



金朝陽集團有限公司<sup>\*</sup>  
SOUNDWILL HOLDINGS LIMITED

Incorporated in Bermuda with limited liability

Stock Code : 0878

# ENVIRONMENTAL, SOCIAL & GOVERNANCE REPORT 2021



<sup>\*</sup> for identification only



# Message from the Chairman

## Dear Valued Stakeholders,

On behalf of the Board of Directors (the “Board”), I am delighted to present the Group’s 2021 Environmental, Social and Governance (“ESG”) report (the “report”).

2021 brought us different challenges in various aspects, from stable operations, employee safety to achieving environmental targets. At the same time, these challenges had also brought us new opportunities. Echoing this year’s reporting theme “Operating Our Future with Heart”, we continue to incorporate sustainability into our daily operations to counter the challenges and seize the opportunities. We are committed to fostering caring and responsible business practices that benefit the communities, environment, and business environment.

In light of the HKSAR Government’s goal in achieving carbon neutrality by 2050, we have been working relentlessly in mitigating the effects on the environment in our business. With climate resilience in mind, the Group, as well as our stakeholders believe that Soundwill needs to respond proactively. Therefore, the Group has developed an Environmental Policy Statement, which has shown our commitment to enhancing sustainability of its business and restricting its impact on the environment. Moreover, we are dedicated to identifying risks and opportunities related to emissions, use of resources and climate. We have been spearheading green building elements in our future new investment properties, which aim to contribute to make Hong Kong more climate-ready.

Our ESG Committee and Energy Saving Team had been collaborating closely to determine the Group’s sustainability roadmap. One of the main focuses was to set up the short to mid-term energy reduction plan and targets. The Board had allocated sufficient resources for the implementation of measures and monitoring of energy consumption performance which aims to alleviate climate change and achieve carbon reduction targets.

One of our most important stakeholders, the employee, is the main driver of the Group’s development. Our successful operation is inextricably linked to the efforts of our employees. Therefore, ensuring our employees working in an inclusive, respectful and safe workplace is essential for our people-oriented management. By implementing a series of anti-epidemic measures, we strived to protect our employees from infections with a clean and hygienic working environment built. Apart from physical health, the Group also cares about the employees’ mental health. In recognition of building a happy workplace culture, Soundwill was awarded the “Happy Company” Label for 5 consecutive years, under the “Happiness-at-Work Promotional Scheme”.

Apart from employees, the Group also relies on the support from customers to attain long-term success. The Group not only provides customers with a clean and safe environment, but also aims to fulfill the customers’ needs and expectations by improving our service standards. To have a better understanding on their needs and expectations, we had engaged with our customers with various means including meetings and questionnaires, which was believed to act as a good foundation for long-term cooperation. We will continue to maintain an effective two-way communication with them for our long-term development.

We are committed to caring and meeting the immediate needs of the community. The Group has identified that the underprivileged and low-income families were suffering from the negative impact of the long-lasting COVID-19 pandemic. Hence, the Group strives to utilize its resources

to help those people in need to improve their living situation during this special period. From charitable donations to organizing various parent-child workshops, we aim to bring positive influence to the society. In the coming year, we will continue to provide helps to those underprivileged areas, so as to foster the Group’s commitment in bringing positive impacts towards the community.

On behalf of the Board, I would like to express my sincere gratitude towards our professional team for their devotion and outstanding performance throughout the year. In the future, we will continue to incorporate sustainability into our operations, and strive to bring beneficial impacts on society.

**Foo Kam Chu Grace**  
Chairman

Hong Kong, 24 March 2022





About the report

Reporting Period, Standard and Scope

The Environmental, Social and Governance Report (the “Report”) covers the environmental, social and governance (“ESG”) performance, achievements and highlights of Soundwill Holdings Limited and its subsidiaries (“Soundwill” or the “Group”) from 1 January 2021 to 31 December 2021 (the “reporting period”, or “year”). For the details of the Group’s corporate governance practices, please refer to the section “Corporate Governance Report” of the annual report.

This report covers the material ESG performance of the principal operations of the Group’s building management business, leasing business and property development business in Hong Kong. The reported environmental and social key performance indicators (“KPIs”) cover the Group’s major operating properties. Our construction business is excluded from this report due to its relatively insignificant impact during the reporting period. The following table summarises the properties covered in this report:

Property	Building Type
Soundwill Plaza	Commercial building (Including Headquarter Office)
Soundwill Plaza II — Midtown	Commercial building
10 Knutsford Terrace	Commercial building
THE SHARP	Commercial building
Park Haven	Residential building
Warrenwoods	Residential building
iPLACE	Industrial building

Compared to last year’s disclosure, the Group expanded the reporting boundary by adding the commercial building “THE SHARP”, which aims to provide a more comprehensive disclosure and improve the objectivity.

This report has been prepared in accordance with all applicable provisions set out in the Environmental, Social and Governance Reporting Guide (the “ESG Reporting Guide”) in the 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 has adhered to the Materiality, Quantitative, Balance and Consistency reporting principles when disclosing our ESG performance in the reporting period. For details, please refer to the following table.

Principles	Application of reporting principles
Materiality	The Report content was prepared according to the materiality matrix, the result of a materiality assessment which was conducted by inviting stakeholders to fill in questionnaires to prioritize different ESG related issues. Material issues were identified and disclosed in the Report as a respond to the stakeholders’ concerns.
Quantitative	The Group’s key environmental and social performance indicators are disclosed quantitatively where feasible.
Balance	The group’s ESG performance has been reported in an impartial manner to ensure readers can evaluate performance rationally and objectively.
Consistency	Unless otherwise stated, the reporting scope and reporting methods of this report are generally the same as 2020, and annual comparable data are disclosed where feasible.



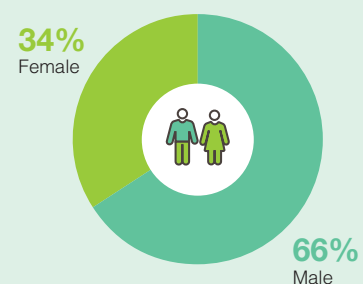


## Overview

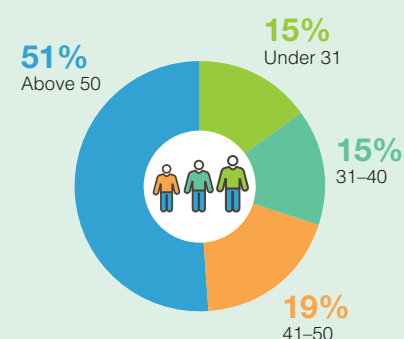
### EMPLOYMENT

#### Workforce distribution

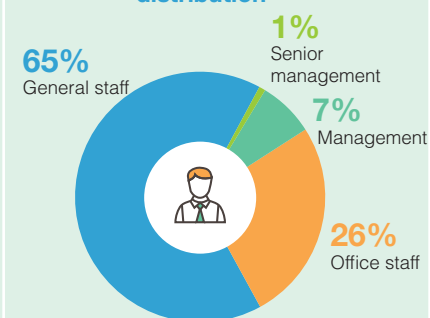
##### Gender distribution



##### Age distribution



##### Employment level distribution



#### Occupational health and safety



Work-related injuries:

**2**



Fatalities for 3 consecutive years:

**0**

### ENVIRONMENT



Emission of greenhouse gas

Intensity:

**0.040** tCO<sub>2</sub>e/m<sup>2</sup>

**-6.57%**  
compared to 2020<sup>1</sup>



Electricity consumption

Intensity:

**0.064** MWh/m<sup>2</sup>

**-6.28%**  
compared to 2020<sup>2</sup>



Water consumption

Intensity:

**0.57** m<sup>3</sup>/m<sup>2</sup>

**-4.87%**  
compared to 2020<sup>3</sup>



Waste disposal

Intensity:

**14.01** kg/m<sup>2</sup>

**+0.05%**  
compared to 2020<sup>4</sup>



Waste recycling

Intensity:

**0.03** kg/m<sup>2</sup>

**-34.72%**  
compared to 2020<sup>5</sup>

### Customer Service



Satisfied with tidiness of public area:

**91.2%**



Satisfied with customer service:

**86.2%**

### COMMUNITY



Engaged with

**17** charitable organizations

Focused in



Engaging the underprivileged



Sponsoring NGO



Supporting charitable organizations

<sup>1</sup> Due to the adjustment on the GFA of the properties included in 2020 ESG Report's scope and boundary, the intensity of 2020's GHG emission is adjusted to 0.043 tCO<sub>2</sub>e/m<sup>2</sup>.

<sup>2</sup> Due to the adjustment on the GFA of the properties included in 2020 ESG Report's scope and boundary, the intensity of 2020's electricity consumption is adjusted to 0.068 MWh/m<sup>2</sup>.

<sup>3</sup> Due to the adjustment on the GFA of the properties included in 2020 ESG Report's scope and boundary, the intensity of 2020's water consumption is adjusted to 0.60 m<sup>3</sup>/m<sup>2</sup>.

<sup>4</sup> Due to the adjustment on the GFA of the properties included in 2020 ESG Report's scope and boundary, the intensity of 2020's waste disposed is adjusted to 14.00 kg/m<sup>2</sup>.

