



CHINACHEM GROUP

華懋集團



SUSTAINABILITY REPORT  
2020 - 2021





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# CEO STATEMENT

*"Harmonizing and shepherding our planet's elements with heart."*

Dear Stakeholders,

On behalf of the Executive Committee, I am pleased to present Chinachem Group's Sustainability Report 2020-2021.

At Chinachem Group (the "Group"), we create places with heart. In challenging times, our purpose has never been more important to build resilience and solidarity. The COVID-19 pandemic has prompted us to reconsider our priorities and values, where we have a unique opportunity to reinvigorate our commitment to sustainability and liveability.

In 2020, we celebrated our 60<sup>th</sup> anniversary. This was a year marked by many unparalleled achievements for Chinachem Group. Central Market was our first historic preservation and revitalization project. The Tonkin Street Redevelopment Project was Hong Kong's first private project adopting Modular Integrated Construction, while Mount Anderson was Hong Kong's first multi-generational private project. "CCG Accel – Powered By HKSTP" pioneered a new approach to tech-ventures in Hong Kong. Our inaugural Sustainability Report was a milestone in Chinachem Group's sustainability journey.

Our trailblazing efforts didn't stop there. In 2021, we accelerated our climate actions by committing to the Science Based Targets ("SBT") and adopting the Task Force on Climate-Related Financial Disclosures ("TCFD") recommendations. In working towards



decarbonisation, we will set a long-term climate target with SBT to reduce our greenhouse gas ("GHG") emissions.

Tackling climate change is not a linear process. It is entangled with risks and disruptions that require swift and robust responses. We have to rethink the implications of climate change and reposition ourselves as being part of the solution. TCFD alignment is our first step, where we start integrating climate-related risks into Chinachem Group's business model, adding a new dimension to our sustainability agenda to drive impactful actions in the coming years.

The future for Chinachem Group focuses on advancing our positive impact. As we continue to create better environments and build stronger communities, we are discovering new possibilities in building a more sustainable and resilient city together. I would like to extend my gratitude to our employees, customers, partners and other stakeholders for their continued support and dedication to our sustainability journey.

Donald Choi  
Executive Director and Chief Executive Officer  
Chinachem Group  
March 2022

# CORPORATE PROFILE

Established in 1960, Chinachem Group (the "Group") is a leading private property developer in Hong Kong. We develop and manage a diverse portfolio comprising residential, commercial, retail and industrial properties, and own and manage a hospitality group and a cinema circuit.

Together with a motivated and talented team of almost 3,000 employees, we have built a solid foundation for good corporate governance and enduring business success. We are dedicated to creating liveable spaces for people to thrive in and delivering long-term values to build social capital for the greater good.

Our real estate portfolio extends across Hong Kong. From residential and commercial buildings to shopping malls, we achieve excellent development with innovative, sophisticated and sustainable designs, complemented by our service offerings including property management and entertainment.

Nina Hospitality, launched by Chinachem Group in 2005, is a homegrown hospitality group that blends award-winning hospitality services with modern lifestyle and local culture. With two distinctive hospitality brands, Nina Hotels and Lodgewood, we curate enchanting experiences for our guests and the community we are in.

Building on our rich heritage, we have developed a purpose-driven business approach that sets us apart. Our Triple Bottom Line Vision - People, Prosperity and Planet - encapsulates how we create shared values by advancing a people-centric culture, responsible business growth, and environmental stewardship:



## PEOPLE

We believe in the importance of creating shared value and bringing positive impact to society, our staff and our stakeholders. What we construct are not just buildings, but homes and workplaces with love, aspiration and real-life experiences. Everyone in these homes is unique, possessing their own stories and dreams.



## PROSPERITY

Our sustainable investment into the fabric of Hong Kong generates the revenues we need to deliver on our future societal commitments. We work hard to help make Hong Kong a more liveable city with positive energy and shared value, as well as to generate more resources for giving back to society.



## PLANET

We're all getting smarter when it comes to the environment. We should keep in mind that the decisions we take when creating local might also have an impact on the globe, and ensure our impact is positive.



# SUSTAINABILITY HIGHLIGHTS & FRAMEWORK

23

Sustainability-  
related awards

285

Stakeholders surveyed for  
sustainability-related  
stakeholder engagement

2,978

Number  
of Employees

1.3:1

Employee gender ratio  
(male : female)

364,995 m<sup>2</sup>

Accumulative certified Green  
Building GFA  
(BEAM Plus, LEED, and WELL)

16

Properties  
obtained  
Quality  
Water  
Supply  
Certificate

100%

of new employees participated  
in sustainability-related training

12

Average  
training  
hours

25,000 kWh

Purchased Renewable  
Energy Certificates

332

Volunteering  
hours

98.8%

Local  
suppliers

530

New suppliers  
in F&B, mainte-  
nance, security  
and cleaning



## Supporting Diversity and Equal Opportunity

### KPI

Establish diversity and inclusion policy to ensure equal opportunity and reduce inequalities of outcome, including gender equality and non-discrimination

### Progress

- Achieve 1-hour anti-discrimination and non-harassment trainings to employees to cover at least 10% of staff
- Zero case report of all forms of harassment or discrimination

## Serving Local Communities

### KPI

Arrange promotional programmes related to sustainability

### Progress

Arrange 4 educational programmes organised to promote Chinachem Group's branding in sustainability

## Safeguarding Talents

### KPI

Arrange health talks/trainings/workshops to promote human health, well-being, and Occupational Health and Safety (OHS)

### Progress

Arrange 2 health talks/trainings/workshops to promote human health and well-being

## Reaching out to Building Occupants

### KPI

- Obtain IAQ certificate in Excellent Class
- Arrange cyber security training for employees

### Progress

- Installed hygiene management system and equipment at 14 properties, and 8 more properties to come
- Obtained IAQ certification in Excellent Class for 8 properties, and 7 more properties to come
- Carry out IAQ monitoring
- Hosted a cyber security awareness online workshop, covering about 17% of employees from the headquarter office

## Creating a Sustainable Value Chain

### KPI

Purchase products from sustainable sources

### Progress

- Developed and implemented the Green Procurement Guidelines
- Screened new suppliers by environmental and social criteria

## Environmental Policy

### KPI

Develop the low carbon policy and implement to all departments

### Progress

Published Climate Change policy on 13 April 2021

## Establishing a Green Operation

### KPI

- 100% new major project to target 2<sup>nd</sup> highest green building certification
- 3 existing buildings to achieve the 2<sup>nd</sup> highest green building certification (e.g. BEAM Plus EB)

### Progress

- Nina Park and Ho Man Tin Station Package Two Property Development have achieved BEAM Plus NB 1.2 Provisional Gold and Platinum ratings respectively
- University Heights has achieved BEAM Plus NB 1.1 Final Gold rating during the Reporting Period

## Managing Energy Consumption and Climate Change

### KPI

- Conduct feasibility study of energy improvement measures for 3 existing buildings to cover (if applicable): retro commissioning, AI control, chiller optimisation, chiller replacement
- Generate 80,000 kWh energy by Renewable Energy (RE) system (e.g. PV, regeneration lift, heat recovery, etc.)
- Purchase 10,000 kWh of Renewable Energy Certificates (RECs) by Nina Hospitality

### Progress

- Conducted feasibility study of energy improvement measures for Nina Tower and Chinachem Golden Plaza
- Generated a cumulative of 135,920 kWh by RE system since 2012
- Purchased 25,000 kWh of RECs by Nina Hospitality

## Managing Waste

### KPI

- Set up baseline for waste disposal
- Recycle 30% of non-inert construction waste

### Progress

- Revised Sustainability Policy was published on 16 Feb 2021
- Started to record waste disposal information
- Recycled 75% of non-inert construction waste

## Conserving Water Resources

### KPI

Obtain Quality Water Supply Certificate for 9 properties

### Progress

- Revised Sustainability Policy was published on 16 Feb 2021
- Obtained Quality Water Supply Certificate for Chinachem Golden Plaza, Chinachem Tsuen Wan Plaza, Chevalier Commercial Centre and 6 hotels





# ABOUT THIS REPORT

## REPORTING PERIOD AND SCOPE

The Group is pleased to publish the Sustainability Report 2020-2021 (the “Report”), covering the reporting period from 1 July 2020 to 30 June 2021 (the “Reporting Period”). The Report elaborates sustainability commitments, management approach and performance of the Group, including the property management subsidiaries and Nina Hospitality. During the Reporting Period, the reporting scope was expanded to properties with full operational control, including the Group’s headquarter office, 38 managed properties, six hotels, and three construction sites in Hong Kong when compared to the Sustainability Report 2019-2020 while the approach remained the same. To improve our transparency, we are progressively enhancing our data collection system and we will cover relevant disclosures in the future.

## REPORTING STANDARDS

This Report is prepared in accordance with the Global Reporting Initiative (“GRI”) Standards: Core option, and with reference to the Environmental, Social and Governance Reporting Guide (“ESG Reporting Guide”) in Appendix 27 of the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (“HKEx”). The Report adheres to the reporting principles as set out in the respective reporting standards.

This Report has also adopted the TCFD recommendations and mapped the relevant Sustainable Development Goals (“SDGs”). SDGs represent a framework that addresses different aspects of sustainability including global health, education, inequality, economic growth, ocean quality, sustainable forests and climate change. We have matched the Group’s material topics and key performance indicators (“KPIs”) with the relevant SDGs and indicators. Under our sustainability framework, we align our sustainability targets with the UN’s 2030 Agenda for Sustainable Development.

