



ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

Corporate Social Responsibility projects and activities organised with participation by the Group:

JANUARY



Soundwill Club X Pacific Coffee Take Coffee, Grounds Home Programme

MARCH



Orbis Walk for Sight 2018



Soundwill Fun Day for Employees and Families

MAY



Smoke Cessation Programme for the Workplace

FEBRUARY



Soundwill Club X Flower Workshop, Flower Giving Activity for Valentine's Day

APRIL



Midtown X YMCA, Toy Donation Campaign



Visit to the Home for the Aged

JUNE



Hong Kong Water Ski Association, Launching Ceremony of Waterfest Hong Kong 2018

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JULY



Caritas Computer Refurbish Project

SEPTEMBER



Midtown X Greener Action, Mooncake Donation Programme



Little Bean Sprout Family Storytelling Session



AUGUST



Midtown Summer Kid's Magic Workshop



Group Annual Dinner

DECEMBER



Midtown X Color Wander, Secret Candle Christmas Workshop

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MESSAGE FROM THE CHAIRMAN



DEAR VALUED STAKEHOLDERS,

On behalf of the board of Directors (the “Board”), I am pleased to present the Group’s 2018 Environmental, Social and Governance (“ESG”) report (the “report”).

During the reporting period, the ESG Committee continued to uphold Soundwill’s core value of “Operating with heart”. The theme of this report, “Building Sustainable Landmarks through Innovative Services, Community Care, and Environmental Protection”, was chosen to highlight our efforts to build sustainability into our landmark buildings. It also reflects our commitment to incorporate sustainability values into our services, our relations with employees, the community and the environment.

Based on our customer-focused, service-oriented principles, we seek to provide an enhanced experience for every customer. Through the launch of Soundwill Club and its associated mobile application, we provide an interactive lifestyle and premium experience for customers.

To ensure our programmes remain relevant in the years ahead, we will engage stakeholders, maintain transparency, set appropriate policies and measure our progress, with a view to making continuous improvements in our sustainability performance.

As our employees are critical to the success of the Group, we make every effort to create a safe and healthy workplace that provides equal opportunities and benefits for all. Indeed, we have been dedicated to being an employer of choice and have received many recognitions and awards from various government departments and nongovernmental organisations (“NGOs”) over the years for our employee welfare initiatives.

With rising concerns about sustainability, the ESG Committee and the Corporate Social Responsibility (“CSR”) Team of the Group have been working together to integrate our sustainability values into our community projects and daily operations. The Group has been honoured as a Caring Company by the Hong Kong Council of Social Service for seven years in a row in recognition of its corporate spirit of caring for society through action.

On behalf of the Board, I would like to express my sincere gratitude to our dedicated employees and management. Working together, I am confident that the Group will continue to create sustainable value for our stakeholders and the community at large.

Foo Kam Chu Grace

Chairman

Hong Kong, 21 March 2019



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ABOUT THIS REPORT

Reporting Period, Standard and Scope

This report summarises the ESG related performance, achievements and highlights of Soundwill Holdings Limited and its subsidiaries (the “Group”) from 1 January 2018 to 31 December 2018 (the “reporting period”, or “year”). Details regarding our corporate governance are provided in the Corporate Governance section of the Annual Report.

This report was prepared in accordance with the ESG Reporting Guide set out in Appendix 27 of the Rules Governing the Listing of Securities (the “Listing Rules”) by the Stock Exchange of Hong Kong Limited (the “Stock Exchange”). The Group adhered to the Materiality, Quantitative, Balance and Consistency principles when reporting on the Group’s performance in the reporting period.

In this report, we cover the operations of the building management and leasing business of the Group’s four iconic landmarks in Hong Kong:

Property	Building Type
Soundwill Plaza	Commercial building (Headquarters)
Soundwill Plaza II – Midtown	Commercial building
Park Haven	Residential building
iPLACE	Industrial building



OVERVIEW

In line with the Group’s philosophy of “Operating with heart”, our operations focus on five key areas: Customers, Employees, Corporate Governance, Community, and the Environment. During the reporting period, the Group made the following commitments and achievements:

Customers



- We apply a customer-focused, service-oriented principles in our operations
- We continuously upgrade our services to create premium experiences
- There were no substantiated complaints during the reporting period

Employees



- We provide equal opportunities for employees and ensure their occupational health and safety
- We encourage employees to participate in training sessions and seminars, train our staff and equip them with professional skills
- We promote work-life balance
- We reduce or eliminate work-related injuries by adhering to all applicable laws and regulations
- We received various recognitions acknowledging our employment practices
- We complied fully with all relevant legislation, with no prosecution for violating related legislation recorded during the reporting period