<sup>5</sup> Due to the adjustment on the GFA of the properties included in 2020 ESG Report's scope and boundary, the intensity of 2020's waste recycled is adjusted to 0.07 kg/m<sup>2</sup>.



## ESG approach

### ESG governance



The Group is confident that the establishment of a robust governance structure with committed leadership, strategic direction and effectual execution is vital to bring the Group sustainable success. The Board has appointed the Environmental, Social and Governance Committee (the “ESG Committee”) to manage the ESG-related matters of the Group. The members of the ESG Committee consist of senior management from the Finance & Accounts Department, Legal Department, Property Management Department, Administration & Human Resources Department and Corporate Communications Department. The ESG Committee conducts meetings on a regular basis to develop strategic framework and sustainability development direction for the Board’s approval, as well as to review the updates on implementation efforts, sustainability-related policies and performance. It also proposes enhanced policies and procedures, and reports for the Board’s approval and review to improve the Group’s sustainability progressively.

The Energy Saving Team was established to implement strategies and plans to specifically improve the Group’s energy efficiency, reduce carbon emissions and enhance energy conservation. In collaboration with the Building Management Team, the Energy Saving Team monitors the effectiveness of energy saving initiatives and delivers formal progress reports to the ESG Committee on a regular basis to optimize the use of resources.

### Future Plan

During the reporting period, the Board had been working closely with the ESG Committee and the Energy Saving Team to explore the Group’s development direction in terms of sustainability. One of the main focuses was the short to mid-term energy reduction plan and targets. The Board had allocated sufficient resources for the implementation of measures and monitoring of the performance of energy consumptions, which relevant data will be collected for the formulation of reduction targets. The Board believes that the relevant target and information can be disclosed in the next report.

### Compliance and Whistleblowing

The Group is committed to maintaining an environment with high integrity and ethical behavior, and has established a concrete corporate governance framework that protects the interests of stakeholders and shareholders. The Group’s independent internal audit team develops anti-corruption principles, conducts regular checks and audits. It prohibits all employees, including board members and senior management, from accepting, approving, paying for and providing bribes or other forms of corruption in accordance with the internal Prevention of Fraud and Corruption Policy. Independent auditors have also been appointed to ensure accounting integrity and impartiality. No legal cases of corruption were brought against the Group during the reporting year.

The Group’s Code of Conduct establishes guidelines for ethical behaviour among employees. Those who violate the guidelines or engage in misconduct would be disciplined by the Group according to the internal guidelines. If an employee suspects any cases of misconduct, they can report to the Group’s whistleblowing mechanism. The disciplinary body would take follow-up action if the incidents of misconduct are verified through investigative procedures.

### ESG Risk Management

The Board believes that continuous monitoring and active management of ESG-related risks of the Company is the key to maintaining stable business operations. The Audit Committee is authorized by the Board to review the effectiveness of risk management and internal control systems. It also reviews and recommends the Board for its approval of policies, guidelines and procedures prepared and submitted by the Group’s risk management and internal control systems. With assistance from the ESG Committee, the Audit Committee evaluates and monitors environmental, social and governance related risk factors during internal auditing. The risk inventory would be referenced for strategy or policy determination for the Group’s development and operation.

During the period, the Board of Directors and relevant committees have conducted relevant discussion on the identification and management of business operation risks related to ESG issues.





## Stakeholder Engagement

The Group values every opportunity to communicate with our stakeholders. Hence, the Group is committed to working closely with our stakeholders and communicating with them regularly through different channels. The following table summarizes the communication channels we employed to understand more on stakeholders' concerns and expectations during the reporting year:

### EMPLOYEES



- Annual performance reviews
- Employee Handbook and Code of Conduct
- ESG surveys
- Group activities
- Internal newsletters
- Intranet
- Regular meetings
- Email

### TENANTS



- Customer service hotline and email
- Direct communication with frontline employees
- Meetings
- Satisfaction surveys

### MEDIA



- Media enquiry hotline and email
- Press conferences
- Press releases
- Interviews

### SHAREHOLDERS/INVESTORS



- Annual and interim reports, financial statements and announcements
- Annual General Meeting
- Corporate website
- Investor relations enquiry hotline and email
- Press releases

### CUSTOMERS



- Customer service hotline and email
- Direct communication with frontline employees
- Satisfaction surveys
- The Soundwill Club mobile application, and social media

### SUPPLIERS/VENDORS/ SERVICE PROVIDERS



- Continuous direct communication
- Regular reviews and assessments

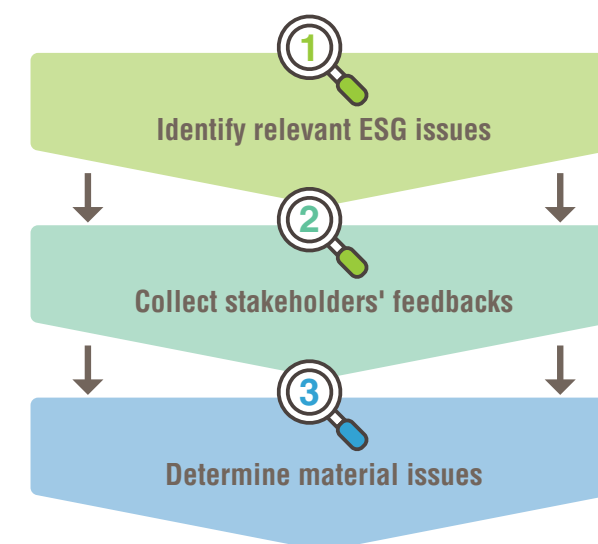
### COMMUNITY/ NON-GOVERNMENTAL ORGANISATIONS



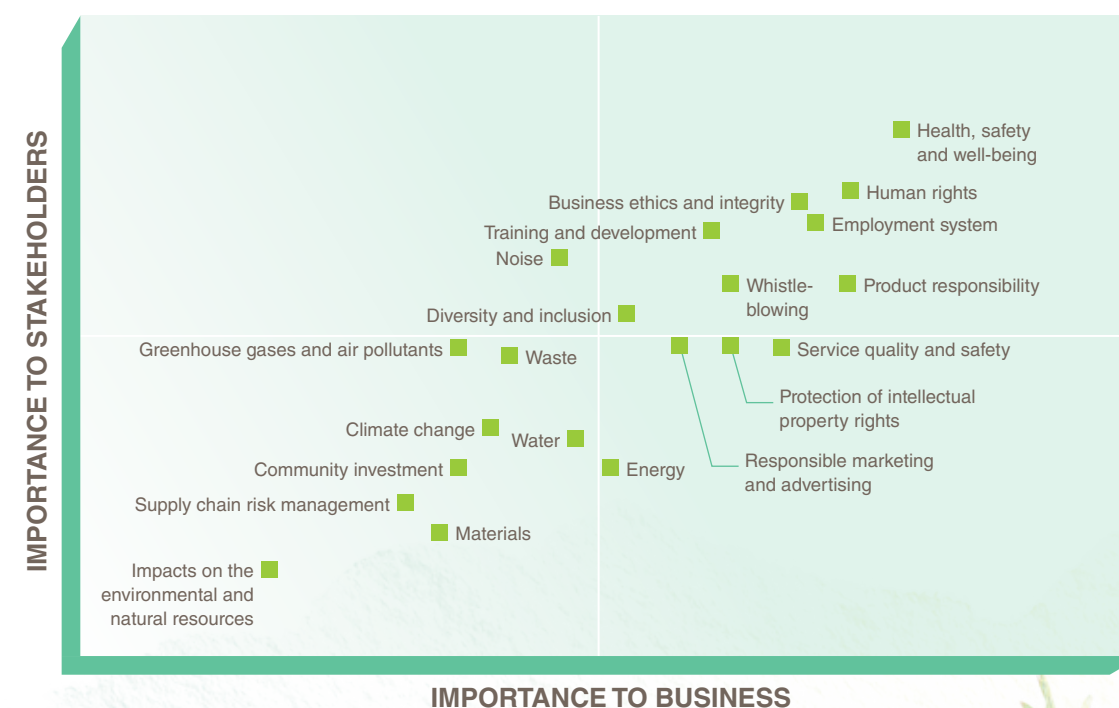
- Corporate website
- Social media
- Press releases and conferences
- Events, activities and exhibitions
- Sponsorships and donations

## Materiality assessment

Apart from regular communication channels, we have distributed a questionnaire on sustainability to obtain opinions from employees and external stakeholders. The major purpose of the sustainability questionnaire is to identify the materiality of each ESG issue and help the Group to formulate ESG strategies that align with the needs and expectations of our stakeholders. The materiality assessment is as follows:



21 ESG-related issues were identified for the questionnaire based on the content and KPIs of the ESG Reporting Guide. The materiality assessment makes reference to the guidance of HKEx and the industry trends that are relevant to the markets in which the Group operates. Internal and external stakeholders were invited to rank the importance of each issue to the Group's long-term business development and to them personally. A materiality matrix is created according to the scores given by the participated stakeholders.