## EXTERNAL ASSURANCE

The Group engaged HKQAA to provide independent assurance of this Report in accordance with International Standard on Assurance Engagement 3000, GRI Standards: Core option and ESG Reporting Guide issued by the HKEx. Please refer to the detailed assurance report on p.69.

## CONTACT DETAILS

We value all feedback from our stakeholders to improve our report and sustainability practices. If you have any comments or views on the Report and other sustainability-related issues, please contact us:

35-38/F, Nina Tower,  
8 Yeung Uk Road,  
Tsuen Wan, New Territories  
Tel: 852 2500 7495  
Email: ccgsus@chinachemgroup.com





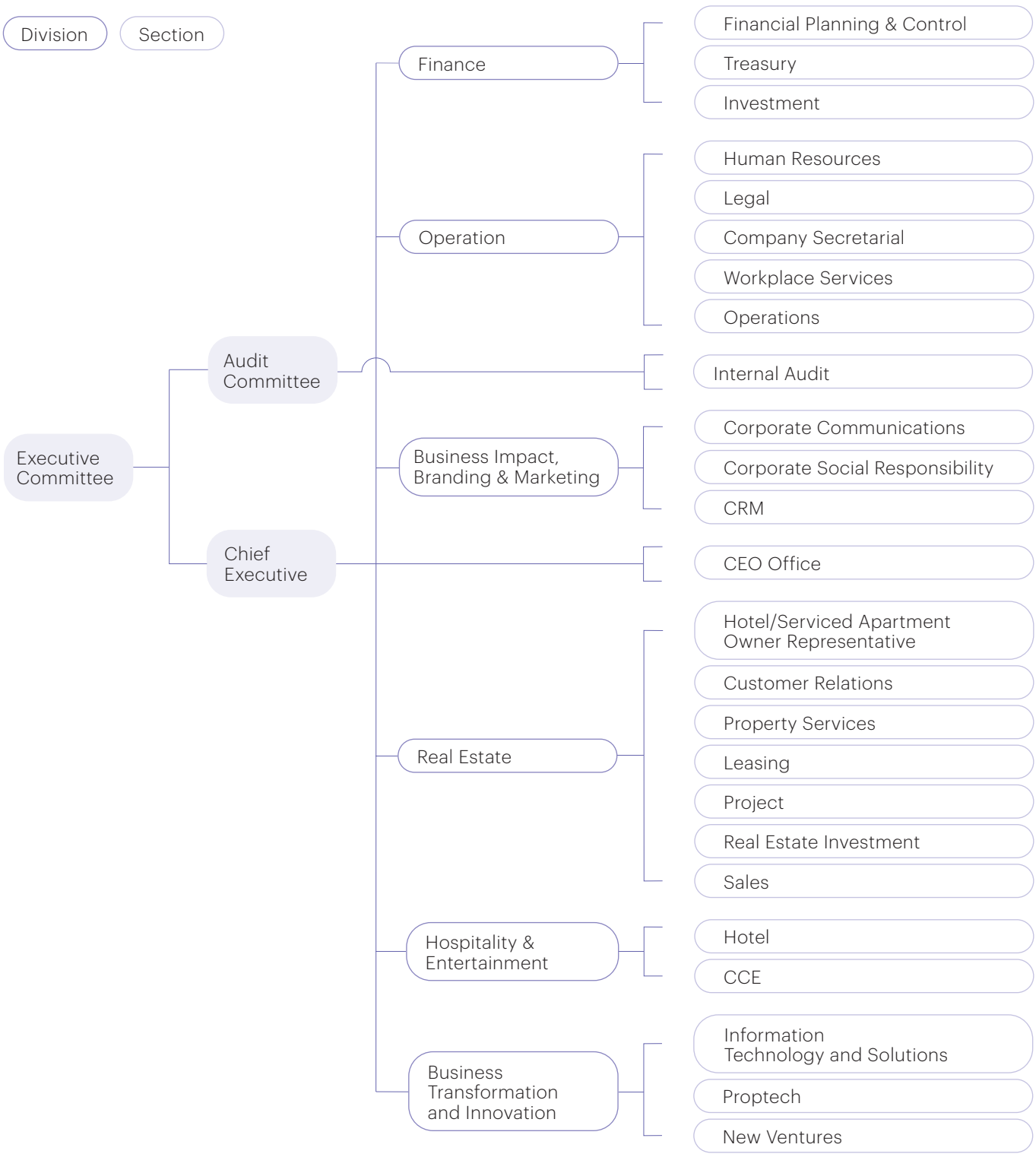
# GOVERNANCE



CORPORATE GOVERNANCE

Good corporate governance enhances a company’s performance and resilience. The Group has established a robust corporate governance structure, and integrated sustainability governance into our management framework. We hold ourselves to the highest standards of openness, integrity and accountability to facilitate effective oversight and execution of business strategies.

CHINACHEM GROUP ORGANIZATIONAL CHART



The Group is overseen by an Executive Committee (“Exco”), which consists of the Chief Executive Officer (“CEO”), Chief Operating Officer (“COO”), Chief Financial Officer (“CFO”), Managing Director of Real Estate, Director of Sales, as well as three representatives from the Joint Administrators. The Exco exercises prudence with corporate policies and best practices to improve the Group’s decision-making process, risk management and internal control.

RISK MANAGEMENT AND INTERNAL CONTROL

Corporate governance is an integral part of our business operations at strategic, departmental and project levels. To identify, assess and manage the risks facing the Group, we have established the *Risk Management Policies and Procedures* (“P&P”) and the *Internal Control Framework and Management P&P*. The *Risk Management P&P* define the responsibilities of the Division/ Department Heads when establishing and defining the risk management process for their respective divisions/departments. In accordance with the *Internal Control Framework and Management P&P*, our Internal Audit Department carries out an independent review of risk management and internal control across the Group.

INTERNAL CONTROL FRAMEWORK	
Control Set-up and Preconditions	The Exco and senior management set the tone for the code of conduct and structure of internal control
Risk Exposures	Incorporate risk management mechanisms into operations
Control Activities	Implement preventive, detective and corrective control activities and incorporate into operations (e.g. P&P review, verifications and duty segregation)
Information and Communications	Develop communication processes and systems to identify, capture and report governance-related information
Monitoring	Review and monitor the adequacy and effectiveness of the internal control system and activities to identify control deficiencies

At the corporate level, the Group has introduced the enterprise risk management (ERM) framework and established the ERM working group, which comprises the Chief Risk Officer and the Division Heads. The ERM working group identifies enterprise risks and emerging risks, conducts risk and mitigation assessments. In addition, the ERM working group periodically reviews the risks facing Chinachem Group and the adequacy of control and mitigation measures, and reports high-risk issues to the Board. The identified risks will be considered when formulating our annual divisional business plan, human resources plan and financial budget.

At the project level, our risk control mechanism covers both development and construction projects. A risk controller is assigned for each project, where a risk assessment register (“register”) is included in the implementation plan. The register documents the possible risks, their likelihoods and impacts, risk control and mitigation measures and the staff responsible for overseeing each risk item. The register is updated annually until the project is handed over to the project owners.



CRISIS MANAGEMENT

Effective crisis leadership and management play a key role in times of uncertainties. When a crisis arises, the CEO will activate a Crisis Management Team (“CMT”) to prepare a crisis management manual, and set up crisis communication channels with key stakeholders to ensure prompt and effective actions. When the crisis is resolved, the CMT will evaluate the crisis response to improve our responsiveness in similar circumstances.

CRISIS MANAGEMENT TEAM

Members	CEO, COO, Head of Corporate Communication Department, Head of Human Resources (“HR”) Department and Head of Legal Department*  *Depending on the nature of the crisis, other senior management roles may be required to join the CMT
Objective	Manage all crises facing the Group in order to avoid or minimise any potential or real adverse impacts
Responsibilities	<ul style="list-style-type: none"><li>• Lead and co-ordinate the crisis management</li><li>• Develop strategies and responses for a crisis</li><li>• Set up crisis communication channels with key internal and external stakeholders</li></ul>

ANTI-CORRUPTION

Ethics and integrity are the cornerstone of good corporate governance. We communicate our corporate values and expectations to our employees through a number of P&P, including but not limited to *Advantage & Entertainment P&P*, *Bribery & Illicit Advantage P&P*, *Conflict of Interest P&P* and *Whistle-blowing P&P*. These P&P are stipulated in the *Code of Conduct*, made available at new hire onboarding, to guide ethical decision-making and emphasise zero tolerance for corruption.

All employees are forbidden to offer, ask for, or accept bribes or any illicit advantages from or to any parties. To preclude suspected misconduct and ensure fair and unbiased decision making, all employees are required to declare and avoid any actual or potential conflict of interest. During the Reporting Period, our Internal Control Section hosted two briefing sessions regarding the *Bribery & Illicit Advantage P&P* to reinforce business ethics.

To maintain the highest standards of openness, integrity and accountability, the *Whistle-blowing P&P* provide guidelines and reporting channels to help our employees raise and report integrity concerns, including but not limited to fraudulent and corrupt activities, to the Audit Committee (“AC”). The AC will conduct a preliminary review and investigation, report the investigation progress to the Exco, and refer the case to relevant government authorities if necessary.

During the Reporting Period, no such reports were received, and no legal cases regarding corrupt practices were identified.