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Corporate Governance



- We maintain a transparent communication and corporate governance structure
- We report/review any suspected infringements regarding any corrupt or dishonest practices
- We complied fully with all relevant legislation, with no prosecution for violating related legislation recorded during the reporting period

Community



- We consistently endeavour to fulfil our corporate social responsibilities, enthusiastically participating in a variety of charitable activities to show our care for vulnerable groups
- The CSR Team and Soundwill Volunteer Team actively participates in various community activities
- We were named a Caring Company for the seventh consecutive year and have received numerous other awards and recognitions

The Environment



- We strive to improve our operational methods and increase efficiency in our consumption of resources in order to reduce the impact of our business on the environment
- To promote environmental awareness, we encourage employees to participate in training programmes and activities related to environmental protection
- We complied fully with all relevant legislation, with no prosecution for violating related legislation recorded during the reporting period





ESG APPROACH

Stakeholder Engagement

The Group values every opportunity to communicate with our stakeholders. Accordingly, we has established a variety of effective communication channels to regularly exchange and share information with stakeholders, in order to allow stakeholders to have an in-depth understanding of our ESG related performance and strategies. The communication channels with key stakeholder include the following:

Stakeholder Groups	Communication Channels
<p>Shareholders/Investors</p>	<ul style="list-style-type: none"> • Corporate website • Annual meetings • Annual and interim reports, financial statements and announcements • Press releases • Investor relations enquiry hotline and email
<p>Customers</p>	<ul style="list-style-type: none"> • Customer service hotline and email • The Soundwill Club mobile application and social media • Surveys • Direct communication with frontline employees
<p>Tenants</p>	<ul style="list-style-type: none"> • Customer service hotline and email • Surveys • Meetings • Direct communication with frontline employees

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Stakeholder Groups	Communication Channels
Media 	<ul style="list-style-type: none"> • Press releases • Press Conferences • Media enquiry hotline and email
Employees 	<ul style="list-style-type: none"> • Intranet — an internal networking tool • Internal newsletters • Employee Handbook and Code of Conduct • Annual performance reviews • Group activities
Suppliers/Vendors/Service Providers 	<ul style="list-style-type: none"> • Continuous direct communication • Regular reviews and assessments
Communities/Non-governmental organisations 	<ul style="list-style-type: none"> • Corporate website • Social media • Press releases and conferences • Event, activities and exhibitions • Sponsorships and donations

ESG APPROACH AND MATERIALITY ASSESSMENT

With assistance from the CSR Team, the cross-department ESG Committee works to incorporate ESG values into the Group's operations.

To raise awareness and promote understanding of our ESG reporting, members of the ESG Committee regularly attend various sustainability related seminars. The Committee also holds regular meetings with different departments to facilitate the implementation of the Group's ESG strategy and action plans. This enables the Group to minimise ESG-related risks, reinforce employee involvement in relevant programmes, and increase the Group's overall ESG performance.

When engaging different stakeholders, we identified a number of key material issues to our business including service quality, the customer/tenant experience, employment practices, community involvement, greenhouse gas ("GHG") emissions and resource management.

The Committee considers these material issues that have been identified and incorporates them into the Group's long-term ESG strategy and management approach. Under the guidance of an external independent sustainability consultant, the ESG Committee integrates these material issues into the Group's ESG policies and initiatives.

A PREMIUM CUSTOMER EXPERIENCE

Our Commitment to Customer Satisfaction

The Group attached high importance to the quality of our properties and the related management service. Before a property is formally delivered, numbers round of review and inspections are performed by our professional handover team to ensure that the units are in optimal condition when delivered to the owners. Comprehensive after-sales services and a two-year maintenance warranty are also provided for newly-occupied properties.

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The building management services offered by our building management team include the following:



Our stringent quality management and maintenance regime has earned the Group Indoor Air Quality Certifications (Good Class) for both Soundwill Plaza and Park Haven.

We consider opinions from our customers a valuable resource for motivating our improvement. The implementation of our strictly established customer service code and operational procedures to fulfill the commitment of offering quality service. We maintain continuous two-way communication and welcome customer's feedback. All customer's comments are recorded and evaluated regularly, and all complaints are handled in a professional and timely manner. During the reporting period, no substantiated complaints were received.

A High-Quality Lifestyle

To maintain our market competitiveness, the Group is constantly developing innovative new services and improving the existing ones we offer.

Interactive Living with the Soundwill Club

The Soundwill Club was established as an interactive platform for developing long-term relationships with customers, tenants and visitors.

The Soundwill Club launched a mobile application and online shopping platform to give an easy access to the latest offers and promotions of the flagship properties under the Group including Soundwill Plaza and Soundwill Plaza II — Midtown. Soundwill Club members can download e-coupons and accumulate reward points for redeeming prizes. In addition, we collect customer feedback through the Soundwill Club to understand customer's needs in order to further enhance the quality of our products and services.