This year, there were 48 valid responses collected for the materiality assessment. Among these stakeholders, internal stakeholders, which are employees and board members, were the most active participants. Their prioritization of issues' materiality is similar to the overall result, which focuses on employee relevant issues and corporate governance. For external stakeholders, including customers, business partners, suppliers and contractors, they showed more diversified concerns related to corporate governance and environment.

Through the materiality analysis matrix, the Group identified Health, safety and wellbeing, Employment system, Human rights, Training and development, Business ethic and integrity are the 5 most material issues for internal stakeholders. With respect to external stakeholders, Whistle-blowing, Human rights, Business ethics and integrity, Protection of intellectual rights and Climate change are the top 5 material issues. Given the high degree of concerns over the aforementioned material issues, the Group has evaluated and addressed both quantitative and qualitative information in corresponding chapters to show the Group's determination and commitment to sustainable development.

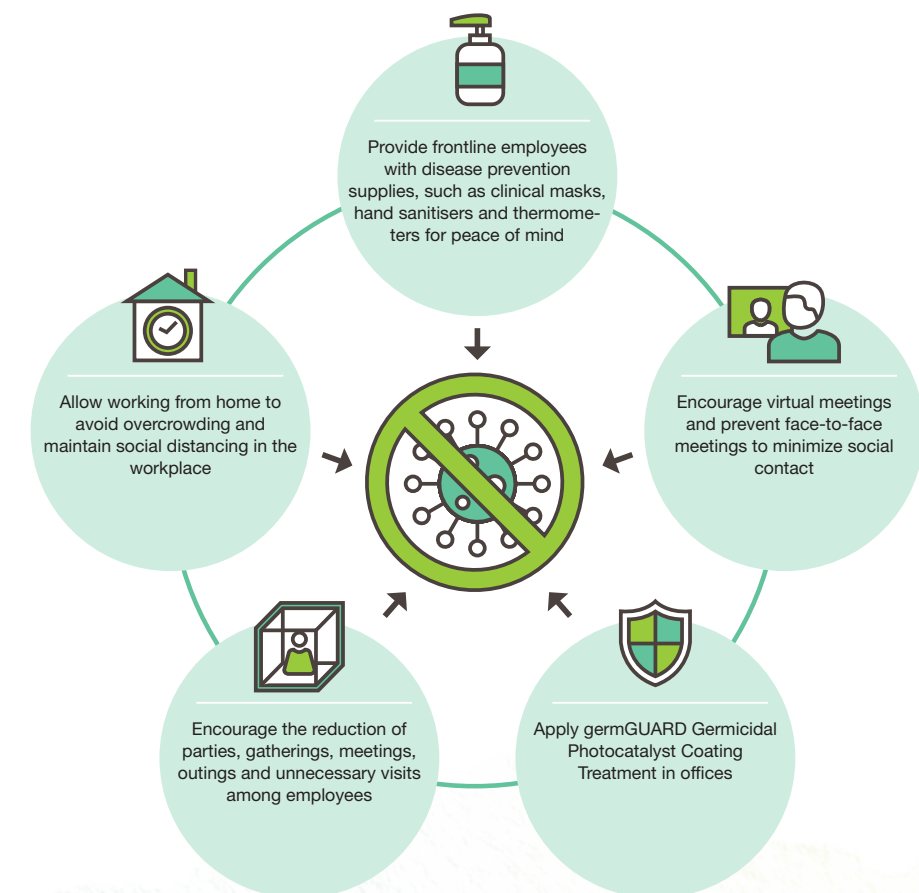
## Responding to COVID-19 pandemic

The outbreak of COVID-19 pandemic has disrupted the normal pace of work and life around the world. Nonetheless, the Group has taken the primary response to protect our stakeholders as our obligatory duty.

### Protecting our employees

The COVID-19 pandemic have brought difficulties to how we operate, which has also threatened the health and safety of our employees. In this sense, the Group encourages our employees to get vaccinated if their physical conditions allow. A one-day paid leave will be provided to employees for each vaccination dose, allowing them to recuperate from any possible discomforts after the vaccination.

As part of the society to prevent and control the COVID-19 pandemic, the Group has carried out the below prevention measures to ensure their safety:





### Safeguarding our tenants and customers

The Group is highly aware of the potential impact caused by COVID-19 on the health and safety of our tenants and customers. Facing the ongoing COVID-19 situation, the Group has taken various precautionary measures to address the challenges posed by the pandemic to its operations.



Ensure 100% vaccination rate among property management frontline staff



Provide hand sanitisers, bins for mask, thermometers, tissues, guest registration forms and "LeaveHomeSafe" QR code upon entering



Install anti-droplet partition at the front desk, touchless sensors for lift control buttons and air sanitisers in lifts



Install top tier air purifiers at ground floor of properties



Apply germGUARD Germicidal Photocatalyst Coating Treatment in common areas



Clean the washrooms, door handles and other related equipment in the buildings with diluted antiseptic solution, as well as increase the frequency of cleaning



Conduct chemical cleaning of central chiller and fan coil units at common areas of the buildings

Apart from implementing the above measures, to support our tenants who have been severely affected due to Government's pandemic measures, we have offered rental concessions as a necessary step to help them keep their businesses afloat. We hope to do our best to alleviate the pressure on our tenants and help the community get through this tough time together.

## Retaining talents with heart



### Related policy, systems & laws and regulations

#### Policies

- Employee handbook

#### Systems

- ISO 45001 Occupational Health and Safety Management Systems

#### Laws & Regulations

- Employment Ordinance
- Employees' Compensation Ordinance
- Sex Discrimination Ordinance
- Disability Discrimination Ordinance
- Race Discrimination Ordinance
- Family Status Discrimination Ordinance

### Overview



We treat employees with respect and fairness and encourage a culture of equal opportunity



We believe in people-oriented management, striving our best to ensure a sound employment system that attracts, retains and develops the best talent through comprehensive employment strategies and practices



We have zero-tolerance for any form of modern slavery, including child labour, forced labour and human trafficking



We support a diverse and inclusive workplace that removes all barriers, discrimination, and intolerance among people of different races, ethnicities, genders, ages, religions, disabilities, and sexual orientations; and with differences in education, personalities, skill sets, experiences, and knowledge bases

Employees are of paramount importance to business development. Their personal growth is one of the most significant drivers to enhance the Group's growing momentum. Therefore, it is important for us to create a good working environment for all employees.



### Developing a Diversified and Inclusive Workplace

By providing the employees with a respectful and encouraging working environment, we believe that a strong bond can be formed, which is the foundation of long-term relations. The Group employs personnel without regard to race, ancestry, place of origin, colour, ethnic origin, language, citizenship, creed, religion, gender, sexual orientation, age, marital status, physical and/or mental handicap or financial ability. We recognize employees' superior performance with motivational feedback, such as appraisals, salary adjustment, promotion, long service award and staff internal offer. In addition, the Group offers employees with benefits and promotion opportunities according to their qualifications, capability, performance, and other relevant criteria.

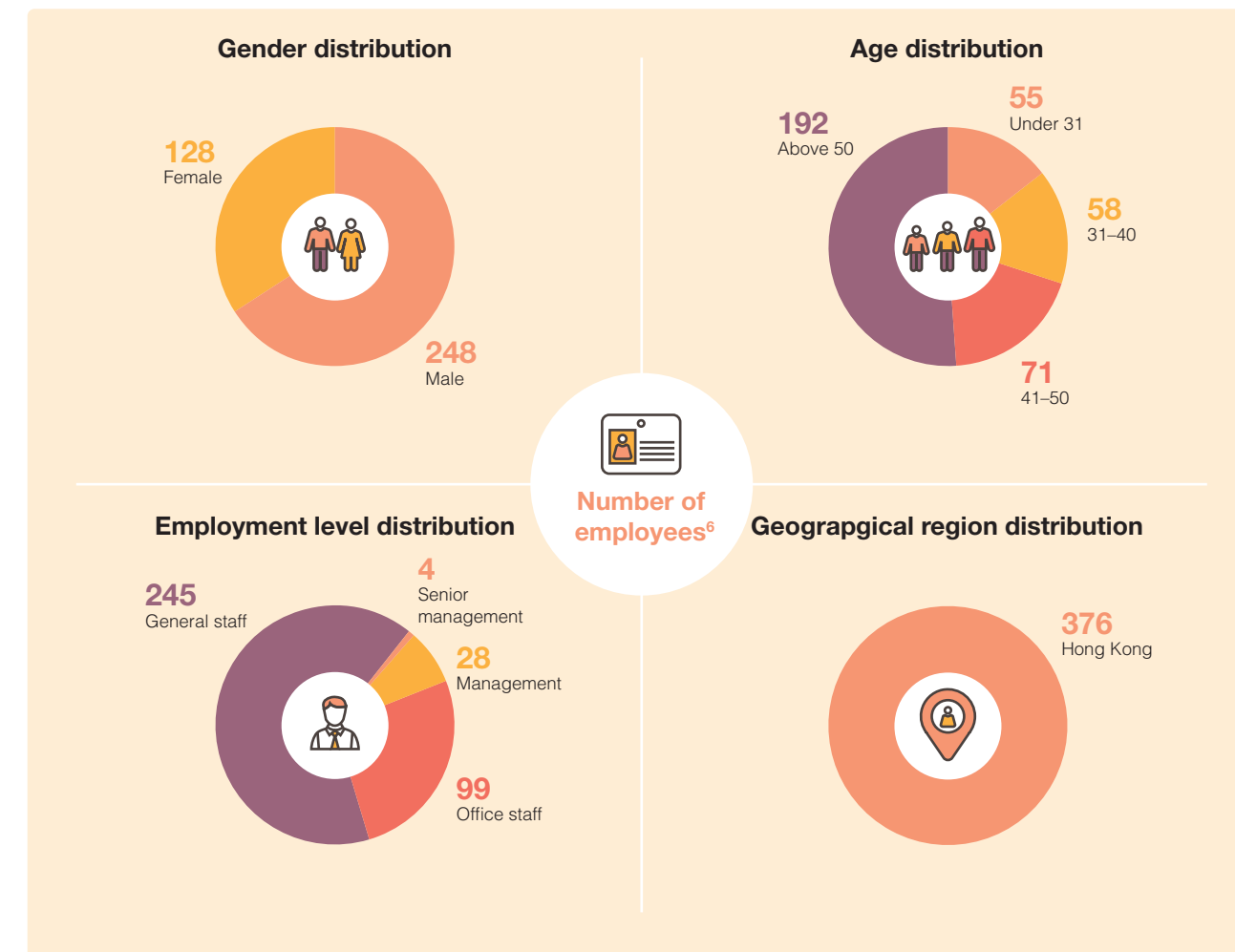
To attract, retain and develop our best talents, the Group has provided various benefits as rewards for the effort paid by employees. In addition to statutory holidays, employees of the Group are also entitled to a variety of paid holidays, including marriage leave and compassionate leave, aiming to facilitate the employees' special needs. The Group has also organized monthly staff birthday party and Christmas party to boost the team spirits.