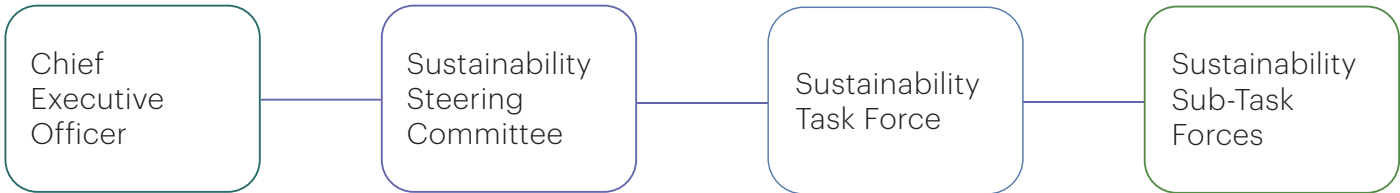
INTELLECTUAL PROPERTY RIGHTS

The Group respects intellectual property rights. Our *Information Security P&P* provides guidelines to ensure that all staff are aware of their responsibilities as producers, receivers and users of information and information assets, and protect the business by managing the risk relating to the use and management of information assets. As stated in the P&P, all staff have a responsibility to safeguard the Group’s information and information assets and to ensure that third parties, such as, outsourced consultants, contractors and sub-contractors also do so. Violation of copy, trade secret, patent or other intellectual property laws or regulations, including copying, installation or distribution of pirated or unlicensed software are strictly prohibited.

SUSTAINABILITY GOVERNANCE

To ensure the Group’s sustainable development, we incorporate sustainability concepts into all business decision-making processes. Led by the CEO, the Sustainability Steering Committee (“SSC”) oversees the Group’s development and implementation of ESG strategies. A cross-department Sustainability Task Force (“STF”) has been established to execute and monitor the sustainability strategies developed by the SSC, and enacts operational measures. Sustainability Sub-Task Force(s) is formed from time to time to work on particular tasks or projects, such as the “Green Tenancy Sub-Task Force”.

CHINACHEM GROUP SUSTAINABILITY GOVERNANCE STRUCTURE



SUSTAINABILITY STEERING COMMITTEE

Members	CEO, COO, CFO, DCFO, Chief Business Impact Officer (“CBIO”) and four senior management staff from Real Estate, Business Transformation and Innovation, Hotel and Building Services
Objective	Endorse and oversee all sustainability-related decisions of the Group
Responsibilities	<ul style="list-style-type: none"><li>• Review, suggest and endorse decisions related to the Group’s sustainability performance, including strategies, frameworks, policies, goals and targets, action plans and practices</li><li>• Review and evaluate the adequacy and effectiveness of the Group’s sustainability matters</li><li>• Oversee and monitor the execution of the Group’s sustainability initiatives and performance</li><li>• Monitor the existing and/or emerging issues, trends, significant risks, opportunities and investments related to sustainability and share to the corresponding division(s)/ department(s)/ section(s)</li></ul>



SUSTAINABILITY TASK FORCE

Convenor	General Manager – Building Services
Members	Representatives of different departments across the Group
Role	Execute the sustainability strategies endorsed by the SSC
Responsibilities	<ul style="list-style-type: none"><li>• Implement sustainability decisions endorsed by the SSC</li><li>• Establish departmental sustainability year plans and KPIs, and ensure the execution and achievement through periodic review</li><li>• Collect and provide information and data for sustainability disclosures</li><li>• Share sustainability-related information targeted to the corresponding section(s) and staff</li></ul>

To steer the Group’s long-term sustainable development and bolster sustainability governance and management, we formulated a *Sustainability P&P* in early 2020 based on our Triple Bottom Line approach. The *Sustainability P&P* expresses our commitment to delivering high-quality and safe products and services in an environmentally responsible manner, while creating shared value for the community, employees and other stakeholders.

Since 2019, the Group has developed our Sustainability Framework, in which the material topics and Sustainability KPIs (“SKPIs”) have been matched to the relevant SDGs and indicators. All departments are responsible to align their sustainability targets with the Group’s SKPIs. The achievement progress of the Group’s SKPIs as well as the department’s targets are reported to the Sustainability Steering Committee quarterly.



STAKEHOLDER ENGAGEMENT

We value views from all of our stakeholders to contribute to our sustainability framework and governance. In order to understand the expectations and priorities of the stakeholders, we have established a number of communication channels to engage different stakeholders:

STAKEHOLDER GROUPS	COMMUNICATION CHANNELS
All	<ul style="list-style-type: none"><li>• Company website</li><li>• Social media</li><li>• LIFE+ Magazine</li></ul>
Employees	<ul style="list-style-type: none"><li>• Chit-chat with CEO and town hall meetings</li><li>• Digitalised document sharing platforms</li><li>• E-mail circulation</li><li>• Employee Recognition Programme</li><li>• Enterprise-grade social network platform (Yammer)</li><li>• Feedback collection boxes and online suggestion form</li><li>• Focus group/staff surveys</li><li>• Intranet</li><li>• Staff activities</li><li>• Staff handbook and welcome kit to new staff members</li><li>• SSC and STF meetings</li><li>• Sustainability surveys</li><li>• Training</li><li>• Whistleblowing system</li></ul>
Community	<ul style="list-style-type: none"><li>• Charitable donations</li><li>• Collaborations with NGOs</li><li>• Community and volunteering activities</li></ul>
Tenants	<ul style="list-style-type: none"><li>• E-Newsletter</li><li>• Satisfaction surveys/visits</li><li>• Smart property service mobile application (FSI Advantage)</li><li>• Tenant engagement meetings and events</li></ul>
Customers/guests	<ul style="list-style-type: none"><li>• Customer service hotlines</li><li>• Mobile App e.g. Nina Club</li><li>• Vivva Programme of Nina Hospitality</li><li>• Satisfaction surveys</li></ul>
Supply chain partners	<ul style="list-style-type: none"><li>• Supplier/ contractor assessment</li><li>• Sustainability surveys</li></ul>
Professional institutions	<ul style="list-style-type: none"><li>• Conference, exhibition and seminars</li><li>• Study and Internship programmes</li></ul>
Local Government authorities and district councillors	<ul style="list-style-type: none"><li>• Joint projects</li><li>• Meetings</li><li>• Public consultation</li></ul>
Media	<ul style="list-style-type: none"><li>• Company website and social media</li><li>• Enquiries</li><li>• Feedback and responses to media enquiries</li><li>• Media events, media gathering and luncheons</li><li>• Media interviews</li><li>• Press releases</li></ul>



## MATERIALITY ASSESSMENT

As part of our journey to support sustainable development, we have conducted industry benchmarking and materiality assessment exercises including an online survey with more than 280 internal and external stakeholders including employees, tenants, hotel guests, purchasers of properties, product vendors, contractors, sub-contractors, consultants and service agents, during the Reporting Period. The assessment has aided us in identifying the sustainability topics material to the stakeholders and the Group, as well as the relevant risks and opportunities of the business in developing the sustainability framework. Based on the results of the materiality assessment, we have identified 14 sustainability topics as being the most material to the Group:

### Most Material

MATERIAL TOPIC	PILLAR/APPROACH	REPORT SECTION
Anti-corruption practices	Governance	Corporate Governance
Corporate governance	Governance	Corporate Governance
Customer privacy	Prosperity	Reaching Out to Building Occupants
Compliance with relevant socioeconomic laws and regulations	People	<ul style="list-style-type: none"> <li>Corporate Governance</li> <li>Attracting Talent</li> <li>Supporting Diversity and Equal Opportunity</li> </ul>
Anti-competitive behaviour	Governance	Corporate Governance
Occupational health and safety	People	Safeguarding Talents
Compliance with relevant environmental laws and regulations	Planet	<ul style="list-style-type: none"> <li>Corporate Governance</li> <li>Planet</li> </ul>
Labour standard	People	Attracting Talent
Employment	People	Attracting Talent
Customer health and safety	Prosperity	Reaching Out to Building Occupants
Development and training	People	Cultivating Talents
Stakeholder engagement	Governance	Corporate Governance
Anti-discrimination	People	Supporting Diversity and Equal Opportunity
Diversity and equal opportunity	People	Supporting Diversity and Equal Opportunity

### Moderately Material

MATERIAL TOPIC	PILLAR/APPROACH	REPORT SECTION
Product quality assurance	Prosperity	Creating a Sustainable Supply Chain
Direct economic performance	Governance	Corporate Governance
Product marketing and labelling	Governance	Corporate Governance
Human right	People	Attracting Talent
Energy use and conservation	Planet	Managing Energy Consumption and Climate Change
Technology and innovation	Planet	Establishing a Green Operation

### Slightly Material

MATERIAL TOPIC	PILLAR/APPROACH	REPORT SECTION
Indirect economic performance	People	Serving Local Communities
Sustainable building	Planet	Establishing a Green Operation
Waste management	Planet	Managing Waste
Greenhouse gas emission	Planet	Managing Energy Consumption and Climate Change
Climate resilience	Planet	Managing Energy Consumption and Climate Change
Material management and selection	Governance	Creating a Sustainable Supply Chain
Water consumption and conservation	Planet	Conserving Water Resources
Market presence	People	Corporate Governance
Supplier social and environment assessment	Prosperity	Creating a Sustainable Supply Chain
Community involvement	People	Serving Local Communities
Procurement practices	Prosperity	Creating a Sustainable Supply Chain
Tenant and customer engagement	Prosperity	Corporate Governance
Renewable energy	Planet	Managing Energy Consumption and Climate Change
Biodiversity	Planet	Creating a Sustainable Supply Chain



# PEOPLE

## People make the place.

The Group centres on people. We have a long tradition of creating shared values for our people and communities to thrive. Building the right environment is fundamental to such collective success. As a purpose-driven company, we work to create an inclusive, engaging and respectful culture for people and communities to aspire, grow and succeed.

