0000	-	0.0000	kg / Group revenue HK\$ '000	-
Carton boxes	kg	24.00	20.91	-	-	-	44.91	kg	-
Carton boxes intensity	kg / Segment revenue HK\$ '000	0.0000	0.0000	-	-	-	0.0000	kg / Group revenue HK\$ '000	-
Plastic	kg	19.26	556.07	-	-	-	575.33	kg	-
Plastic intensity	kg / Segment revenue HK\$ '000	0.0000	0.0003	-	-	-	0.0001	kg / Group revenue HK\$ '000	-
Metal cans	kg	1.35	39.55	600.00	-	-	640.90	kg	-
Metal cans intensity	kg / Segment revenue HK\$ '000	0.0000	0.0000	0.0011	-	-	0.0001	kg / Group revenue HK\$ '000	-
Wood	kg	-	3,375.00	-	-	396,900.00	400,275.00	kg	-
Wood Intensity	kg / Segment revenue HK\$ '000	-	0.0016	-	-	1.7339	0.0637	kg / Group revenue HK\$ '000	-
Food waste	kg	-	-	5,000.00	-	-	5,000.00	kg	58,000
Food waste intensity	kg / Segment revenue HK\$ '000	-	-	0.0088	-	-	0.0008	kg / Group revenue HK\$ '000	0.0161
Glass bottles	kg	6.00	3.28	4,500.00	-	-	4,509.28	kg	-
Glass bottles intensity	kg / Segment revenue HK\$ '000	0.0000	0.0000	0.0079	-	-	0.0007	kg / Group revenue HK\$ '000	-

PERFORMANCE DATA SUMMARY

Reporting Year		2019/2020 ^A						2018/2019	
KPI	Unit	Property Development ^B	Property Investment & Management ^C	Hospitality ^D	Healthcare ^E	Discovery Bay City Management & Transportation ^F	Total	Unit ^G	Total
General waste	kg	31,049.85	2,675,279.50	462,225.00	-	-	3,168,554.35	kg	584,108.4
General waste intensity	kg / Segment revenue HK\$ '000	0.0096	1.2660	0.8156	-	-	0.5043	kg / Group revenue HK\$ '000	0.1621
Woven bags	kg	3.65	-	-	-	-	3.65	kg	-
Woven bags intensity	kg / Segment revenue HK\$ '000	0.0000	-	-	-	-	0.0000	kg / Group revenue HK\$ '000	-
Non-hazardous Wastes Recycled									
Paper	kg	6,439.03	188,342.90	106.00	-	118,994.70	313,882.63	kg	179,470
Paper intensity	kg / Segment revenue HK\$ '000	0.0020	0.0891	0.0002	-	0.5199	0.0500	kg / Group revenue HK\$ '000	0.0498
Ink cartridges/Toners	kg	131.04	5.52	170.00	-	9.00	315.56	kg	-
Ink cartridges/Toners intensity	kg / Segment revenue HK\$ '000	0.0000	0.0000	0.0003	-	0.0000	0.0001	kg / Group revenue HK\$ '000	-
Carton boxes	kg	46.00	14,027.60	20,502.43	-	-	34,576.03	kg	-
Carton boxes intensity	kg / Segment revenue HK\$ '000	0.0000	0.0066	0.0362	-	-	0.0055	kg / Group revenue HK\$ '000	-
Plastic	kg	89.06	12,610.60	36,118.83	-	16,444.70	65,263.19	kg	20,285.4
Plastic intensity	kg / Segment revenue HK\$ '000	0.0000	0.0060	0.0637	-	0.0718	0.0104	kg / Group revenue HK\$ '000	0.0056
Metal cans	kg	41.43	9,480.30	5,912.93	-	12,155.90	27,590.56	kg	15,502.5
Metal cans intensity	kg / Revenue HK\$ '000	0.0000	0.0045	0.0104	-	0.0531	0.0044	kg / Group revenue HK\$ '000	0.0043
Cooking oil	L	-	-	14,765.00	-	-	14,765.00	L	4,721.6
Cooking oil intensity	L / Segment revenue HK\$ '000	-	-	0.0261	-	-	0.0024	L / Group revenue HK\$ '000	0.0013
Wood	kg	-	-	-	-	-	-	kg	50
Wood intensity	kg / Segment revenue HK\$ '000	-	-	-	-	-	-	kg / Group revenue HK\$ '000	0.0000
Food waste	kg	-	2,606,534.00	256,045.00	-	23,592.20 ^W	2,886,171.20	kg	24,084
Food waste intensity	kg / Segment revenue HK\$ '000	-	1.2335	0.4518	-	0.1031	0.4594	kg / Group revenue HK\$ '000	0.0067
Glass bottles	kg	16.40	16,387.25	23,712.93	-	106,634.30 ^X	146,750.88	kg	98,834
Glass bottles intensity	kg / Segment revenue HK\$ '000	0.0000	0.0078	0.0418	-	0.4659	0.0234	kg / Group revenue HK\$ '000	0.0274