High-end Living: The Concierge

The Group have incorporated a range of luxury services into our building management, including The Concierge at Park Haven. Modelled on hotel services provided in France, The Concierge offers comprehensive services such as room service, catering service, household maintenance, laundry and dry-cleaning service, etc. letting residents to experience a hotel-like lifestyle.

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EMPLOYEE AND COMMUNITY CARE

Developing our Human Capital

Our employees are our most valuable asset, we believe that caring for our employees and helping them reach their full potential are a key element in our people-driven culture and essential for operating a sustainable business.

An Equal Opportunity Employer

As an equal opportunity employer, we have established a fair and impartial recruitment policy. Regardless of ethnicity, religion, gender or age, all people enjoy equal employment opportunities and are treated in a fair and impartial manner. The Group's Administration and Human Resources Department (the "HR Department") verified the personal information of all potential candidates to prevent any form of child or unlawful employment.

The Group's basis salaries on the principle of fairness and ensures that wages are in compliance with the local employment laws. Wages in related markets are also referenced to provide competitive remuneration packages. The Group strictly complies with all relevant employment legislation. During the year, no case of prosecution for violating Hong Kong's labour legislation or related laws and regulations was reported.

**Maintaining a Positive Corporate Image**

The Group places great emphasis on the integrity and ethics of all staff. To reinforce ethical behaviour among our employees, we have established internal policies and a Code of Conduct. Any employees with misconduct would be disciplined based on the internal guideline. There was no forced labour in the reporting period. Besides, the Group has zero tolerance for any form of harassment, discrimination or violence and provides a reporting mechanism for handling any complaints received.

Moreover, the Group places great importance on customer privacy and requires all employees to protect customers' confidential data and intellectual property rights. All staff may collect the personal data of customers for internal use only. Customer data are kept strictly confidential and will not be leaked to any unauthorised third-party without the consent of the relevant customers. Furthermore, the Group respects intellectual property rights and follows the relevant laws that the Information Technology Department ("IT Department") will periodically check and monitor computer software to prevent unauthorised installation.

The Group has established a robust system of corporate governance to safeguard the interests of shareholders and other stakeholders. The independent internal audit team performs regular checks, formulates anti-corruption guidelines and conducts reviews. An independent auditor has also been appointed to audit our accounts and ensure their fairness and completeness.

Under the Group's Prevention of Fraud and Corruption policy, employees are prohibited from offering, accepting, paying or authorising bribes, or any other forms of corruption. The comprehensive policies prepared by the board apply to all employees, including the senior management and the Board of Directors.

To help employees report suspected cases of misconduct, we have established a whistleblowing mechanism. All complaints are handled in a prudent manner. If it is found upon investigation that any misconduct is involved, the matter will be referred to the relevant disciplinary body for follow-up action. The Group also encourages staff members to attend seminars held by the Independent Commission Against Corruption ("ICAC") as a means of enhancing their awareness of business ethics.

During the reporting period, no instance of corruption or breach of customer data or intellectual property rights was filed.



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Professional Development



Gearing up employees is vital to sustainable growth of the Group. We provide a wide variety of training programmes so that our employees can develop their professional knowledge and skills.

Our building management team also provides training courses, seminars and workshops on topics such as customer service, security and maintenance. In order to maintain the highest professional standards, training is offered both internally and by external specialists.

Employee Wellbeing



In line with our occupational health and safety objectives, the Group aims to achieve zero injuries in all the workplace. As a Green Cross Group member of the Occupational Safety & Health Council, we promote occupational health and safety to management, employees and contractors through safety training, health talks, safety equipment update and emergency rescue drills.

During the reporting period, we complied with all relevant occupational health and safety laws and regulations, with no work-related fatalities recorded.

We care the physical and mental health of employees, and thus we take pleasure in providing employees with an environment that balance work and family life, and encourage an interactive and comfortable workplace. We instituted a five-day work week so that staff have more time to rest and be with their families, as well as enhancing work efficiency.

Staff Activities



Various programmes and activities were organised throughout the year to engage employees and enhance their sense of belonging, health and wellbeing that foster communication among our employees and show our appreciation for their contributions.

GROUP ANNUAL DINNER



RECOGNITION FOR OUTSTANDING PERFORMANCE STAFF



SOUNDWILL FUN DAY FOR EMPLOYEES AND FAMILIES



SMOKING CESSATION PROGRAMME BY THE LOK SIN TONG BENEVOLENT SOCIETY



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The Group has placed an emphasis on employee care and has received a number of honours and recognitions for our employee care programmes throughout the year.