## 100%

new staff members learned sustainability-related knowledge during the Corporate Orientation

## 332

Volunteering hours

## 4

educational programmes to promote the CCG's branding in sustainability

Partnered with the Hong Kong Science and Technology Parks Corporation to accelerate startup development:

"CCG Accel - Powered by HKSTP" & "Inno Place @CCG"





# ATTRACTING TALENTS

## MATERIAL TOPICS

Employment  
Labour standard

### WELFARES AND BENEFITS

The Group believes that our high-performing, motivated teams are the most treasurable assets. We offer competitive packages to attract and retain talents, and implement fair employment and labour policies to protect the rights of employees and foster workplace belonging.

### INTERNAL COMMUNICATIONS AND ENGAGEMENT

Open communication is at the core of the Group's corporate culture. We encourage employees to share their thoughts via internal communication channels and employee satisfaction surveys. We frequently arrange "Chit-chat with the CEO" sessions for employees to share their ideas and opinions and obtain feedbacks in an informal setting. This also allows our CEO to interact with employees and listen to them directly.

### LABOUR PRACTICE

An ideal workplace requires progressive policies and initiatives that exceed statutory standards. Our Employee Handbook covers the employment terms and code of conduct, setting guidelines for building an ethical and dedicated team. In addition, we strictly prohibit the employment of any child or forced labour. During the recruitment process, all candidates are required to provide their valid identification documents.

#### CHIT-CHAT WITH THE CEO

We frequently arrange "Chit-chat with CEO" sessions for employees to share their views and obtain feedbacks in an informal setting. This allows them to voice valuable suggestions and exchange ideas with the CEO, who conversely cherishes the opportunity to hear and understand employees' constructive opinions directly.



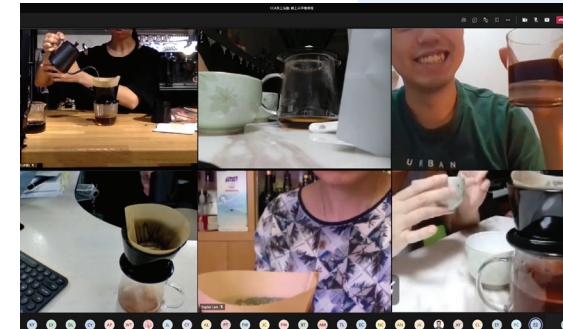
#### CHIT-CHAT WITH GM

Nina Hospitality's management team is committed to open communication. We regularly organised "Chit-chat with GM" sessions for employees to engage in conversations with the management team.



During the Reporting Period, we organised various team building activities to improve employees' sense of belonging.

#### ONLINE HAND-MADE COFFEE CLASS



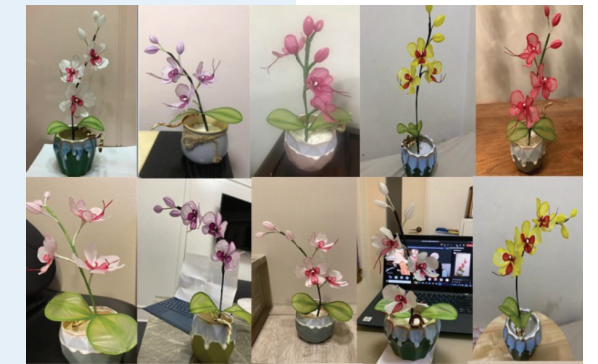
#### BRUSH LETTERING WORKSHOP



#### PINE CONE CHRISTMAS TREE LANTERN WORKSHOP



#### PHALAENOPSIS CRYSTAL FLOWER POTTED WORKSHOP



#### DRESS CASUAL DAY



#### DISTRIBUTION OF CCG'S CHRISTMAS GIFTS



#### PERSEVERANCE ROCK CLIMBING TRAINING





## CREATING PLACES WITH HEART - CHINACHEM GROUP'S 60 YEARS OF PROGRESS EXHIBITION

From a small chemical products company in the 1960s to a major real estate developer today, the Group has gone through ups and downs together with Hong Kong people. To celebrate our 60<sup>th</sup> anniversary and brand rejuvenation, we organised the "Creating Places with Heart - Chinachem Group's 60 Years of Progress" exhibition, showcasing our transformation since the 1960s through touch-free, interactive exhibits.

Extending across eight different themes, the exhibition created an immersive experience for visitors to revisit the milestones of the Group and Hong Kong, and to explore the interaction between the contemporary architecture, community and environment.

We also featured speculations about the urban future as a counterpoint. We exhibited "E-Motion-AI City", a video art piece we co-created with Tszwai So, a British Architect. This piece was premiered at the 17th Venice Biennale of Architecture, initiating a conversation of how technologies impact cities and human experience.





# SUPPORTING DIVERSITY AND EQUAL OPPORTUNITY

MATERIAL TOPICS

Anti-discrimination  
Diversity and equal opportunity

FY2020/21 TARGET

- Establish diversity and inclusion policy to ensure equal opportunity and reduce inequalities of outcome, including gender equality and non-discrimination
- Provide awareness training about gender equality and reducing inequalities for staff

FY2020/21 SKPI

Achieve 1-hour anti-discrimination and non-harassment trainings to employees to cover at least 10% of staff

STATUS

Achieved

FY2020/21 PROGRESS

Approximately 12% staff received anti-discrimination and non-harassment trainings

Zero case report of all forms of harassment of discrimination

Achieved

No relevant reported case for all departments

The Group has zero tolerance for any direct or indirect discrimination against the stakeholders. We convey anti-discrimination messages to all employees through orientation programmes, internal briefings, training and seminars. During the Reporting Period, we hosted two briefing sessions on the Group’s internal policies and procedures, which included the *Equal Opportunities P&P* to reinforce the corporate culture.

The Group works to prevent and resolve any instances of discrimination, threat, retaliation or harassment within our operations. Our *Whistleblowing P&P* allows employees to report any suspected misconduct in relation to discrimination, harassment or victimisation. An investigation would be conducted as appropriate. Mitigation or remediation actions would then be taken.

FUTURE FOCUS

The Group will continue to arrange anti-discrimination and non-harassment training sessions for our employees. In recognition of the importance of gender equality, we will organise awareness training sessions on gender issues, and establish corporate policies to ensure equal opportunities and a respectful workplace environment.





# SAFEGUARDING TALENTS

MATERIAL TOPICS

Occupational health and safety

FY2020/21 TARGET

Arrange health talks/trainings/workshops to promote human health, well-being, and Occupational Health and Safety (OHS)

FY2020/21 SKPI

Arrange 2 health talks/ trainings/ workshops to promote human health, well-being

STATUS

Achieved

FY2020/21 PROGRESS

Organised talks that were related to mental health and well-being for more than 10% of the employees

The Group’s operations place a high value on protecting our employees’ occupational health and safety (OHS). Employees’ well-being is a critical material consideration. In addition to compliance with applicable legal status and regulations, Chinachem Agencies Limited under the Group is certified by the ISO 45001:2018 OHS Management System. The Group has established the OHS P&P and OHS management framework in line with international management practice. It has also set up an OHS Committee, comprising the Director of Human Resources and members of the leading departments, to coordinate OHS management at the corporate level and oversee OHS matters in specific workplace locations.

LIFE FIRST

Employee health and safety has always been our first priority. In Sep 2020, we participated in the “Life First” construction safety campaign, organised by the Construction Industry Council, to investigate the potential risks of the construction sites and organise health and safety related talks. We examined the potential risks of Anderson Road and Ho Man Tin Phase II Development projects sites, and organised seminars for our workers to promote construction safety awareness.



NEW GERMICIDAL TECHNOLOGY

With the ongoing COVID-19 pandemic, hygiene is essential. To protect the health and safety of our employees, we adopted a new germicidal technology in our hotels. The technology encapsulates volatile biocides which are continuously controlled-released into the air. All products using this germicidal technology have undergone vigorous testing and scientific research.



FUTURE FOCUS

The Group will continue to arrange health talks, training sessions, and workshops to raise employees’ awareness of health and well-being. Equally important, we will arrange occupational health and safety related talks to reinforce awareness of this issue.



# CULTIVATING TALENTS

## MATERIAL TOPICS

### Development and training

The Group is committed to offering learning and development (L&D) opportunities to our employees to unlock their potentials and help them to pursue professional and personal growth.