PERFORMANCE DATA SUMMARY

Reporting Year	2019/2020 ^A							2018/2019	
KPI	Unit	Property Development ^B	Property Investment & Management ^C	Hospitality ^D	Healthcare ^E	Discovery Bay City Management & Transportation ^F	Total	Unit ^G	Total
Social									
Total Workforce									
By gender									
Male	No. of people	156	300	542	24	396	1,418	No. of people	1,118
Female	No. of people	186	171	430	124	81	992	No. of people	778
By age group									
Under 30	No. of people	40	101	294	44	42	521	No. of people	395
30-50	No. of people	229	296	473	74	158	1,230	No. of people	926
Above 50	No. of people	73	74	205	30	277	659	No. of people	575
By employment type									
Full-time	No. of people	324	459	937	113	407	2,240	No. of people	1,732
Part-time	No. of people	11	12	25	35	69	152	No. of people	164
Temporary	No. of people	7	0	10	0	1	18	No. of people	-
By geographical region									
Hong Kong	No. of people	241	106	416	148	477	1,388	No. of people	1,390
Mainland China	No. of people	84	332	203	0	0	619	No. of people	77
Thailand	No. of people	17	33	353	0	0	403	No. of people	429
Employee Turnover Rate									
By gender									
Male	%	35.26	26.00	30.81	29.17	22.22	27.92	%	36
Female	%	29.57	26.90	26.74	50.81	32.10	30.81	%	51
By age group									
Under 30	%	130.00	42.57	40.82	70.45	88.10	54.32	%	72
30-50	%	21.40	25.34	26.43	33.78	30.38	26.24	%	38
Above 50	%	12.33	8.11	18.05	46.67	10.47	14.46	%	29

PERFORMANCE DATA SUMMARY

Reporting Year	2019/2020 ^A							2018/2019	
KPI	Unit	Property Development ^B	Property Investment & Management ^C	Hospitality ^D	Healthcare ^E	Discovery Bay City Management & Transportation ^F	Total	Unit ^G	Total
By geographical region									
Hong Kong	%	39.42	33.02	35.58	47.95	23.90	33.33	%	24.17
Mainland China	%	15.48	25.90	25.12	-	-	24.23	%	14.29
Thailand	%	11.76	9.09	23.51	-	-	21.84	%	27.51
Health and Safety									
Work-related fatalities	No. of people	0	0	0	0	0	0	No. of people	0
Work-related fatalities rate	%	0	0	0	0	0	0	%	0
Lost days due to work injury	Days	4	283	912	0	590	1,789	Days	1,471.5
Development and Training									
Employee trained by gender									
Male	%	71.03	93.94	78.16	28.57	44.14	71.55	%	80.54
Female	%	74.86	95.06	84.58	14.13	94.59	78.31	%	82.71
Employee trained by employee category									
General	%	69.10	93.69	83.09	9.52	49.87	73.81	%	81.88
Middle managers	%	76.03	100	71.52	37.93	96.55	75.53	%	77.81
Senior managers	%	88.00	100	75.00	0	100	84.78	%	96.43
Employee trained by geographical region									
Hong Kong	%	73.99	73.40	62.95	16.81	53.32	58.30	%	78.84
Mainland China	%	76.19	99.70	84.73	-	-	91.60	%	33.77
Thailand	%	47.06	100	98.85	-	-	96.73	%	97.84
Average training hours of employee trained by gender									
Male	Hours	13.54	14.33	36.62	18.67	21.86	25.09	Hours	15.06
Female	Hours	15.99	15.01	30.94	23.31	18.26	23.40	Hours	17.25