SMOKING CESSATION PROGRAM IN WORKPLACE



The Lok Sin Tong Benevolent Society

「愛·無煙」
前線企業員工戒煙計劃

金朝陽集團有限公司

無煙企業
SMOKE-FREE COMPANY

GOOD MPF EMPLOYER




Mandatory Provident Funds Schemes Authority

積金好僱主
Good MPF Employer

Maxrise Construction Engineering Ltd.
振昇建築工程有限公司

Good MPF Employer
「積金好僱主」



The Labour Department

僱主好約章
Good Employer Charter

金朝陽集團有限公司

Soundwill Holdings Limited

THE GOOD EMPLOYER CHARTER



開心工作間 2018

金朝陽集團有限公司

HAPPY 開心企業
COMPANY

The Hong Kong Productivity Council



友商有良
Partner Employer Award 嘉許計劃

嘉許企業嘉許狀
金朝陽集團有限公司

The Hong Kong Chamber of Small and Medium Business

PARTNER EMPLOYER AWARD

HAPPINESS AT WORK PROMOTIONAL SCHEME — HAPPY COMPANY

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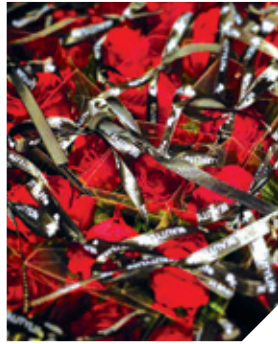
CARE FOR THE COMMUNITY

As a socially responsible company, we actively participate in community service to extend our care to vulnerable groups in the community. During the reporting period, the CSR Team and Soundwill Volunteer Team take part in various community engagement activities to support different sectors and give back to the community.

FLOWER GIVING ACTIVITY FOR VALENTINE'S DAY AND MOTHER'S DAY



On Valentine's Day and Mother's Day, the Group selected the Flower Workshop of the Hong Kong Federation of Handicapped Youth, a charitable organisation that provides training and job opportunities for the disadvantaged. Flower Workshop was the supplier of roses, which distributed to pedestrians in celebration of these occasions.



SUPPORTING THE HONG KONG ALZHEIMER'S DISEASE ASSOCIATION

In support of the fight against Alzheimer's, the Group purchased preserved flowers from the Hong Kong Alzheimer's Disease Association and distributed them as gifts in our buildings.



FOOD ANGEL VOLUNTEER ACTIVITY

The Soundwill Volunteer Team joined Food Angel volunteer activity, a food assistance programme, to prepare and donate food to underprivileged communities.



LAUNCH CEREMONY OF WAKEFEST HONG KONG 2018



Soundwill Plaza II — Midtown provided a free venue for the opening ceremony and promotion of Wakefest Hong Kong 2018 by the Hong Kong Water Ski Association.



ORBIS WALK FOR SIGHT 2018

The Soundwill Volunteer Team participated in the Orbis Walk for Sight 2018 to raise money for people suffering from eye diseases.



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VISIT TO A HOME FOR THE AGED



The Soundwill Volunteer Team visited the elderly at the Yi Wo Yuen Aged Sanatorium Centre. During the visit, the team organised fun activities and distributed gifts.



PO LEUNG KUK FLAG DAY

The Soundwill Volunteer Team participated in Flag Day to raise funds and support for Po Leung Kuk's social and education services projects.



MIDTOWN SUMMER KID'S MAGIC WORKSHOP

The Midtown Summer Magic Workshop collaborated with the Outlying Islands Women's Association (the "OIWA") to offer free magic classes for children during the summer break.



LITTLE BEAN SPROUT FAMILY STORYTELLING SESSION



The Soundwill Volunteer Team participated in the Little Bean Sprout Family Storytelling Session – Neighbourhood Development Project hosted by the OIWA, during which the team shared stories, played games and made handicrafts with children in Tung Chung.



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Beneficiaries of donation/sponsorship:

Beneficiary Organisations	Name of Activity
Orbis	Orbis Walk for Sight
The China Disabled Persons' Federation	The First National Handicapped Painting and Calligraphy Artist (Hong Kong) Invitational Exhibition
The Outlying Islands Women's Association	General Fund
Po Leung Kuk	Flag Sale Activities for Po Leung Kuk
The Boy's Brigade	Anchor Run
The Community Chest	The Community Chest 50th Anniversary Walk for Millions The Community Chest Dress Casual Day 2018 The Community Chest Skip Lunch Day 2018 The Community Chest Green Day 2018
The Hong Kong Alzheimer's Disease Association	General Fund
Society for the Welfare of the Autistic Persons	General fund



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In addition, we received a number of awards acknowledging our spirit of community care:

CARING COMPANY



The Hong Kong Council of Social Service



HEART TO HEART COMPANY



The Hong Kong Federation of Youth Groups



The Federation of Hong Kong Industries



INDUSTRY CARES



The Hong Kong Productivity Council



The Labour and Welfare Bureau



SOCIAL CAPITAL BUILDER AWARDS

HONG KONG CORPORATE CITIZENSHIP PROGRAM

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ENVIRONMENTAL FOOTPRINT

Incorporating Green Principles into our Operations

The Group is proactive in promoting sustainable development and environmental protection. As we move towards integrating more sustainability values into our operations, our ESG Committee has been playing a greater role in addressing the environmental challenges we face.