Our L&D programmes is an ongoing process to develop our employees' skills and expertise through a wide range of activities such as induction training, coaching, e-learning and formal study. The goals of these L&D activities are:

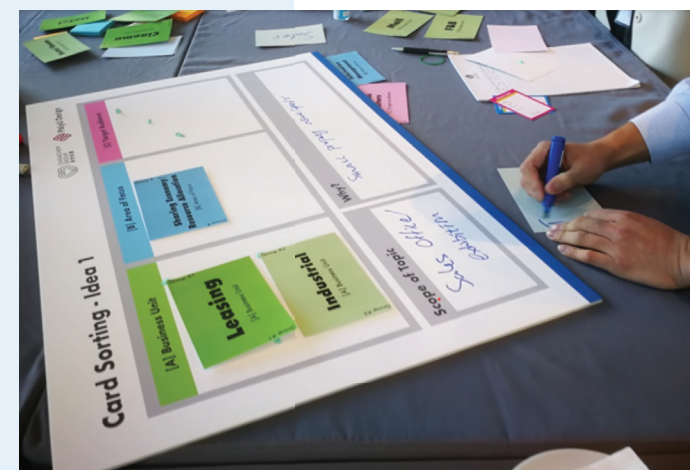
- To maintain and strengthen the knowledge and skills of our employees
- To develop employees' potential and competencies to meet our future development needs and challenges
- To support the effective implementation of our business strategies and plans

We introduced several measures to support professional growth. For example, we provided subsidies for job-related training programmes or courses of education under the Employee L&D Scheme. This scheme encourages employees to seek improvement by undertaking either employee-initiated or company-initiated programmes. Meanwhile, the Group has set up a *Staff Reward and Grading Policy* and a *Performance Management P&P* to evaluate employees' performance and incentivise them. Besides, we have been giving out "Long Services Awards" as an appreciation to team members who has served the Group for years. These policies also cover employee performance in relation to the agreed expectations and long-term goals. In addition to the above measures, the Group is committed to enhancing the knowledge and skills required for staff to fulfil their day-to-day operations and develop their careers. Such measures include:

LEVEL	MEASURES
Group	<ul style="list-style-type: none"> <li>• Providing feedback through the annual performance appraisal system to ensure fair assessment</li> <li>• Conducting Employee Recognition, Management Trainee and Internship Programmes to nurture talent</li> <li>• Implementing succession management through a structured mechanism that identifies and provides successful planning for potential future leaders</li> </ul>
Hotel	<ul style="list-style-type: none"> <li>• Developing learning programme curriculum covering such topics as Compliance, Customer Services, Communications and Managerial Skills</li> <li>• Offering external training sponsorship to encourage employees' continuous development</li> <li>• Providing online Learning Management System, launched in the Reporting Period, to encourage self-paced learning whereby staff can learn anytime and anywhere</li> </ul>

## INNOVATION AMBASSADOR PROGRAM

Moreover, the Group has established an "Innovation Ambassador Programme" to encourage employees to share their innovative ideas that drive transformation in the Group. Participants were given design thinking workshops to brainstorm their ideas and develop an open-minded mindset. We invited our CEO Donald Choi and Professor Lee Kun-pyo, Dean of School of Design in the Hong Kong Polytechnic University, to share their knowledge.



Nina Hospitality has established an Employee Recognition Programme to recognise excellent performance and promote employee empowerment. Every three months, a "Nina Hotels Star of the Quarter" is selected based on leadership, work relationships, accomplishments, performances, and commitment to the Group's growth. High-performing employees will receive achievement certificates and rewards such as buffet and cash vouchers.

## DEPARTMENT HEAD SHARING



## FRONTLINE STAFF TRAINING





# SERVING LOCAL COMMUNITIES

## MATERIAL TOPICS

### Community involvement

We endeavour to create shared value for communities. We address the needs of society and create cohesiveness by putting our resources and enthusiasm to good use. We give back to society through donations, both financially and in kind.

#### FY2020/21 TARGET

Arrange promotional programmes related to sustainability

#### FY2020/21 SKPI

Arrange 4 educational programmes organised to promote the CCG's branding in sustainability

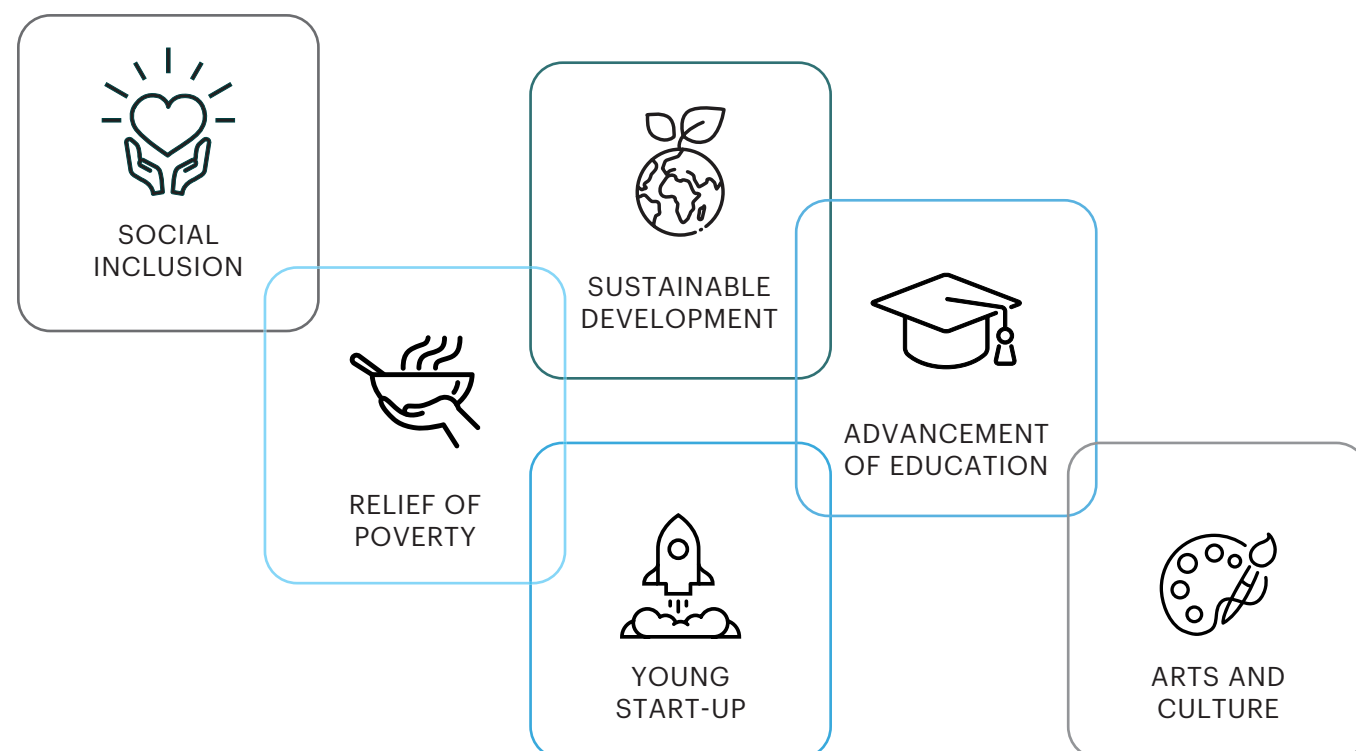
#### STATUS

Achieved

#### FY2020/21 PROGRESS

Organised 4 educational programmes to promote the CCG's branding in sustainability

## CHINACHAM GROUP COMMUNITY WORK FOCUS AREAS



## URBAN CLIMB 300M+: THE CLIMB THAT INSPIRES

The Group was a lead partner of Urban Climb 300M+, a fund-raising initiative organized by the Department of Orthopaedics and Traumatology (O&T) of the University of Hong Kong. We invited Lai Chi-wai, a paraplegic rock climber, to take on the challenge of climbing Nina Tower. This project raised more than HK\$7.7 million, including our matching donation of over HK\$3.8 million. Funds raised from the programme will go towards O&T to support spinal cord injury patients, as well as patients with mobility issues, to "walk again" with the use of exoskeletons.



*Through the event, Lai hopes to encourage Hong Kong people to keep up their spirits in the face of adversity, and show that perseverance can overcome difficulties.*





## FRENCH MAY

To support the arts scene in Hong Kong, the Group partnered with the French May Arts Festival for the first time to bring art works and performances into Central Market, as a preview to the imminent opening of this newly revitalised landmark. French GourMay closing event was also held at Nina Mall, which consisted of a three-day French Traditional Gourmet Market, featuring a variety of French regional delicacies and groceries.



## FULL MOON NIGHT IN TSUEN WAN

In November 2020, we invited Mick Yip, one of the participating artists of the Jockey Club ifva Everywhere Carnival 2020, to display his work "St. Peter's Cupboard" at Nina Tower. This moon art installation used detailed NASA images of the lunar surface, featuring craters and dark spots that once seemed so far away up close. The public can enjoy a self-guided audio tour with free smartphone application.



## PARTNERSHIP ACCELERATES INNOVATION TECHNOLOGY STARTUP DEVELOPMENT

The Group partnered with the Hong Kong Science and Technology Parks Corporation (HKSTP) to launch a range of initiatives that aim at narrowing the commercialisation gap for local innovation technology start-ups: "CCG Accel – Powered by HKSTP" and "Inno Place @CCG".

"CCG Accel – Powered by HKSTP" is a pioneering pilot-first accelerator programme that speeds up technology adoption with corporate mentorship and support for aspiring start-ups.

"Inno Place@CCG" breaks away from traditional innovation labs and puts solutions to test in a real environment at the Group's properties. Successful innovations may be adopted or invested by the Group.





During the Reporting Period, we supported various charitable programmes to promote social integration and spread positivity in the challenging times, especially for the elderly and underprivileged.

#### SMART KIDS-YOUTH ONLINE LEARNING SUPPORT PROGRAM

Through the “Smart Kids-Youth Online Learning Support Program” jointly organised by the Chinese YMCA Shek Kip Mei Club, Kai Tak Rotary Club and the Hong Kong Single Parents Association Primary, the Group lent support to 53 primary and secondary school students from disadvantaged families in Shek Kip Mei and Sham Shui Po. We donated packages comprising a laptop computer, software and a data SIM card to each of the beneficiaries, and sent volunteers to help the students and their parents set up the online learning system and teach them how to use it. This three-month Program also provided online support services such as homework tutorials, learning classes, counselling services and extra-curricular activities.



*For everyone involved in this project, this was a valuable reminder of how much we take for granted. For too many, the things we regard as basics rights, are unattainable luxuries.*

#### CARE FOR THE ELDERLY AMBASSADOR PROGRAMME

This three-year-long programme is designed to foster a caring and healthy relationship between the city's elderly and youth, especially during the pandemic. This programme comprises three main activities: Home Visits to the Elderly, Care over the Phone and School Talks on Life Education and Elderly Care. 981 people have benefited from the programme.