Apart from attractive working environment and packages, it is also important to maintain effective employee communication that allows the management to understand the needs and feelings of the employees. To collect their comments and feedback, the Group relied on various channels, such as regular meetings, surveys, annual reviews, etc. If the employees have any complaints or findings of violation of the Group's policies, they may file for inspections through existing reporting mechanism.

In terms of daily communications, the Group disseminates the latest information via internal e-mails and the Company intranet. Employees can get information about tips and updates on environmentally-friendly practices, community services, well-being, and staff activities through our internal quarterly staff newsletter.

The Group's efforts on retaining talents have been recognized by different stakeholders of the society. For the glorification of our people-oriented management, we had received the "Caring Company" award from the Hong Kong Council of Social Service for the tenth consecutive year. We had also received the Good MPF Employer 5 Years+ Award and MPF Support Award, which had encouraged us to continue our good practice.



During the period, the Group received a labor dispute related to a resigned employee, which has been heard by the court. Apart from meeting compliance requirements, the Group will continue to be considerate of the needs of employees and maintain a healthy and harmonious working environment.

<sup>6</sup> Part-time employees are included to improve data accuracy.



## Caring about Employees' Wellness

The Group takes health and safety of its employees very seriously and is committed to providing a safe and healthy environment for all stakeholders. Health and safety guidelines are established to guarantee that not only all applicable legal obligations are rigorously adhered in our operating jurisdictions, but all the relevant risks are effectively managed and mitigated across all of our subsidiaries and operations. Our property management subsidiary, Goldwell Property Management (the "Goldwell"), Goldwell adopts ISO 45001 Occupational Health and Safety Management Systems to go beyond statutory requirements, preventing work-related injury and ill-health and providing safe and healthy workplaces. To ensure the effective implementation of the mentioned policies and measures, the Health and Safety Committee meets every month, to evaluate work injury each month and implement improvement measures.



The Group believes that both mental and physical health of employees are of equal importance. To maintain a balance between working and personal life, practices and policies had been established to set working hours for employees in accordance with local employment laws, which are clearly listed in the Employee Handbook. A five-day workweek arrangement and compensation leave for overtime work have also been provided to protect our employees' rights.

Apart from work, the Group also cares about the employees' personal health. To encourage them living with a healthy lifestyle, we have participated in the Smoking Cessation Programme in supporting and creating a smoke-free environment. Besides, we have also disseminated information on achieving healthy lifestyle via the staff newsletter regularly.

To avoid cases of child-labour and forced-labour from happening, the Administration & Human Resources Department is responsible for verifying the age of all applicants for employment by requiring the presentation of valid identification issued by an official authority prior to employment. A copy of such identification document and all other legally required documentation are kept on file during the period of employment. In case of a violation, the Group shall reimburse the employee in accordance with local employment laws and regulations.

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

	Work-related injuries	Work-related fatalities
2021	2	0
2020	1	0
2019	4	0

## Providing the Ladder to Success

The Group believes that training is one of the important aspects for both sustainable business and employees' development. Therefore, Soundwill has provided diverse training and development opportunities to our employees regularly which aims to enhance their work-related abilities and personal growth. We believe that, with the help of training programmes, the employees can further develop their talents and find their own ways to success.

During the reporting year, our employees have participated in various professional and education programmes ranging from business ethics, occupational health and safety, and information technology. For example, in support of the "Racial D&I Charter" signatory, our employees have attended the charter's training section on developing and supporting racial diversity and inclusion at work, and gained insights on adopting policies and practices to enhance diversity and inclusion objectives. In terms of resources management, our employees have participated in seminars about ISO and training for energy consumption to improve our management and usage of resources. Regarding information technology, we have provided training on cyber security and information security to instil the knowledge and confidence in employees to recognise security threats.



## The Recognitions

The Group received a number of honours and awards during the reporting period in recognition of our efforts to maintain commitment in cultivating a good workplace culture:



**Happiness at Work Promotion Scheme 2021 — Happy Company**  
Hong Kong Productivity Council



**Good MPF Employer 2020-21 5 Years+**  
Mandatory Provident Fund Schemes Authority



**Partner Employer Award 2021**  
The Hong Kong General Chamber of Small and Medium Business



**Mental Health Friendly Supreme Organisation**  
Department of Health



**The Racial Diversity & Inclusion Charter for Employers**  
Equal Opportunities Commission



# Serving the public with heart

## Related policy, systems & laws and regulations

### Policies

- Employee Handbook
- Privacy Statement

### Systems

- ISO 9001 Quality Management System

### Laws & Regulations

- Trade Marks Ordinance
- Copyright Ordinance
- Personal Data (Privacy) Ordinance

## Overview



We aim to maintain good and long-term relationships with customers by providing outstanding services



The long-term and trust-worthy relationships with customers and other external stakeholders are our most treasurable assets



We respect and protect the intellectual property rights of the Group and the third-parties



The Group is responsible for protecting the customers' information and keeping it away from being used by any other unauthorised third party without the customers' consent

The provision of high-quality service experience to customers has always been a fundamental value of the Group. Through proactive customer engagement, we understand and address our customers' needs and expectations, which forms the foundation of trust and loyalty.

## Providing Heart-warming Services

We have set high standards on the quality of our developments and services. With standardised management procedures, capable teams and innovative ideas, we strive to deliver exceptional services to our customers. Goldwell has obtained ISO 9001 certification to ensure that customers get consistent high-quality services.

Besides, to fulfill diversified needs of our customers, our interpersonal platform, Soundwill Club provides exclusive discounts and workshops to members for parental engagement and environmental-friendly education. It also serves as an enquiry and complain channel for feedback and suggestions. With the help of customers' feedbacks, we believe that our services can be improved further to capture higher market shares.

The Group endeavours to ensure the health and safety of our customers. 91.2% of customers are satisfied with the tidiness of public area in Soundwill Plaza and Midtown, according to our survey performed in the reporting year. In addition, automated external defibrillators (AED) are placed in most of our properties to deal with emergencies.





To promote the concept of inclusion of both with and without disabilities, the Group has extended our provision of barrier-free environment for the disabled by carrying out measures and providing suitable facilities. We welcome guide dogs together with their visually impaired users, which can lower the barriers for the blinds to integrate into the community. On the other hand, we have our upgraded barrier-free facilities in Midtown, including provision of charging station of electric wheelchairs, assistance in calling barrier-free taxi and reserved wheelchairs, to ensure the disabled enjoy a relaxing and comfortable experience at our plaza. Moreover, our staff at Midtown had also attended training for wheelchairs handling and sighted guide techniques, which further provides a relaxed, enjoyable and safe environment for customers with and without disabilities.

### Maintaining Customer Engagement

Maintaining two-way communication with customers is crucial for the Group to improve its service quality and customer satisfaction. For complaints related to property management services, they will be handled by Goldwell strictly according to ISO 9001. Goldwell would assign Property and Facilities Manager to conduct regular meetings with residents and the management committee of the property. All complaints or enquiries will be reported to the property manager or other responsible management within 24 hours and followed up within 12 hours the maximum, while complaints related to hygiene will be handled within 4 hours after the property manager receive them. Customer service codes and operation processes guidelines are provided to employees to maintain our service quality by regulating the handling procedures and standards.