PERFORMANCE DATA SUMMARY

Reporting Year		2019/2020 ^A						2018/2019	
KPI	Unit	Property Development ^B	Property Investment & Management ^C	Hospitality ^D	Healthcare ^E	Discovery Bay City Management & Transportation ^F	Total	Unit ^G	Total
Average training hours of employee trained by employee category									
General	Hours	13.13	13.53	32.53	12.38	20.83	23.51	Hours	12.31
Middle managers	Hours	18.18	23.93	43.30	28.73	20.36	29.55	Hours	27.33
Senior managers	Hours	11.36	15.38	23.65	0	6.00	15.42	Hours	74.73
Average training hours of employee trained by geographical region									
Hong Kong	Hours	17.58	16.38	20.47	21.84	20.70	19.51	Hours	10.17
Mainland China	Hours	8.81	14.76	13.67	-	-	13.76	Hours	1.69
Thailand	Hours	9.25	8.97	53.71	-	-	48.95	Hours	35.67
Service-related Complaints Received									
Service-related complaints received	No. of complaint	12	159	880	2	310	1,363	No. of complaint	1,422 ^Y (restated)
Total Suppliers									
Hong Kong	No. of supplier						235	No. of supplier	-
Mainland China	No. of supplier						1,137	No. of supplier	-
Thailand	No. of supplier						861	No. of supplier	-
Japan	No. of supplier						63	No. of supplier	-
Total Products Sold or Shipped Subject to Recalls for Safety and Health Reasons									
Recalled cases	%						0%	%	-
Community investment									
In-kind sponsorship and donations	HK\$ equivalent						4,339,060 ^Z	HK\$ equivalent	4,325,772
Total service hours	Hours						1,546 ^Z	Hours	2,074

PERFORMANCE DATA SUMMARY

- A. The data reporting of HKRI Taikoo Hui and Discovery Bay is under operational control approach.
- B. The property development segment refers to our general offices and sales office of our property development projects in Hong Kong, mainland China and Thailand.
- C. The property investment and management segment refers to our managed properties in Hong Kong, mainland China and Thailand, which covers DB Plaza, DB North Plaza, CDW Building, West Gate Tower, Wellgan Villa, 2GETHER, Discovery Park, La Fontaine, Country Villa, The Sukhothai Residences in Bangkok, and this year's newly added HKRI Taikoo Hui in Shanghai due to the expansion of data scope.
- D. The hospitality segment refers to our hotels and clubs operation in Hong Kong, mainland China and Thailand, which covers Auberge Discovery Bay Hong Kong, The Sukhothai Bangkok, and the recreation clubs, the golf club and the Lautau Yacht Club (formerly named Discovery Bay Marina Club) in Discovery Bay, as well as this year's newly added The Sukhothai Shanghai in mainland China due to the expansion of data scope.
- E. The data is confined to healthcare segment in Hong Kong.
- F. The data refers to our city management and transportation services provided in Discovery Bay in Hong Kong.
- G. Starting from 2019/2020, we present our performance data by operation segment and adopt revenue as intensity unit. For meaningful comparison, the intensity in 2018/2019 was recalculated using revenue figures within last year's ESG reporting.
- H. Data increase is due to the expansion of data disclosure and enhanced data accuracy.
- I. The NOx emissions are confined to the LPG use in the hospitality operation, the vessel emissions in Discovery Bay and the vehicular emissions across our operations.
- J. To provide accurate and reliable figures, the calculation methodology of NOx, SOx and PM emissions has been enhanced to follow the market standard. The air emissions in 2018/2019 were therefore recalculated to ensure a meaningful comparison over years.
- K. The SOx emissions are confined to the LPG use in the hospitality operation, the vessel emissions in Discovery Bay and the vehicular emissions across our operations.
- L. The PM emissions are confined to the vessel emissions in Discovery Bay as well as the vehicular emissions across our operations.
- M. Scope 1 emissions include combustion of LPG, natural gas, Euro V diesel, diesel, unleaded petrol, marine light diesel, charcoal, and fugitive emissions from refrigerant. Scope 2 emissions include indirect emissions from electricity. Scope 3 emissions include emissions from business air travel.
- N. Data increase is due to the opening of sales offices for residential projects, and the expansion of data scope to include The Sukhothai Shanghai in hospitality operation and HKRI Taikoo Hui and the newly acquired Wellgan Villa in property investment and management operation.
- O. We have further enhanced the definition of ESG data and improved the data collection capacity. As such, the electricity consumption from our Bangkok and Shanghai offices in 2018/2019 were recalculated to ensure a meaningful comparison over years.
- P. The hospitality operation reduced the use of LPG, diesel and charcoal due to reduced operation need.
- Q. Our operation in Discovery Bay reported use of LPG instead of Towngas. We therefore revised the amount of LPG and Towngas consumption in 2018/2019.
- R. This data is confined to our operations in mainland China.
- S. This data is confined to our operations in Discovery Bay.
- T. The data in 2018/2019 reported the total amount of disposed and recycled hazardous wastes.
- U. Since 2019, Auberge Discovery Bay Hong Kong had changed their regular battery replacement practice. Batteries will only be replaced when they were running out, which contributed to the significant drop in batteries waste.
- V. The amount of waste paper was estimated from paper procurement.
- W. This data is confined to Discovery Bay city management. The achievement of this recycling effort is contributed collectively by our tenants and residents.
- X. All of our operations, tenants and residents in Discovery Bay contributed to achieve this great amount of recycled glass bottles, saving earth resources.
- Y. We have further enhanced the definition of ESG data and improved the data collection capacity. As such, the total amount of complaint cases in 2018/2019 was recalculated to ensure a meaningful comparison over years.
- Z. We have postponed a number of volunteering activities while some sponsored events were cancelled or postponed in 2019/2020 due to the outbreak of COVID-19, resulting in reduced services hours as well as donations and sponsorships.