Throughout the reporting period, we complied with all relevant environmental laws and regulations, while our ESG Committee implemented a range of measures to minimise the impact of its business operations on the environment.

Reducing Electricity Consumption and Greenhouse Gas Emissions

The majority of our electricity consumption and corresponding GHG emissions originated in our building management operations. In response, our ESG Committee took steps to reduce these environmental impacts progressively.

We installed more energy-efficient equipment such as replacing existing light fixtures with LEDs, T5 tubes, or energy saving light bulbs at Soundwill Plaza II – Midtown. And a water tank transformer was also installed to lower the amount of electricity used by the water tank. At Park Haven, we provided electric vehicle chargers in the parking lot for building residents who own electrically-powered cars.

The ESG Committee also regularly monitored electricity usage in our offices and buildings. The data collected from this exercise will be used to review our buildings' performance, identify preventive measures and produce electricity savings plans. Other measures included adjusting the operating hours of the lifts, air-conditioning systems and public lighting systems to optimise electricity usage during peak and off-peak hours.

To promote a culture of sustainability within the workplace, the ESG Committee has helped to develop a green office culture with various departments, particularly with regard to reducing electricity consumption. Among other measures, we asked that employees turn off all electronic devices when not in use to prevent electricity wastage.



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Overview of Electricity Consumption and GHG Emission ^(Note 1)			
Electricity Consumption			
Property	Unit	2018	2017
Soundwill Plaza ^(Note 2)	'000 kWh	3,962.12	3,887.89
Soundwill Plaza II — Midtown ^(Note 2)	'000 kWh	1,262.19	1,192.37
Park Haven	'000 kWh	421.10	442.14
iPLACE ^(Note 3)	'000 kWh	366.70	63.97
Total consumption	'000 kWh	6,012.11	5,586.37
Total intensity ^(Note 4)	'000 kWh/Gross Floor Area (m ²)	0.111	0.103
Greenhouse Gas Emissions ^(Note 5)			
Property	Unit	2018	2017
Soundwill Plaza ^(Note 2)	Tonnes of CO ₂ equivalent (tCO ₂ e)	3,130.07	3,071.43
Soundwill Plaza II — Midtown ^(Note 2)	tCO ₂ e	997.13	941.97
Park Haven	tCO ₂ e	332.67	349.29
iPLACE ^(Note 3)	tCO ₂ e	187.02	32.62
Total emission	tCO ₂ e	4,646.89	4,395.31
Total intensity ^(Note 4)	tCO ₂ e/m ²	0.086	0.081

Note 1: Some of the relevant data in 2017 was modified due to the refinement in the calculation method.

Note 2: The slight increase of electricity consumption and GHG emission at Soundwill Plaza and Soundwill Plaza II — Midtown in 2018 was mainly attributable to the increased occupancy rate.

Note 3: The relevant data for iPLACE in 2017 refers to the figures from January 2017 to May 2017 during the final construction stage. The relative increase in electricity consumption and GHG emission data was mainly due to the handover of new units in 2018. The overall increase in electricity and GHG intensity in 2018 was mainly attributable to the increase in electricity consumption at iPLACE after handover.

Note 4: The gross floor area of the four properties is 54,016 m².

Note 5: The Group generated only Scope 2 GHG emissions, which referred to indirect energy emissions resulting from the generation of purchased electricity and/or gas.