The Group believe that customers' feedback guides improvements of the customer experience and brings positive changes to our business. Thus, the Group conducts customer satisfaction surveys on a regular basis to acquire customers' expectations. During the reporting period, we have conducted a customer survey in person and via Soundwill Club. The result is shown as follows:



The Group will continue to evaluate customer feedback and review our services, as well as to take their suggestions into account, which allows us to constantly introduce innovative offerings to meet our customer expectations. During the reporting year, no material complaints on customer service and property management were received.

Apart from our customer services, the quality of our buildings and the related management services are also the key factors to our business development. Thus, our experienced handover team inspects and assesses the buildings' quality and safety before delivering them to the owners and tenants. New customers will receive a comprehensive two-year maintenance warranty and reliable after-sales service. Furthermore, the building management team performs the following services to assure that the buildings are safe and in good condition:



### REPAIR AND MAINTENANCE

24-hour technical support by experienced engineers ready on-site, conducting routine maintenance and carrying out urgent repairs in the shortest possible time



### SAFETY AND SECURITY

Regular patrols are performed by well-trained security guards to inspect any damage to the property and ensure the safety of the premises



### CLEANING AND ENVIRONMENTAL HYGIENE

Comprehensive cleaning services delivered by our professional cleaning specialists for all buildings under management



**362** customers of Soundwill Plaza and Midtown participated

Different aspects of the Group's performance were surveyed, including:



the overall service quality



the COVID-19 prevention measures



the usability and activities held by Soundwill Club



environmental hygiene of Soundwill Plaza and Midtown



**86.2%**

of the interviewees are satisfied with the customer service in Soundwill Plaza and Midtown



**91.2%**

of interviewees are satisfied with the tidiness of public area in Soundwill Plaza and Midtown



## Protecting Intellectual Property Rights and Data Privacy

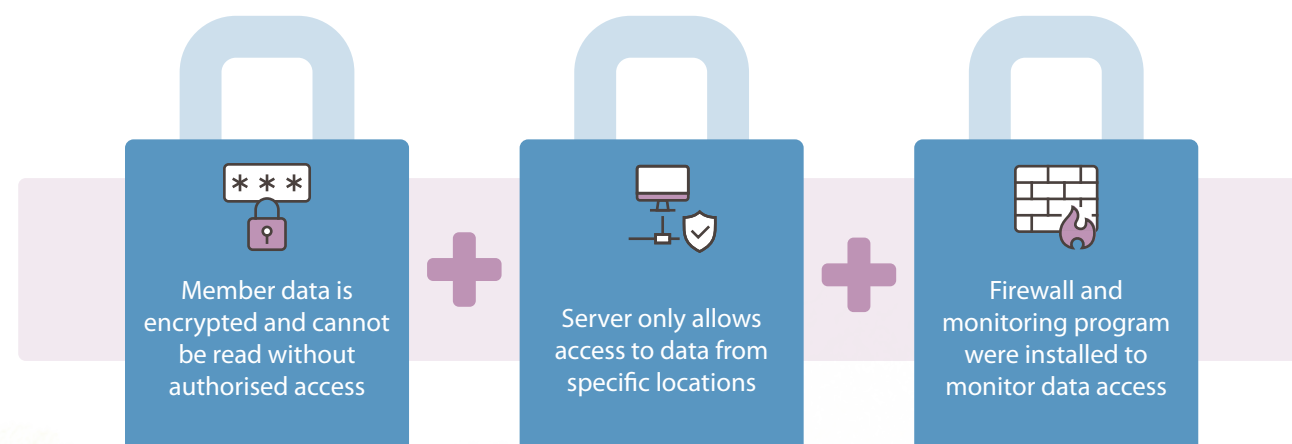
The Group understands that respecting and protecting the intellectual property rights of the Group and third parties are critical to its reputation. Hence, the Group has clearly highlighted that employees from the Information Technology Department are not allowed to use copyrighted materials without the permission of the owners.

In terms of data and information confidentiality, we have established internal procedures to provide adequate protection and encryption for all data and information upon operation. The Staff Handbook of the Group stipulates that the employee shall respect intellectual property rights and promise that no intellectual property rights violations will happen in conducting business. Meanwhile, the Group has established strict policies for the collection and use of personal data. Moreover, the Group has amended Privacy Statement of the Group and its subsidiaries to improve the coverage of protection to customers.

During the reporting year, the Group complied fully with all relevant product liability and data privacy-related laws and regulations.

COVID-19 has undoubtedly changed the way in which businesses are run. To protect our health and safety of the employees, securing remote work modes can prevent the spread of the virus while maintaining our daily operations. To this extent, the risk of confidential data leakage has increased. Therefore, our IT department has established a protected Virtual Personal Network (VPN) for staff to securely connect to the Company's internal network, which reduces the leakage of confidential data. Besides, we have upgraded our data protection measures in order to secure customers' privacy under the remote working mode.

In terms of cyber security, Soundwill Club has adopted the below measures to protect customer data:



# Protecting the environment with heart

## Related policy, systems & laws and regulations

### Policies

- Environmental Policy
- Sustainable Procurement Policy

### Systems

- ISO 14001 Environmental Management Systems

### Laws & Regulations

- Air Pollution Control Ordinance
- Waste Disposal Ordinance
- Water Pollution Control Ordinance

## Overview



We understand the impacts of climate change and strive to mitigate the potential risks brought to our business



We have boosted our efforts to promote low-carbon transition and develop sustainable practices



We follow and apply the "4Rs" principles of the waste hierarchy, which include reuse, recycle, reduce and responsible procurement to our waste management. We continue to monitor our environmental footprint and implement water efficiency measures, where applicable throughout our business



We strive to enhance the sustainable development of our supply chain by encouraging our suppliers to adopt a more environmentally friendly approach to their business operations

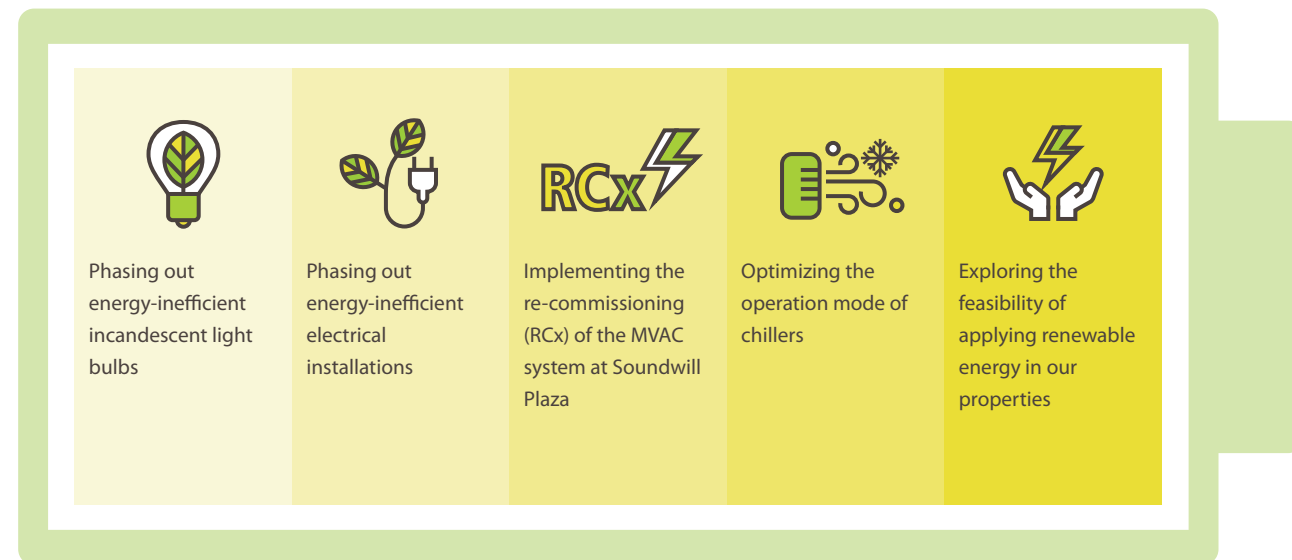
As problems brought by climate change worsen, it has impacted the world's weather patterns and aggravated the environmental degradation, which leads to the scarcity of resources. In view of this, the Group attaches great importance to its use of resources and emissions, as well as the impact of operations on the surrounding environment.

During the year, the Group established the Environmental Policy to demonstrate our commitments to enhancing the sustainability of our business and restricting its impact on the environment. The Group's Energy Saving Team will continue to raise environmental awareness among employees and develop a series of environmental measures on energy saving and efficiency, green office and resources conservation, thus contributing to the sustainable development of society.



### Optimising energy efficiency

The Group set energy-saving as the key area of environmental management. As mentioned in last year's report, the Group targeted to reduce 2% of intensity of energy consumption during the reporting period. We have successfully achieved this energy saving target and will continue to reduce our energy consumption intensity by 2% during the next reporting period. The following five possible actions are identified under systemic enhancement:



We have boosted our efforts to promote low-carbon transition and develop sustainable practices. During the year, we have installed solar panels on the rooftops of warehouse in Kwai Chung, which helps to lower GHG emissions. Moreover, we have purchased renewable energy credits from Hong Kong Electric, a total of 2000kWh renewable energy was purchased through the renewable energy credits programme.