Distributed “Fight against the pandemic” gift packages in Clague Garden Estate



An elderly NGO Eldpathy and a group of elderly persons were invited to explore age-friendly facilities in Nina Mall



Donated to CDMF supporting study and career development of 400 youth in Tsuen Wan and Kwai Tsing district

#### FUTURE FOCUS

We will focus on promotional programmes such as developing new corporate campaigns to promote our sustainability vision.



# PROSPERITY

CENTRAL MARKET  
中環街市

## Partnerships enable prosperity.

We work closely with our building occupants and suppliers to create resilient and vibrant communities that build connections and deliver prosperity for all. We focus on our customers' needs, while striking a balance among the environment, community and business growth. Honouring our deep roots in Hong Kong, we make continued investments in communities to advance our social commitment and drive our transformation.

8

Properties obtained Indoor Air Quality certification in Excellence Class

17%

Staff received cyber-security training

Published *Guidelines for Green Procurement of the Project Department and Sustainable Procurement P&P*





# PURPOSEFUL GROWTH

## MATERIAL TOPICS

Business transformation  
Economic performance

We believe prosperity is at its best when it is shared. This belief is embedded in the work we do to progress towards an equitable future, and the built environment is where we have the most influence to catalyse impactful changes.

### CENTRAL MARKET - A PLAYGROUND FOR ALL

Noble Vantage Ltd., our member company, had been chosen by the Urban Renewal Authority (“URA”) as the main operator of the Central Market Revitalisation Project to revitalise the Grade 3 historic building at the heart of Central District.

Our winning proposal, a “Playground for All”, envisages the transformation of the former Central Market, which had been operating from 1939 to 2003 and later had been preserved and revitalised by the URA, into a vibrant and bustling place where people can meet, mingle and socialise. The Group will join hands with the URA to make this historical site with collective memory “approachable, energetic and gregarious”, thus paying back the maximum benefits to the community.

Our plan is more than simply revitalising the Central Market or creating a new shopping mall. We intend to make full use of heritage, legacy and collective memory of the building, in particular its sense of ‘community’, to bring together the older residents, new neighbours, professionals and visitors to Hong Kong.

We believe the project can not only unveil the history through characteristics of the building, but also showcase and shape the future. By adopting a flexible and interactive design, we aim to make the project a “21st Century Marketplace” which will support local brands and start-ups, serve as a gathering point to connect the neighbourhood, and become a next-generation landmark reflecting cultural and lifestyle challenges.



*Our plan is more than simply revitalising the Central Market...We want to...bring together the older residents, new neighbours, professionals and visitors.*





## MOUNT ANDERSON: DESIGN FOR A DIFFERENT FUTURE

We are thinking ahead to what aging cities and inclusive communities mean to us with our Anderson Road project. Located at a brand-new comprehensive neighbourhood atop Kowloon mountain peak, Mount Anderson is a pioneer residential development that incorporates multi-generation design. This design framework is made possible by our partnership with the CUHK Jockey Club Institute of Ageing, which helped us on developing the Residential Design Guide or Healthy Ageing in Hong Kong that sets out recommendations for healthy living architecture and environment. The study will be published as an open-source design manual to inform and improve residential architecture both locally and abroad.





# REACHING OUT TO BUILDING OCCUPANTS

## MATERIAL TOPICS

Tenant and guest health and safety  
Indoor air quality control  
Tenant and guest privacy  
Quality assurance

Satisfaction of building occupants is central to reputation and business value of the Group. We create quality spaces and offer high standards of services, with customers' health and well-being in mind.

## HEALTH AND SAFETY

### FY2020/21 TARGET

Obtain IAQ certificate in Excellent Class

### FY2020/21 SKPI

Install hygiene management system/ equipment at 14 properties

### STATUS

Achieved

### FY2020/21 PROGRESS

Maintain/ improve existing hygiene management system/ equipment (e.g. UV lamp in lift, main entrance, escalator, and HVAC, etc.)

Obtain IAQ certificate in Excellent Class for 4 properties

Achieved

Carry out IAQ monitoring; and apply for IAQ certification

We use a preventive approach to manage our properties. Performance of each building is continuously monitored to ensure the equipment and indoor environment are in good condition, and ultimately to deliver a healthy and liveable environment.

We work to ensure compliance with local statutory regulations. At our hotels and properties, we engage licensed engineers and professionals to conduct regular inspections. Our Property Service Department ("PSD"), for example, has developed and implemented an exhaustive building management and maintenance programme in which operational and maintenance requirements and procedures are provided.

Safe water and clean air are integral to a healthy indoor environment. We regularly clean water tanks, and take samples of fresh water to monitor its quality for all our properties. At Nina Hotels, in addition, we inspect kitchen ventilation systems and air filters regularly to ensure the effective control of indoor air pollution. Our efforts to improve indoor environmental quality are widely recognised by various organisations.

In 2021, 16 of our properties have been certified by the Hong Kong Water Services Department under Quality Water Supply Scheme. Nina Tower, One Hennessy and our 6 hotels have attained IAQ Certificate Excellent Class issued by the Environmental Protection Department ("EPD").

## BUILDING COVID RESILIENCE

Business continuity is integral to COVID Resilience. Our Crisis Management Team has integrated pandemic risks into the Group's risk management mechanism to ensure immediate and systematic responses to emergencies.

Despite the unprecedented circumstances in the challenges of the COVID-19 pandemic, we looked for innovative technologies to protect our customers and guests.

At Nina Mall 1&2, we installed the 'kNOw Touch' contactless panels in the elevators. Developed by the Hong Kong Productivity Council, 'kNOw Touch' allows visitors to activate elevator buttons without risking virus transmission, providing a safe shopping and dining experience for all.

Some COVID-19 safety measures we have implemented at all our properties include:

- Increase disinfection frequency for public areas and ventilation systems
- Provide hand sanitisers for guests
- Use temperature screening at points of entry
- Require guests and staff to wear face masks at all times
- Install plexiglass partitions at hotel check-in counters
- Disinfect hotel room cards with UV sanitization technology
- Require visitors to complete Health Declaration Forms



## FUTURE FOCUS

We will expand our efforts to achieve wellness-related building certification standards in our future projects, such as WELL Building Standard of the International WELL Building Institute™.

## "LIVING WELL, GREENER AND HEALTHIER" WEBINAR



In April, we hosted a webinar on green living for the residents of our managed properties. Tim Lo, Assistant Manager and Head of System Development at BEAM Society Limited, discussed how to create a green and healthy living environment amid the COVID-19 pandemic. With a focus on energy, water, environmental quality and materials, we explored ways to elevate the green home experience and functionality.



## "ENERGY SAVING PRACTICES IN OFFICE SETTING" WEBINAR

In May, we hosted a webinar on energy saving solutions for our commercial tenants. Ir Dr Paul Sat, Head of Research and Public Education at Hong Kong Green Building Council, discussed ways to create a healthy and net zero carbon environment through interior lighting, IT system, office appliances, electronic devices, behavioural changes, and collaborations between owner and tenant.



DATA SECURITY AND PRIVACY

FY2020/21 TARGET		
Arrange cyber security training for employeesArrange promotional programmes related to sustainability		
FY2020/21 SKPI	STATUS	FY2020/21 PROGRESS
Provide one-hour cyber security training to cover at least 10% of staff	Achieved	Hosted a cyber security awareness online workshop in April 2021, covering about 17% of employees from the headquarter office

The Group gives particular attention to protecting the sensitive information and personal data we process. We have a comprehensive *Personal Data Privacy P&P* in place to govern our data stewardship practice and to ensure compliance with local data privacy laws and regulations.

The data privacy landscape is important for our operations. We provide regular staff training and conduct periodic review of our P&P to ensure the effectiveness and consistency. In addition, relevant staff receive more department- and role-specific trainings on the latest regulatory updates of the Personal Data (Privacy) Ordinance and their applicability to our business segments such as direct marketing, data analytics, and cross-border transfer of personal data.

During the Reporting Period, the Group has not identified any substantiated complaints or data breaches. There was no material non-compliance event in relation to data protection.

GOLD “PRIVACY-FRIENDLY” CERTIFICATE IN PRIVACY-FRIENDLY AWARDS 2021

We participated in the Privacy-Friendly Awards 2021 held by the Office of the Privacy Commissioner for Personal Data, Hong Kong (PCDP), and received a Gold “Privacy-Friendly” Certificate. The Privacy-Friendly Awards set out five “Privacy Protection Measures” for participating organisations to implement, and award Gold, Silver or Bronze “Privacy Friendly” Certificate according to the number of implemented privacy protection measures.



Privacy-Friendly Awards - Gold Certificate for Nina Hospitality

OCCUPANT EXPERIENCE AND SATISFACTION

Service quality, occupant satisfaction, and brand image are intertwined. We make dedicated efforts to enhance occupant experience, enabling a genuine and reciprocal relationship with our building users. In regard to our property management services, we implement ISO 9001:2015 Quality Management System (“QMS”), an international standard that demonstrates our ability in product and service delivery as well as organisational efficiency.

Digital transformation helps us innovate and scale smart building solutions to create more values for tenants. FSI Advantage, our property management smartphone app, provides personalised services such as Tenant-to-Tenant Trading Platform, Visitor Management, Built-in Chatbot, Instant Alerts and Latest Events. Additionally, we have installed people-counting sensors in our commercial buildings to monitor and record real-time foot traffic, which allows us to optimise building performance and shape a more refined spatial experience for tenants and guests.