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Resource Conservation



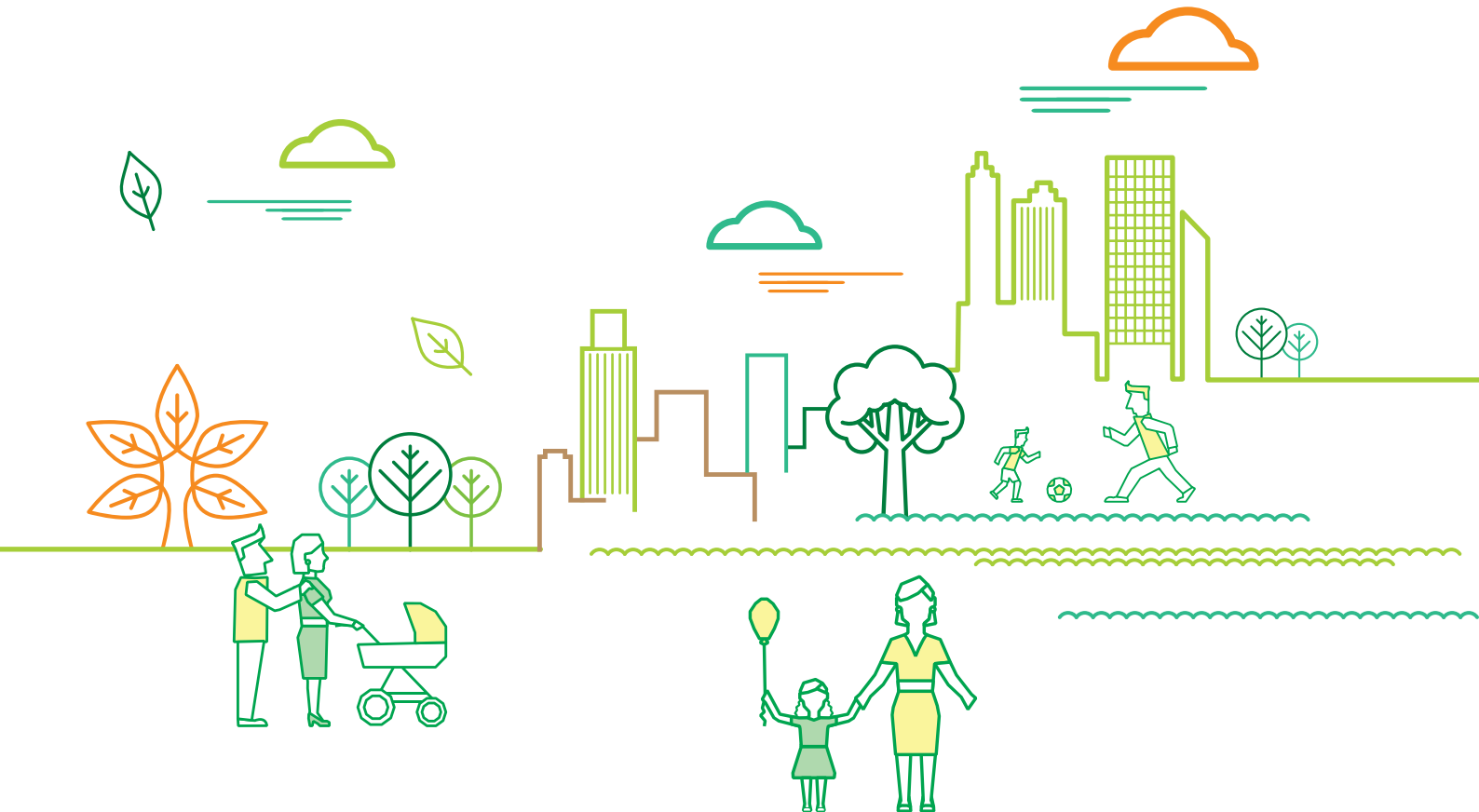
In recognition of the need to reduce our environmental footprint, we optimise our resource consumption and manage waste according to the 4R principles: Responsible procurement, Reducing, Reusing and Recycling.



When procuring office or building management supplies, we consider the environmental and social values of our suppliers. All suppliers are required to comply with all relevant local environmental and social regulations and also to support resource conservation and waste reduction. Additionally, our ESG Committee participated in the Green Procurement Forum organised by the Environmental Protection Department (“EPD”) to learn about alternative green office and operational supplies.

Among the green office supplies now in use are Forest Stewardship Council Certified paper, totally degradable plastic umbrella bags and recycled hand paper in our buildings.

To minimise paper waste, we worked with the IT Department and the HR Department to establish a green documentation policy for a paperless office. Under this policy, we are increasing the usage of electronic documentation through the adoption of computer software and systems such as HR-Lite 2.



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In addition to optimising the use of resources, the Group carefully manages the waste we produce and the water we consume in daily operations.

To improve our recycling systems and reduce waste, our building management business has increased the sorting and recycling of waste in our buildings. In addition to providing collection boxes or recycling services for various recyclables and other waste management measures, waste are collected by designated contractor.



We also participated in a number of recycling programmes organised by the government and non-governmental organisations. In addition to recycling rechargeable batteries, we took part in the Computer & Communication Products Recycling Programme and the Waste Electronic Equipment Recycling Collection Service by the EPD. Used computer equipment was donated to social welfare associations such as the Caritas Computer Workshop.

The ESG Committee also periodically monitored the performance of our recycling schemes and systems to evaluate their efficiency and identify ways we can improve them. We are aiming to achieve even greater results in terms of waste reduction in the years ahead.