During the year, the Group's environmental performances are as follows:

### Overview of Electricity Consumption and GHG Emissions

Electricity Consumption				
Property	Unit	2021	2020	% change
Soundwill Plaza	MWh	2,442.88	2,508.10	-2.60%
Soundwill Plaza II – Midtown	MWh	1,092.79	1,191.29	-8.27%
10 Knutsford Terrace	MWh	1,012.09	973.32	+3.98%
THE SHARP	MWh	121.85	N/A <sup>7</sup>	N/A <sup>7</sup>
Park Haven	MWh	350.12	376.89	-7.10%
Warrenwoods	MWh	337.19	335.42	+0.53%
iPLACE	MWh	344.46	361.02	-4.59%
Total consumption	MWh	5,701.39	5,746.03	N/A <sup>8</sup>
Intensity	MWh/m <sup>2</sup>	0.064	0.068 <sup>9</sup>	-6.28%

Greenhouse Gas Emissions				
Property	Unit	2021	2020	% change
Soundwill Plaza	Tonnes of CO <sub>2</sub> equivalent (tCO <sub>2</sub> e)	1,734.45	1,780.75	-2.60%
Soundwill Plaza II – Midtown	tCO <sub>2</sub> e	775.88	845.82	-8.27%
10 Knutsford Terrace	tCO <sub>2</sub> e	374.47	360.13	+3.98%
THE SHARP	tCO <sub>2</sub> e	86.51	N/A <sup>10</sup>	N/A <sup>10</sup>
Park Haven	tCO <sub>2</sub> e	248.59	267.59	-7.10%
Warrenwoods	tCO <sub>2</sub> e	239.40	238.15	+0.53%
iPLACE	tCO <sub>2</sub> e	127.45	133.58	-4.59%
Total emissions	tCO <sub>2</sub> e	3,586.76	3,626.01	N/A <sup>11</sup>
Intensity	tCO <sub>2</sub> e/m <sup>2</sup>	0.040	0.043 <sup>12</sup>	-6.57%

<sup>7</sup> THE SHARP was not included in the reporting scope of 2020 ESG Report of the Group.

<sup>8</sup> As the scope and boundary of 2021 ESG Report is different from that of 2020 ESG Report, no direct comparison will be provided on the total consumption of electricity in 2021 and 2020.

<sup>9</sup> Due to the adjustment on the GFA of the properties included in 2020 ESG Report's scope and boundary, the intensity of 2020's electricity consumption is adjusted to 0.068 MWh/m<sup>2</sup>.

<sup>10</sup> THE SHARP was not included in the reporting scope of 2020 ESG Report of the Group.

<sup>11</sup> As the scope and boundary of 2021 ESG Report is different from that of 2020 ESG Report, no direct comparison will be provided on the total GHG emissions in 2021 and 2020.

<sup>12</sup> Due to the adjustment on the GFA of the properties included in 2020 ESG Report's scope and boundary, the intensity of 2020's GHG emission is adjusted to 0.043 tCO<sub>2</sub>e/m<sup>2</sup>. If we applied the reporting scope and boundary of 2020, the total electricity consumption and GHG emission in 2021 is 5,579.54 MWh and 3,500.24 tCO<sub>2</sub>e respectively, representing a decrease of 2.90% and 3.47% compared to that in 2020, which was mainly due to the effort of energy saving measures and the impact of the epidemic. For example, the clubhouse of Park Haven was closed during the pandemic, and the electricity consumption had decreased by 7.10% compared to last year's electricity consumption.



Property	Measures
<b>Soundwill Plaza</b>	<ul style="list-style-type: none"> <li>168 sets of Light-emitting Diodes (LED) tubes were installed to replace the electromagnetic ballast (EMB) driven T8 fluorescent lamps at all back staircases with motion detectors applied</li> <li>compact fluorescent lamps were replaced by 90 sets of LED lamps, which contributed to the decrement of electricity consumption</li> </ul>
<b>Soundwill Plaza II — Midtown</b>	<ul style="list-style-type: none"> <li>electromagnetic ballast (EMB) driven T5 fluorescent lamps were replaced by 234 sets LED tubes as well as applying automatics dim off control setting at the same time</li> <li>energy audit has been conducted by Hong Kong Electric to review existing energy saving measures and explore potential energy saving measures</li> </ul>
<b>10 Knutsford Terrace</b>	<ul style="list-style-type: none"> <li>compact fluorescent lamps were replaced by 40 sets of LED lamps/downlights</li> </ul>

Apart from the hardware, people's awareness towards energy saving also plays an important part to improve energy efficiency. During the year, the Group actively collaborated with external parties to raise the awareness of energy saving among staff, customers and the general public. Highlights of from reporting period are shown below:

Activities	Description
<b>Earth Hour 2021</b>	Properties under Soundwill participated in Earth Hour 2021 in support for reducing energy use and promoting the use of renewable energy. The buildings turned off the unnecessary lightings for an hour at night
<b>No Air Con Night 2021</b>	Soundwill Plaza II — Midtown and iPLACE participated in No Air Con Night 2021, organised by Green Sense, to support the campaign on easing global warming

Looking ahead, the Energy Saving Team is actively reviewing and analyzing the Group's energy consumption performance and will determine the comprehensive targets and action plan in the next ESG Report. These targets do not only demonstrate our long-term commitment to being part of a low-carbon economy, but also lay a solid foundation for us to further assess the feasibility of developing longer-term targets for our operations.

### Mitigating climate change risks

With growing awareness of the need of addressing the risks and opportunities posed by climate change, the Group has undertaken energy conservation and greenhouse gas emission reduction efforts. Goldwell has obtained ISO 14001-certified Environmental Management Systems to manage the environmental impacts and deliver results in a sustainable manner. With extreme weather occurring more frequently, the Group's business operations may be severely affected more frequently.

Concerning the potential impacts of extreme weather on public security and infrastructure, the Group has taken precautionary measures, including work arrangements in the event of adverse weather conditions such as the Black Rainstorm Warning and Typhoon Signal No. 8.

On the other hand, if we can get prepared and adopt suitable measures in an early stage, climate change can also be an opportunity to our development. The new trend of low-carbon transition creates opportunities for us to incorporate more climate-resilient elements into our new developments. We have applied the BEAM certifications for our new building and planned to apply more green certifications in the future, which may ultimately reduce the costs in operating and maintenance in the long run.

### Utilizing water resources

We continue to monitor our environmental footprint and implement water efficiency measures, where applicable throughout our business. The total water consumption of the Group during the year was 50,924 cubic meters, which remained stable compared to 2020, with only a slight increase of 0.72%. We will continue monitoring the data, investigating them and suggesting water saving measures.

Moreover, we also undertake regular inspections and monitoring of the drainage system for sewage discharge to ensure that the sewage discharge meets the local environmental regulations.

Overview of Water Consumption				
Property	Unit	2021	2020	% change
<b>Soundwill Plaza</b>	m <sup>3</sup>	24,290	24,047	+1.01%
<b>Soundwill Plaza II — Midtown</b>	m <sup>3</sup>	3,271	3,756	-12.91%
<b>10 Knutsford Terrace</b>	m <sup>3</sup>	10,104	10,388	-2.73%
<b>THE SHARP</b>	m <sup>3</sup>	N/A <sup>13</sup>	N/A <sup>14</sup>	N/A
<b>Park Haven</b>	m <sup>3</sup>	708	706	+0.28%
<b>Warrenwoods</b>	m <sup>3</sup>	1,132	1,120	+1.04%
<b>iPLACE</b>	m <sup>3</sup>	11,419	10,543	+8.31%
<b>Total consumption</b>	m <sup>3</sup>	50,924	50,561	+0.72%
<b>Intensity</b>	m <sup>3</sup> /m <sup>2</sup>	0.57	0.60 <sup>15</sup>	-4.87%

<sup>13</sup> THE SHARP did not provide any public facilities with water consumption.

<sup>14</sup> THE SHARP was not included in the reporting scope of 2020 ESG Report of the Group.

<sup>15</sup> Due to the adjustment on the GFA of the properties included in 2020 ESG Report's scope and boundary, the intensity of 2020's water consumption is adjusted to 0.60 m<sup>3</sup>/m<sup>2</sup>.



### Managing waste generation

The Group follows the “4R” principles of waste hierarchy, including reusing, recycling, reducing and responsible procurement to our waste management.

Concerning non-hazardous waste, the Group is aware that recycling can help reduce our carbon footprint. Hence, the Group has installed waste collection facilities in our buildings to reduce waste as well as promote recycling. We have collaborated with different charitable organisations, including Greeners Action, Food Grace and Bank of Stationery to collect used red pockets, festive food, metal boxes and stationery for recycling.

During the year, the recycled materials are as follows:



Through organising publicity campaigns and educational workshops, we hope to raise public awareness about the current environmental issues. These activities did not only reduce waste but also show the importance of public involvement at the same time.

During the year, the Group generated 1,247,290kg non-hazardous waste and has hired qualified contractors to collect the waste for proper disposal.