Customers’ feedback helps us understand our strengths and identify opportunities for improvement. We regularly solicit feedback from guests and tenants in multiple ways, covering topics of property services, facilities management and environment. During the Reporting Period, we achieved an average satisfaction score of 77%. Based on feedback from tenants, most building users were concerned about the cooling capacity of HVAC systems, aging facilities and building defects. In future, we will step up to improve our building performance and service delivery with retrofitting plans and regular inspections.

We want our customers to have the best possible experience and welcome feedback to help us improve and meet customer expectations. Our customer complaint handling procedures is certified under ISO 10002:2014 Standard Customer Satisfaction and Complaints Handling Management System to make sure every complaint is processed properly and effectively.





# CREATING A SUSTAINABLE VALUE CHAIN

MATERIAL TOPICS

Green Procurement

Quality assurance and service standards

As a property developer with diverse businesses, we have a complex value chain that inherently has an impact on the environment, community and economy. We work closely with suppliers and business partners to deliver a responsible value chain, while embedding sustainability at every level.

FY2020/21 TARGET		
Purchase products from sustainable sources		
FY2020/21 SKPI	STATUS	FY2020/21 PROGRESS
Develop, implement and review the <i>Green Procurement Guidelines</i>	Achieved	Published the “ <i>Guidelines for Green Procurement of the Project Department</i> ” in Nov 2020 and “ <i>Policy and Procedures 4.4 - Sustainable Procurement</i> ” in May 2021

PROCUREMENT PRACTICES

Our business segments and units have different needs. This requires us to carefully assess and select a wide range of supplies and contractors that provide services and products such as food and beverage (“F&B”), cleaning services, guest supplies and electrical appliances. Our *Procurement Management Framework P&P*, *General Procurement Principles P&P* and *Standard Operating Procedures (SOP) of Procurement* for hotels set out systematic procedures for Group-level purchases, while each business unit maintains its own tailored policy and/ or guidelines.

GENERAL PROCUREMENT PRINCIPLES	
Transparency and Fairness	Ensure an open and objective tendering and procurement process
Ethics and Code of Conduct	Adhere to the highest professional and ethical standards in all procurement activities
Regulatory Compliance	Comply with applicable laws and other regulatory requirements, especially anti-bribery and anti-collusion laws
Competitive Pricing	Negotiate to achieve reasonable tender prices

An informed decision-making process is fundamental to sustainable procurement. We conduct due diligence and audits to evaluate suppliers for their product/service specification accuracy, price, response time, after-service quality, and operation regions. During the Reporting Period, we commissioned 530 new suppliers to provide products and services in F&B, maintenance, security and cleaning. 98.8% of our suppliers are located in Hong Kong, whereas 1.2% are overseas suppliers. We favour local suppliers because this not only reduces our carbon footprint, but also supports the local economy and communities to truly create prosperity for all.

Last year, we made a pledge to involve our upcoming design and construction projects in our sustainability efforts. During the Reporting Period, we took a big step towards this goal by rolling out the *Guidelines for Green Procurement of the Project Department* (“*Green Procurement Guidelines*”) and *Sustainable Procurement P&P*. Both integrate international frameworks and standards into the Group’s value chain to bring our purpose to life.

In alignment with the SDGs, the *Green Procurement Guidelines* aims to promote health and wellness, environmentally-friendly materials, water efficiency, energy saving, carbon reduction, and biodiversity. With coherent implementation structure, procedures, and evaluation criteria, the *Green Procurement Guidelines* formalise our expectations for consultants, contractors and suppliers. In addition, we specify green design options and objectives, including green building certifications, IAQ certifications, energy reduction credits, construction waste recycling, construction materials, and water saving.

GREEN PROCUREMENT GUIDELINES IMPLEMENTATION

STRUCTURE	PROCEDURES
Objectives Setting Green Procurement Strategy Committee	1 Pre-qualification Requirement
Key Result Supervision Respective Project Team	2 Tender Requirement
Project Implementation Consultants, Contractors, Suppliers	3 Tender Award & Incorporate the Green Building Design
	4 Green Construction
	5 Green Building
	6 Data Transfer to Property Management Office



The *Sustainable Procurement P&P* translates our Triple Bottom Line vision into responsible sourcing practices. It incorporates environmental, social, and ethical considerations throughout the product or service life cycle, reinforcing our sustainability approach to drive actions and establish industry best practices.



#### PEOPLE

- Comply with all applicable laws and regulations related to human rights and employment
- Implement good labour and fair-trade practices



#### PROSPERITY

- Support the local economy, vulnerable social groups and/or small-and-medium-sized enterprises
- Ensure good value for money and consider the life-cycle cost of products/services, whenever practicable
- Promote innovation and support skills and technology transfer



#### PLANET

- Manufacture the products with green elements to minimise negative environmental impact
- Implement resources management throughout the production and service cycle, including resources extraction, product design, manufactory, package, distribution, marketing, to achieve resource efficiency

#### QUALITY ASSURANCE AND SERVICE STANDARDS

Maintaining quality assurance and service standards is an important part of the Group's sustainable development strategy. Under the framework of ISO 9001:2015 QMS, the PSD works to enhance the sustainability performance of suppliers. For instance, we require chemical material suppliers to provide Material Safety Data Sheets to ensure occupation and product safety. During the Reporting Period, the Group was not aware of any incidents of non-compliance concerning the health and safety impacts of the services.

All our hotel properties operate in accordance with our Minimum Quality Service Standards ("MQSS") and Standard Operating Procedures. The MQSS sets out clear standards and procedures for different roles such as front desk, security and housekeeping. Since March 2021, service audit has been carried out monthly to review the service quality and improvement areas in hotel operations. We will continuously explore opportunities to improve our quality management approach and deliver exceptional values to stakeholders.

#### FUTURE FOCUS

Moving forward, we will grow our green procurement efforts into something bigger. We will upgrade the "Guidelines for Green Procurement of Project Department" to "Guidelines for Sustainable Procurement of Project Department", and several departments will also develop their own departmental Green Procurement Guidelines.





# PLANET

## Promote environmental stewardship.

With rising expectations for sustainable development, transparency and accountability, growing pressures on the environment from pollution, inefficient use of resources, improper waste management and climate change, the Group takes pride in promoting environmental stewardship by implementing diverse sustainable and innovative technologies and exceeding minimum compliance with relevant environmental legislations, standards and regulations.

364,995 m<sup>2</sup>  
Total green-certified GFA

135,920 kWh  
Accumulative renewable energy generated since 2012

Climate Risk Disclosure  
with reference to TCFD  
recommendations





# ESTABLISHING A GREEN OPERATION

## MATERIAL TOPICS

### Sustainable buildings

A systematic approach to environmental management is the foundation of sustainable business operations. We take initiative to align our environmental management approach with ISO 14001:2015 EMS which provides our top management with information to formulate effective sustainability strategies and ensure compliance with environmental laws and regulations. 6 hotels and 2 subsidiaries are certified under the Environmental Management System.

#### FY2020/21 TARGET

Set up advancing low carbon policy

#### FY2020/21 SKPI

Develop the low carbon policy and implement to all departments

#### STATUS

Achieved

#### FY2020/21 PROGRESS

Published *Climate Change Policy* in April 2021

We work to integrate and upgrade facilities in our buildings to make them more energy-efficient. In recognition of our efforts in translating green thinking into action, we have received several industry awards in the environmental sector. During the Reporting Period, Lodgewood by Nina Hospitality Mong Kok, Nina Hotel Kowloon East and Nina Tower obtained Certificate of Merit under the Hong Kong Awards for Environmental Excellence. Our 6 hotels and 14 properties were also certified under the Hong Kong Green Organisation Certification ("HKGOC") scheme run by the ECC alongside the EPD.



#### FUTURE FOCUS

Seeking continuous improvements in environmental stewardship, we will continue to work closely with different departments to review and revise our P&P and carbon, waste and water management guidelines.

## SUSTAINABLE BUILDINGS

#### FY2020/21 TARGET

Existing/developing building to be certified with green building certification (BEAM Plus/LEED/WELL)

#### FY2020/21 SKPI

100% new major project to target 2<sup>nd</sup> highest green building certification

#### STATUS

In Progress

#### FY2020/21 PROGRESS

- University Height has achieved BEAM Plus NB 1.1 Final Gold rating
- Nina Park and Ho Man Tin Station Package Two Property Development have achieved BEAM Plus NB 1.2 Provisional Gold and Platinum ratings respectively

As a property developer and operator, the Group realises its responsibility in building a portfolio of greener and more sustainable buildings. We are honoured to announce that the One Hennessy, our Grade A commercial building, has achieved LEED Platinum rating.