**Overview of Waste Disposal and Recycling** (Note 1) (Note 2)

Property	Unit	Disposed	Recycled
Soundwill Plaza	tonnes	220.50	6.76
Soundwill Plaza II – Midtown	tonnes	30.95	6.49
Park Haven	tonnes	38.76	0.26
iPLACE	tonnes	66.60	0.02
Total waste	tonnes	356.81	13.53

Note 1: The Group's building management and leasing businesses did not produce any hazardous waste during the reporting period.

Note 2: Waste is not a material issue to building management and leasing business. Therefore, waste intensity figures were not disclosed.

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Water Saving



In effort to increase water efficiency and prevent water leakages, the Group has installed sensor-activated devices and self-closing water taps in our buildings. The Group also conducted regular inspections of the water supply and drainage systems in our buildings to identify any leakages.



Overview of Water Consumption ^(Note 1)

Property	Unit	2018	2017
Soundwill Plaza ^(Note 2)	m ³	29,175.00	28,723.00
Soundwill Plaza II — Midtown	m ³	6,538.66	9,401.33
Park Haven	m ³	1,207.06	1,423.02
iPLACE ^(Note 3)	m ³	7,510.03	259.00
Total consumption	m ³	44,430.75	39,806.35
Total intensity ^(Note 4)	m ³ /m ²	0.82	0.74

Note 1: Some of the relevant data in 2017 was modified due to the refinement in the calculation method.

Note 2: The slight increase of water consumption at Soundwill Plaza in 2018 was mainly attributable to the increased occupancy rate.

Note 3: The relevant data for iPLACE in 2017 refers to the figures from January 2017 to May 2017 when it was in the final stage of construction. The relative increase in water consumption data was mainly due to the handover of new units in 2018. The overall increase in water intensity in 2018 was mainly attributable to the increase in water consumption at iPLACE.

Note 4: The gross floor area of the four properties is 54,016 m².

In addition to these measures, the Group has continuously monitored resource consumption, set up preventive measures and educated the public.

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GREEN INVOLVEMENT

In efforts to shape a greener future, our ESG Committee and ESG CSR Team have organised and participated in various activities related to sustainability.

TAKE COFFEE GROUNDS HOME PROGRAMME




The Group partnered with Pacific Coffee to hand out free coffee grounds for visitors to take home and reuse. This programme promoted resource conservation by teaching the public to repurpose and reduce waste.

PEACH BLOSSOM TREES RECYCLING PROGRAMME



The Group partnered with a waste management company to give peach blossom trees a second life. Tenants were encouraged to donate their trees after the holiday for reuse as mulch and compost.

TOY DONATION CAMPAIGN



During Children's Day, Soundwill Plaza II — Midtown partnered with the Toy Bank of the Young Men's Christian Association ("YMCA") to donate used toys. The campaign benefited underprivileged families while encouraging young people to adopt a sustainability attitude.


MOONCAKE DONATION PROGRAMME




In support of Greeners Action's Mooncake Donation Programme 2018, we set up recycling counters in our building lobbies to collect unopened mooncake packages. This not only reduced food waste but also helped those in need in the community.



CARITAS COMPUTER REFURBISH PROJECT



To reduce electronic waste and promote recycling, we supported the Caritas Computer Refurbish Project by donating more than 70 computers and computer equipment to the Caritas Computer Workshop.



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To promote low carbon living, the Group participated in various environmental charter initiatives and campaigns during the reporting period. The building management also joined the 9th No Air Con Night 2018 event organised by Green Sense, the Charter on External Lighting organised by the Environmental Bureau and Earth Hour, a global campaign organised by the World Wide Fund for Nature.

In acknowledgment of the ESG Committee's continuous efforts to integrate sustainability into our operations, the Group received the following environmental awards during the reporting period:



HONG KONG GREEN ORGANISATION CERTIFICATION — WASTEWISE CERTIFICATE



HONG KONG GREEN ORGANISATION CERTIFICATION — ENERGYWISE CERTIFICATE

THE WAY AHEAD

For the future, the Group will continue to pursue its mission of becoming a sustainable enterprise as the direction for our development. We have also committed to improving our performance in all aspects of our responsibilities to the environment, society and governance. The Group will look for opportunities to collaborate across all sectors of society, in partnership with other businesses, NGOs and the government, and supporting innovative activities that create greater value for all stakeholders and the betterment of society. At the same time, in accordance with the Environmental, Social and Governance Reporting Guide as set out in Appendix 27 to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited, the Group will continue to share information on our environmental, social and governance performance with the public.