On the other hand, the Group has proactively enhanced waste management and maximized resource utilisation in our buildings during the reporting period. To promote a paperless culture in the office, we have lowered our reliance on paper-based communication and moving towards electronic documentation. Through digitalising our operations, our membership platform, Soundwill Club has issued over 70,000 e-coupons in replacement of paper. Furthermore, the Group has switched to e-reimbursement system, which encourages our employees to make good use of electronic communications to circulate documents and participate in a more sustainable working style.

The overall performance of waste disposal and recycling is as follows:



### Overview of Waste Disposal and Recycling<sup>16</sup>

Non-hazardous Waste Disposal				
Property	Unit	2021	2020	% change
Soundwill Plaza	kg	29,110	26,370	+10.39%
Soundwill Plaza II – Midtown	kg	22,070	29,528	-25.26%
10 Knutsford Terrace	kg	7,900	6,375	+23.92%
THE SHARP	kg	24,138	N/A <sup>17</sup>	N/A
Park Haven	kg	473,452	434,168	+9.05%
Warrenwoods	kg	241,900	255,600	-5.36%
iPLACE	kg	448,720	425,537	+5.45%
<b>Total waste</b>	kg	<b>1,247,290</b>	<b>1,177,578</b>	<b>N/A<sup>18</sup></b>
<b>Intensity</b>	kg/m <sup>2</sup>	<b>14.01</b>	<b>14.00<sup>19</sup></b>	<b>+0.05%</b>

<sup>16</sup> The Group's building management and leasing businesses did not produce or handle any hazardous waste during the reporting period.

<sup>17</sup> THE SHARP was not included in the reporting scope of 2020 ESG Report of the Group.

<sup>18</sup> As the scope and boundary of 2021 ESG Report is different from that of 2020 ESG Report, no direct comparison will be provided on the total amount of waste disposed in 2021 and 2020.

<sup>19</sup> Due to the adjustment on the GFA of the properties included in 2020 ESG Report's scope and boundary, the intensity of 2020's waste disposed is adjusted to 14.00 kg/m<sup>2</sup>.



Waste Recycling <sup>20</sup>				
Property	Unit	2021	2020	% change
Soundwill Plaza	kg	1,393.00	823.73	+69.11%
Soundwill Plaza II — Midtown	kg	491.56	519.74	−5.42%
10 Knutsford Terrace	kg	831.00	2,840.00	−70.74%
THE SHARP	kg	633.00	N/A <sup>21</sup>	N/A
Park Haven	kg	374.60	230.10	+62.80%
Warrenwoods	kg	211.00	1,287.98	−83.62%
iPLACE	kg	202.57	283.90	−28.65%
Total waste	kg	4,136.73	5,985.45	N/A <sup>22</sup>
Intensity	kg/m <sup>2</sup>	0.05	0.07 <sup>23</sup>	−34.72%

<sup>20</sup> Recycled waste included paper-based products, cardboards, plastic bottles and aluminium cans that were collected and handled in the head office and properties under management during the reporting period.

<sup>21</sup> THE SHARP was not included in the reporting scope of 2020 ESG Report of the Group.

<sup>22</sup> As the scope and boundary of 2021 ESG Report is different from that of 2020 ESG Report, no direct comparison will be provided on the total amount of waste recycled in 2021 and 2020.

<sup>23</sup> Due to the adjustment on the GFA of the properties included in 2020 ESG Report’s scope and boundary, the intensity of 2020’s waste recycled is adjusted to 0.07 kg/m<sup>2</sup>.

Managing supply chain

The Group understands that the impact of the sustainability performance of its supply chain extends beyond its own operations. Therefore, we have established Sustainable Procurement Policy to guide and oversee all relevant procurement activities undertaken by the Group. To ensure both suppliers and contractors comply with our minimum requirements on ESG performance, the Group requests its business partners to integrate sustainable and responsible practices into their business operations, including maintaining high safety standards, and managing environmental and social risks. All suppliers and contractors are selected based on a formal assessment and interview to confirm that their performance adhere to our selection principles.

Goldwell has also developed the approved contractors list, where contractors are classified into different grades. We give priority to business partners with outstanding performance and with ISO Certification on Environmental Management (e.g. ISO 14001), Quality Management (e.g. ISO 9001), and Occupational Health and Safety (e.g. ISO 45001 and OHSAS 18001). Moreover, all new timber consumed must be certified by Forest Stewardship Council (FSC). Other assessing criteria included company’s structure, previous service or construction records, professional licenses and permits and insurance provided to employees to further safeguard the quality of suppliers and reduce supply chain risks. Top contractors in the Goldwell Nominated Service Contractor List will have priority to be shortlisted in consideration of undertaking engineering and non-engineering projects.

In terms of office supplies, we give preference to environmentally-friendly and sustainable suppliers, which include FSC-certified papers and electronic equipment with Grade 1 Energy Label.

The Group has adopted the sustainable procurement policy and embedded the sustainable procurement practices in the operation. Through tightening the sustainable procurement process with supplier ESG assessment, the Group is moving forward to engage more suppliers and contractors on resources conservation and sustainability.

We have been implementing policies and procedures that contain clear specifications along with our supply chain management. As part of our sustainable procurement approach, we are exploring ways to work closely with our business partners in our value chain and carry out regular supply chain risk assessments to identify and assess environmental and social risks. Those risk assessments will guide us to develop various strategies specific to our operations.



Supplier by  
Geographic Regions:

Hong  
Kong

Number of suppliers  
in 2021:

89





## The Recognitions

The Group has strived to reduce the impacts brought by the business operation to the environment. The Group received various environmental awards and recognition during the year, including the following:



**Green Office and  
Eco-Healthy  
Workplace Awards  
2021**

World Green Organization



**Hong Kong Green  
Organisation Certification**

Environmental Campaign  
Committee



**Indoor Air Quality  
Certificate  
(Good Class)**

Environmental Campaign  
Committee



**BOCHK Corporate  
Environmental  
Leadership Awards  
2020 - EcoPartner**

Federation of Hong Kong  
Industries



**Wastewi\$e Certificate  
(Basic)**

Environmental  
Campaign Committee



**Energywi\$e Certificate  
(Basic)**

Environmental Campaign  
Committee



**Umbrella Bags Reduction  
Accreditation Program  
2021 — Gold Level**

Greeners Action

# Building communities with heart

## Overview



We believe establishing a good relationship with the community is the key to the sustainable operation of the Group



We are committed to exerting a positive influence on our community through charity collaborations, volunteer services and fund-raising activities

The Group is committed to fulfilling its corporate social responsibility and encouraging our employees to give back to society. We are also enthusiastic to organize all forms of community services that will bring beneficial impacts to the society. During the reporting year, the ESG Committee, together with the Soundwill Volunteer Team had engaged with 17 charitable organisations and participated in various community services, charitable events, and fund-raising activities to help the needy in society.

Amidst the severe impact brought by COVID-19 on the underprivileged, the Group is committed to devoting resources as to lower the burden of those in need under the haze of pandemic.



### Engaging the underprivileged

We have organized parental workshops to address children's social needs and explore their potential while maintaining social distancing. During Easter, the Group hosted an Eco-friendly Mini Football Machine handcrafts workshop for underprivileged children. By using recycled waste, children could make their own DIY mini football machine, and have fun on Children's Day! In addition, Soundwill invited low-income families and families from ethnic minorities to the Paper Clay Art Workshop at Soundwill Plaza II Midtown. Instructors used recycled materials to put the concept of environmental art into practice during the workshop.



On the other hand, to expand grassroots teenagers' horizons, the Group provided a two-week job tasting programme with Project WeCan Foundation for several secondary school students who are disadvantaged in learning to support young talent. Through mentoring, practical work and skills training, students have a chance to know the workplace and the jobs they are interested in, which can better prepare themselves for their future job search.



### Sponsoring NGOs

The Group pays high attention on the needs of the community, we support different organisations including green groups and social service organisations via charitable donations and sponsorships. During the reporting year, we partnered with Oxfam Rice Pack Charity Sale to facilitate Oxfam Hong Kong's online charity sale through our online shopping platform, Soundwill Club, and donated all proceeds raised to Oxfam Hong Kong without deducting costs. Moreover, One Storage Management, a subsidiary of the Group, offers free mini storage to Hong Kong Church Network for the Poor for temporary storage of materials for distribution, to support their ministries serving the families in need.

Apart from in-kind sponsorship, the Group has made donations to charities, to contribute in sustaining the development of the charitable organizations.

### Supporting charitable organisations

To further extend its contribution to the community, the Soundwill Volunteer Team has participated in numerous volunteering services. During the year, we have participated in the rice distribution service by The Hong Kong Federation of Youth Groups. We paid home visits, delivered rice to elderly to show care and concern for them. Additionally, Soundwill Volunteer Team participated in community activities organised by the People Service Centre, and we made food together with the residents and sent blessings to the elderly.

We have also acknowledged the positive impact to the society by the social enterprises and supported their work in our promotional campaigns. Soundwill Plaza II Midtown distributed mooncakes and Christmas gingerbread gift boxes to our customers, purchased from social enterprises during Mid-Autumn Festival and Christmas.