HKEX ESG REPORTING GUIDE CONTENT INDEX

Aspect	HKEx KPI	Description	Page Number / Remarks
A. Environmental			
A1 Emissions	A1	General Disclosure	12-25
	A1.1	The types of emissions and respective emissions data	52
	A1.2	Direct (scope 1) and indirect (scope 2) greenhouse gas emissions and intensity	52
	A1.3	Total hazardous waste produced and intensity	52-53
	A1.4	Total non-hazardous waste produced and intensity	53
	A1.5	Description of emissions target(s) set and steps taken to achieve them	We are in the process of setting up environmental targets. Full disclosure will be provided in the coming year.
	A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them	We are in the process of setting up environmental targets. Full disclosure will be provided in the coming year.
A2 Use of Resources	A2	General Disclosure	12-25
	A2.1	Direct and / or indirect energy consumption by type in total and intensity	52
	A2.2	Water consumption in total and intensity	52
	A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them	We are in the process of setting up environmental targets. Full disclosure will be provided in the coming year.
	A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them	We are in the process of setting up environmental targets. Full disclosure will be provided in the coming year.
	A2.5	Total packaging material used for finished products and per unit produced	Due to the business operations of HKRI, this KPI is considered not material.
A3 The Environment and Natural Resources	A3	General Disclosure	12-25
	A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them	12-25
A4 Climate Change	A4	General Disclosure	12-25
	A4.1	Description of the significant climate-related issues which have impact, and those which may impact, the issuer, and the actions taken to manage them	23
B. Social			
B1 Employment	B1	General Disclosure	30-31
	B1.1	Total workforce by gender, employment type, age group and geographical region	30-33, 57
	B1.2	Employee turnover rate by gender, age group and geographical region	57-58
B2 Health and Safety	B2	General Disclosure	28-29, 33
	B2.1	Number and rate of work-related fatalities in the past three years	We have 0 work-related fatality over the past three years.
	B2.2	Lost days due to work injury	58
	B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored	28-30

HKEX ESG REPORTING GUIDE CONTENT INDEX

Aspect	HKEx KPI	Description	Page Number / Remarks
B. Social			
B3 Development and Training	B3	General Disclosure	34-35
	B3.1	The percentage of employees trained by gender and employee category	58
	B3.2	The average training hours completed per employee by gender and employee category	58
B4 Labour Standards	B4	General Disclosure	30-31
	B4.1	Description of measures to review employment practices to avoid child and forced labour	30-31
	B4.2	Description of steps taken to eliminate such practices when discovered	30-31
B5 Supply Chain Management	B5	General Disclosure	50-51
	B5.1	Number of suppliers by geographical region	59
	B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored	50-51
	B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored	50-51
	B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored	50-51
B6 Product Responsibility	B6	General Disclosure	44-51
	B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons	59
	B6.2	Number of products and service related complaints received and how they are dealt with	48-50, 59
	B6.3	Description of practices relating to observing and protecting intellectual property rights	47
	B6.4	Description of quality assurance process and recall procedures	48-50
	B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored	46-47
B7 Anti-corruption	B7	General Disclosure	5
	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	5
	B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored	5
	B7.3	Description of the anti-corruption training provided to directors and employees	5
B8 Community Investment	B8	General Disclosure	36-43
	B8.1	Focus areas of contribution	36-43
	B8.2	Resources contributed to the focus area	36-43, 59

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