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ESG Content Index

Aspect/Description/KPI		Statement/Section	Page No.	
A. Environment				
A1 Emission				
A1	General Disclosure	(a) the policies (b) compliances with relevant laws and regulations that have a significant impact on the issuer	Environmental Footprint The Group has complied with all local environmental laws and regulations relating to its building management and leasing businesses.	40 N/A
A1.1	Types of emissions and respective emissions data		Reducing Electricity Consumption and Greenhouse Gas Emissions	41
A1.2	Greenhouse gas emissions in total and, where appropriate, intensity		Reducing Electricity Consumption and Greenhouse Gas Emissions	41
A1.3	Total hazardous waste produced and, where appropriate, intensity		The Group's building management and leasing businesses did not produce hazardous waste.	N/A
A1.4	Total non-hazardous waste produced and, where appropriate, intensity		Resource Management	42–43
A1.5	Description of measures to mitigate emissions and results achieved		Reducing Electricity Consumption and Greenhouse Gas Emissions	40–41
A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved		Resource Management	42–43
A2 Use of Resources				
A2	General Disclosure		Environmental Footprint	40
A2.1	Direct and/or indirect energy consumption by type in total and intensity		Reducing Electricity Consumption and Greenhouse Gas Emissions	41
A2.2	Water consumption in total and intensity		Resource Management	44
A2.3	Description of energy use efficiency initiatives and results achieved		Reducing Electricity Consumption and Greenhouse Gas Emissions	40–41
A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved		The Group did not have any issues sourcing water. However, the Group has been actively engaging employees on water conserving practices.	N/A
A2.5	Total packaging material used for finished products and, if applicable, with reference to per unit produced		The Group did not have used any packaging materials.	N/A
A3 The Environment and Natural Resources				
A3	General Disclosure		Environmental Footprint	40
A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them		Environmental Footprint	40–46

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Aspect/Description/KPI		Statement/Section		Page No.
B. Social				
B1 Employment				
B1	General Disclosure	(a) the policies (b) compliances with relevant laws and regulations that have a significant impact on the issuer	Developing Human Capital The Group has complied with all local employment laws and regulations related to the building management and leasing businesses.	33–35 N/A
B1.1	Total workforce by gender, employment type, age group and geographical region		Not disclosed	N/A
B1.2	Employee turnover rate by gender, age group and geographical region		Not disclosed	N/A
B2 Health and Safety				
B2	General Disclosure	(a) the policies (b) compliances with relevant laws and regulations that have a significant impact on the issuer	Developing Human Capital The Group has complied with all local occupational health and safety laws and regulations related to the building management and leasing businesses. There was no violation regarding any occupational hazards.	34 N/A
B2.1	Number and rate of work-related fatalities		Developing Human Capital	34
B2.2	Lost days due to work injury.		Not disclosed	N/A
B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored		Developing Human Capital	34
B3 Development and Training				
B3	General Disclosure		Developing Human Capital	34
B3.1	Percentage of employees trained by gender and employee category		Not disclosed	N/A
B3.2	Average training hours completed per employee by gender and employee category		Not disclosed	N/A
B4 Labour Standard				
B4	General Disclosure	(a) the policies (b) compliances with relevant laws and regulations that have a significant impact on the issuer	Developing Human Capital The Group has complied with all local labour laws and regulations relating to the building management and leasing businesses. There was no violation regarding the employment of child, forced or other unlawful labour.	33 N/A
B4.1	Description of measures to review employment practices to avoid child and forced labour		Developing Human Capital	33
B4.2	Description of steps taken to eliminate such practices when discovered		Not disclosed	N/A

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Aspect/Description/KPI		Statement/Section	Page No.
B5 Supply Chain Management			
B5	General Disclosure	Resource Management	42
B5.1	Number of suppliers by geographical region	Not disclosed	N/A
B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored	Resource Management	42
B6 Product Responsibility			
B6	General Disclosure	(a) the policies (b) compliances with relevant laws and regulations that have a significant impact on the issuer	A Premium Customer Experience The Group has complied with all relevant local laws and regulations relating to the building management and leasing businesses.
B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons	The Group did not sell or ship any products.	N/A
B6.2	Number of products and service related complaints received and how they are dealt with.	Our Commitment to Customer Satisfaction	31–32
B6.3	Description of practices relating to observing and protecting intellectual property rights	Developing Human Capital	33
B6.4	Description of quality assurance process and recall procedures.	Our Commitment to Customer Satisfaction	31–32
B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored.	Developing Human Capital	33
B7 Anti-Corruption			
B7	General Disclosure	(a) the policies (b) compliances with relevant laws and regulations that have a significant impact on the issuer	Developing Human Capital The Group has complied with all relevant local laws and regulations relating to the building management and leasing businesses. There was no violation or corruption in any form.
B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the Year and the outcomes of the cases	Developing Human Capital	33
B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored	Developing Human Capital	33
B8 Community Investment			
B8	General Disclosure	Care for the Community	36–39
B8.1	Focus areas of contribution	Care for the Community	36–39
B8.2	Resources contributed	Care for the Community	36–39