Furthermore, we had participated in PeaceBox Campaign and stationery recycling, in which we had collected over 50kg of stationeries from our customers to the needy. We strategize to leverage our advantages in prime location and customer network to promote charitable recycling to help the poor and protect the environment at the same time.

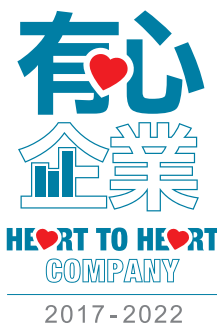
Looking ahead, the Group will continue to focus on helping the underprivileged in 2022 in response to the deteriorating COVID-19 situation. We will consider developing better community engagement strategies and identifying more institutions and projects that are favoured, so as to further increase social participation and give rise to a positive impact on the society.





## The Recognitions

The Group always focuses on contributing and giving back to the society with what we have earned. Only a sustainable neighbourhood and society can accelerate the Group's growing momentum along the way to a healthy and long-term development. During the reporting year, the Group received a number of awards and recognition for our community engagement efforts:



### Heart to Heart Company 2021-2022

The Hong Kong Federation of Youth Groups



### Industry Cares 2021

Federation of Hong Kong Industries



### Caring Company 2020/21

The Hong Kong Council of Social Service



### Love in Action

Hong Kong Church Network for the Poor

## Key Performance Indicator Overview

### Environmental Performance

Key environmental performance indicators	2021	2020	Unit
<b>Greenhouse gas (GHG) emissions<sup>24</sup></b>			
Commercial buildings	2,971.31	2,986.70	tCO <sub>2</sub> e
Residential buildings	487.99	505.74	tCO <sub>2</sub> e
Industrial building	127.45	133.58	tCO <sub>2</sub> e
Total GHG emissions	3,586.76	3,626.02	tCO <sub>2</sub> e
GHG intensity (by area)	0.040	0.043	tCO <sub>2</sub> e/m <sup>2</sup>
<b>Non-hazardous waste<sup>25</sup></b>			
Commercial buildings	83,218.00	62,273.00	kg
Residential buildings	715,352.00	689,768.00	kg
Industrial building	448,720.00	425,537.00	kg
Total amount of non-hazardous waste disposed	1,247,290.30	1,177,578.00	kg
Intensity of non-hazardous waste(by area)	14.01	14.00	kg/m <sup>2</sup>
<b>Waste recycled</b>			
Commercial buildings	3,348.56	4,183.47	kg
Residential buildings	585.60	1,518.08	kg
Industrial building	202.57	283.90	kg
Total amount of waste recycled	4,136.73	5,985.45	kg
Intensity of waste recycled (by area)	0.05	0.07	kg/m <sup>2</sup>
<b>Energy Consumption</b>			
<i>Electricity</i>			
Commercial buildings	4,669.61	4,672.71	MWh
Residential buildings	687.31	712.31	MWh
Industrial building	344.46	361.02	MWh
Total energy consumption	5,701.39	5,746.04	MWh
Energy intensity (by area)	0.064	0.068	MWh/m <sup>2</sup>
<b>Water Consumption</b>			
Commercial buildings	37,665	38,191	m <sup>3</sup>
Residential buildings	1,840	1,826	m <sup>3</sup>
Industrial building	11,419	10,543	m <sup>3</sup>
Total water consumption	50,924	50,560	m <sup>3</sup>
Water intensity (by area)	0.57	0.60	m <sup>3</sup> /m <sup>2</sup>

<sup>24</sup> The Group did not generate scope 1 GHG and air pollutant emissions, but generated Scope 2 GHG emissions only, which refers to indirect carbon emissions resulting from the generation of purchased electricity from the head office and properties under management.

<sup>25</sup> The Group did not produce any hazardous waste.



## Social Performance

Key Performance Indicators		2021	2020
<b>Total employees<sup>26</sup></b>			
By gender	Male	248	175
	Female	128	99
By age group	Under 31	55	29
	31–40	58	53
	41–50	71	51
	Above 50	192	141
By employment type	Full time	302	274
	Part time	74	N/A
By geographical region	Hong Kong	376	274
By employment level	General staff	245	162
	Office staff	99	88
	Management	28	18
	Senior management	4	6
Total		376	274

Employee turnover rate		2021	2020
By gender	Male	15.7%	7.7%
	Female	23.4%	14.0%
By age group	Under 31	29.1%	16.4%
	31–40	27.6%	13.3%
	41–50	29.6%	15.2%
	Above 50	8.3%	5.3%
By geographical region	Hong Kong	18.4%	10.0%
Total		18.4%	10.0%

Health and safety		2021	2020
Work-related injuries		2	1
Lost days due to work-related injuries		5	4
Work-related fatalities		0	0

Percentage of employees trained		2021	2020
By gender	Male	13%	7%
	Female	22%	22%
By employment level	General staff	3%	4%
	Office staff	39%	23%
	Management	46%	50%
	Senior management	25%	0%
Total		18.9%	12.7%

<sup>26</sup> Part-time employees are included to improve data accuracy.

Average training hours		2021	2020
By gender	Male	0.96	0.31
	Female	1.66	0.36
By employment level	General staff	0.02	0.27
	Office staff	2.33	0.49
	Management	4.09	0.56
	Senior management	3.75	0
Total		1.20	0.44

Total suppliers		2021	2020
By geographical region	Hong Kong	89	134
Total		89	134

Anti-corruption training		2021	2020
Total hours of employees receiving anti-corruption training		4	0
Total hours of directors receiving anti-corruption training		2	0

## ESG Reporting Guide Content Index

Aspects	Description	Page	Remark
A1 Emissions			
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	24–33	In the year, the Group was not aware of any material non-compliance with relevant laws and regulations that had a significant impact on the Group.
A1.1	The types of emissions and respective emissions data.	N/A	
A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions and intensity.	25–27	
A1.3	Total hazardous waste produced and intensity.	N/A	The Group did not produce any hazardous waste.
A1.4	Total non-hazardous waste produced and intensity.	29–31	
A1.5	Description of emission target(s) set and steps taken to achieve them.	25–27	
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.	29–31	



Aspects	Description	Page	Remark
A2 Use of Resources			
General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials.	24–33	
A2.1	Direct and/or indirect energy consumption by type in total and intensity.	25–27	
A2.2	Water consumption in total and intensity.	28	
A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	25–27	
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.	N/A	The Group did not have any issues sourcing water. However, the Group has been actively engaging employees on water conserving practices.
A2.5	Total packaging material used for finished products and per unit produced.	N/A	The Group did not use any packaging materials for finished products.
A3 The Environment and Natural Resources			
General Disclosure	Policies on minimising the issuer's significant impact on the environment and natural resources.	24–33	
A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	24–33	
A4 Climate Change			
General Disclosure	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.	28	
A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them.	28	

Aspects	Description	Page	Remark
B1 Employment			
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	14–18	During the period, the Group received a labor dispute related to a resigned employee, which has been heard by the court. Apart from meeting compliance requirements, the Group will continue to be considerate of the needs of employees and maintain a healthy and harmonious working environment.
B1.1	Total workforce by gender, employment type, age group and geographical region.	39–40	
B1.2	Employee turnover rate by gender, age group and geographical region.	39–40	
B2 Health and Safety			
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	17	The Group has complied with all local occupational health and safety laws and regulations related to the building management and leasing businesses. In the year, there was no violation regarding any occupational hazards.
B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	17	
B2.2	Lost days due to work injury.	17	
B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored.	17	
B3 Development and Training			
General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	18	
B3.1	The percentage of employees trained by gender and employee category.	39–40	
B3.2	The average training hours completed per employee by gender and employee category.	39–40	



Aspects	Description	Page	Remark
B4 Labour Standards			
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.	17	
B4.1	Description of measures to review employment practices to avoid child and forced labour.	17	
B4.2	Description of steps taken to eliminate such practices when discovered.	17	
B5 Supply Chain Management			
General Disclosure	Policies on managing environmental and social risks of the supply chain.	32	
B5.1	Number of suppliers by geographical region.	32	
B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored.	32	
B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	32	
B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	32	
B6 Product Responsibility			
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	19–23	The Group has complied with all relevant local laws and regulations relating to the building management and leasing businesses. In the year, there was no material non-compliance with relevant laws and regulations that had a significant impact on the Group.
B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	N/A	The Group did not sell or ship any products.
B6.2	Number of products and service related complaints received and how they are dealt with.	21–22	
B6.3	Description of practices relating to observing and protecting intellectual property rights.	23	

Aspects	Description	Page	Remark
B6.4	Description of quality assurance process and recall procedures.	21–22	
B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored.	23	
B7 Anti-corruption			
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	8	The Group has complied with all relevant local laws and regulations relating to the building management and leasing businesses. In the year, there were no corruption-related violations of any form.
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.	8	
B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	8	
B7.3	Description of anti-corruption training provided to directors and staff.	39–40	
B8 Community Investment			
General Disclosure	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	34–37	
B8.1	Focus areas of contribution.	34–37	
B8.2	Resources contributed to the focus area.	34–37	





金朝陽集團有限公司<sup>\*</sup>  
SOUNDWILL HOLDINGS LIMITED

Incorporated in Bermuda with limited liability

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