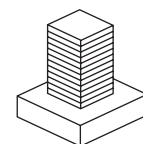
#### CURTAIN WALL

- Low-emissivity double glazing



#### GREEN BUILDING MATERIALS

- FSC certified wood
- High recycled content
- Regional products
- Low VOC content



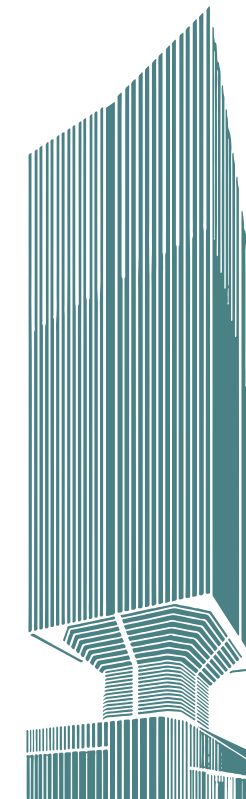
#### TOWER SETBACK

- Improve district air quality
- Improve natural lighting at pavement level



#### VERTICAL GREENING & TRAY PLANTER

- Reduce heat island effect



#### PODIUM ROOF GARDEN

- Enrich the open space asset and public life in Wan Chai



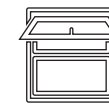
#### ENHANCEMENT FOR EXTERNAL AREA

- Improve street environment
- Re-pavement for pedestrian passageway



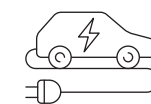
#### OPENABLE WINDOW

- Top hang openable window for outside fresh air and cross ventilation



#### GREEN TRANSPORTATION AMENITIES

- EV charger provision
- Bicycle parking at basement



#### FUTURE FOCUS

Developing green building has been one of the greatest missions of the Group. In the future, the Group will continue to integrate sustainability ideas into our building design and daily operations in accordance with the requirements of different internationally recognised standards and rating schemes.



# MANAGING ENERGY CONSUMPTION AND CLIMATE CHANGE

MATERIAL TOPICS

Energy use and conservation  
Climate change

Recognising the urgent need for climate action, the Group spares no effort to reduce its energy consumption and carbon emission, as well as align its reduction targets with the international climate change commitment.


ENERGY MANAGEMENT (INCLUDING RENEWABLE ENERGY)

FY2020/21 TARGET		
<ul style="list-style-type: none"><li>Improve the energy performance for existing buildings</li><li>Generate energy by renewable energy (RE system) (e.g. PV, regeneration lift, heat recovery, etc.)</li><li>Purchase Renewable Energy Certificates (RECs) or carbon offsets each year</li></ul>		
FY2020/21 SKPI	STATUS	FY2020/21 PROGRESS
Generate 80,000 kWh energy by RE system (e.g. PV, regeneration lift, heat recovery, etc.)	Achieved	Generated cumulative 135,920 kWh since 2012
Purchase 10,000 kWh of Renewable Energy Certificates (RECs) by Nina Hospitality	Achieved	Purchased 25,000 kWh of Renewable Energy Certificates (RECs) by Nina Hospitality


With the aim of facilitating the effective management of energy consumption, we align our properties with the ISO 50001:2018 Energy Management System and follow the Plan-Do-Check-Act (PDCA) framework for continual improvement. 6 hotels and 2 subsidiaries are certified under the Energy Management System.

The Group has implemented several measures to improve energy efficiency. Taking into consideration building type, age, condition and location, the Group customises energy-saving measures for each properties and hotels under management.

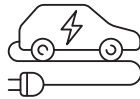
COMMON ENERGY SAVING MEASURES IMPLEMENTED IN THE MAJORITY OF CHINACHEM GROUP BUILDINGS



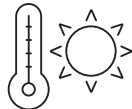
Replace existing light system with LED lighting fixtures




Install motion and daylight sensors or timer control in low traffic areas




Provide EV Charger for EVs




Set average room temperature between 24 and 26°C in summer while maintaining thermal comfort



Retrofit aged equipment such as central air conditioning systems



Participate actively in energy saving schemes



Promote passive design by maximising natural daylight harvesting

To show our determination to conserve energy, the Group has signed the Environment Bureau’s Energy Saving Charter and Charter on External Lighting. Our efforts have been well recognised that around 20 of the properties and hotels under management have attained Energywi\$e certification under the HKGOC.

The Group strives to increase the proportion of electricity consumption from renewable sources. Since 2012, we have generated 135,920 kWh of renewable energy and have been actively conducting renewable energy feasibility study for existing premises and new projects. Meanwhile, our hotels have purchased 25,000 kWh of RECs from Hong Kong Electric and CLP to further support the local generation of local renewable energy during the Reporting Period.

We have also collaborated with external institutions and organisations to improve energy efficiency in buildings. In terms of smart building, CLP Holdings Limited (“CLP”) assisted Nina Tower in the deployment of various smart and green technologies such as smart meters, smart electric kitchens and smart chargers for electric wheelchairs. As the first step, we have installed the CLP Smart Enterprise app for three of the meeting rooms and the Smart Fan Coil Unit (“FCU”) Control System in Nina Tower. With this app installed in gadgets such as smartphones and tablets, the control and monitoring of air conditioning and lighting systems is just one click away that helps us attain intelligent energy management.



## REPLACED TRADITIONAL DIESEL GENERATORS WITH BATTERY ENERGY STORAGE SYSTEM (BESS)

BESS provides stable power supply for the construction activities at project site. The Group is the first real estate developer in Hong Kong to purchase the system which replaces traditional diesel generators, thereby enabling developers to promote the use of clean energy on construction sites and fully implement the concept of green building. BESS can reduce carbon emissions by up to 85% per year as compared with traditional diesel generators. It is smaller in size, nearly silent and does not emit dark smoke from burning diesel, which can effectively lessen the air pollution, noise and fire risk caused by diesel generators on construction sites. Besides, site staff can monitor the real-time data of BESS through the mobile application or computer to ensure smooth construction activities on site.



## FUTURE FOCUS

"Hong Kong Roadmap on Popularisation of Electric Vehicles" announced in March 2021 outlines the ambition of Hong Kong government to push ahead with the popularisation of EVs towards the goal of zero vehicular emissions before 2050. With the aim to support government policy and improve roadside air quality, the Group will explore the opportunity of installing EV chargers in the following financial year.

We will continue to explore more energy improvement opportunities by conducting feasibility study of retro commissioning, AI control, chiller optimization, chiller replacement for the existing premises and renewable energy system.





# CLIMATE ACTION



For the purpose of enhancing our sustainability disclosure, we summarise our climate-related risks with reference to the four core elements recommended by TCFD which are governance, strategy, risk management, metrics and target.

## Governance

Led by the CEO, the Sustainability Steering Committee (“SSC”) oversees the Group’s development and implementation of ESG strategies. A cross-department Sustainability Task Force (“STF”) executes and monitors the sustainability strategies developed by the SSC. Some Sustainability Sub-Task Forces are formed from time to time to work on particular tasks or projects in a focused manner, such as “Green Tenancy Sub-Task Force”.

Please refer to our detailed sustainability governance structure and their role and responsibility under Governance.

## Strategy

Climate change poses both physical risks and transition risks to businesses and the Group is no exception. The increasing frequency and severity of extreme weather events such as cyclones and floods, as well as the sustained higher temperature may adversely affect our premises, operations, supply chain and employee safety. To minimise loss and enhance our adaptability to the physical risks, the Group has formulated contingency arrangement under extreme weathers.

Beyond the physical risks, the Group recognises the transition risks and opportunities presented by climate change. In view of the increasing public expectation for the contribution of business sector to a lower-carbon economy and transparency in business, the Group strives to enhance our sustainability disclosure and will continue to disclose our ESG-related information annually with reference to HKEx ESG Reporting Guide and internationally recognised standards such as GRI standard and TCFD framework. Besides, the Group will continue to integrate sustainability, technology and innovation into our building design and daily operation in response to the increasing market demand for sustainable buildings.

Government policy is expected to evolve continuously to restrict activities that contribute to climate change and promote climate change adaptation such as shifting energy use toward lower emission sources. Under such situation, the Group aims to strengthen its business resilience by exceeding minimum compliance with relevant environmental legislations, standards and regulations. We set ourselves demanding annual targets and have committed to developing a SBT in order to monitor our environmental performance and demonstrate our concrete sustainability commitments. To ensure that our employees understand and embrace the Group’s sustainability vision, we organised different sustainability trainings related to green tenancy, green finance and green building.

Apart from the internal strategies mentioned above, we also formulate external strategies to promote climate action as we believe that the international climate change commitments can only be achieved by collective effort. The Group has participated in the “Advancing Net Zero” (“ANZ”) Project, organised by HKGBC and the World Green Building Council (“World GBC”), and committed to both the Low Carbon Charter of the Business Environment Council Limited (“BEC”) and the 4T Charter of the Government’s Environment Bureau. Our active participation in these initiatives has allowed to exchange insightful information with other companies in the industry and together drive innovation in this field.

We also strive to create awareness among our external stakeholders and the community by organising educational events, such as workshops, exhibitions or campaigns, under the theme of sustainable development and climate change.

## Risk Management

To deal with existing climate effects, divisions and departments should implement appropriate measures to adapt their operations to anticipated changes in climate and enhance climate resilience of their operations. This includes regularly identifying and responding to climate change risks and opportunities in their risk management process to enhance resilience and reduce the impact.

## Metrics and Targets

### FY20/21 TARGET

- Reduce carbon intensity
- Provide sustainability trainings to employee
- Organise climate change themed workshops, exhibitions and campaigns

### FY20/21 SKPI

Provide sustainability trainings to 10% employees

### STATUS

Achieved

### FY20/21 PROGRESS

Organised 4 Sustainability trainings and around 10% of employees were trained. Topics include: “Introduction on Green Tenancy Driver for office buildings” (26/11/20), “Sustainability in Real Estate – ESG for Green Financing” (23/12/20), “Strategies from the WELL Building Standard to support the fight against COVID-19” (5/3/21), and BEAM Plus fundamental course & BEAM Pro NB Training.

Organise 2 climate change themed events

Achieved

- Organised Sustainability Conference with HKGBC on 7 May 2021
- Assisted in the Leasing Department’s webinars dedicated for tenants (“Energy Saving Practices in Office Setting” and “Simple Tips for Living Well, Greener and Healthier”)



# MANAGING WASTE

MATERIAL TOPICS

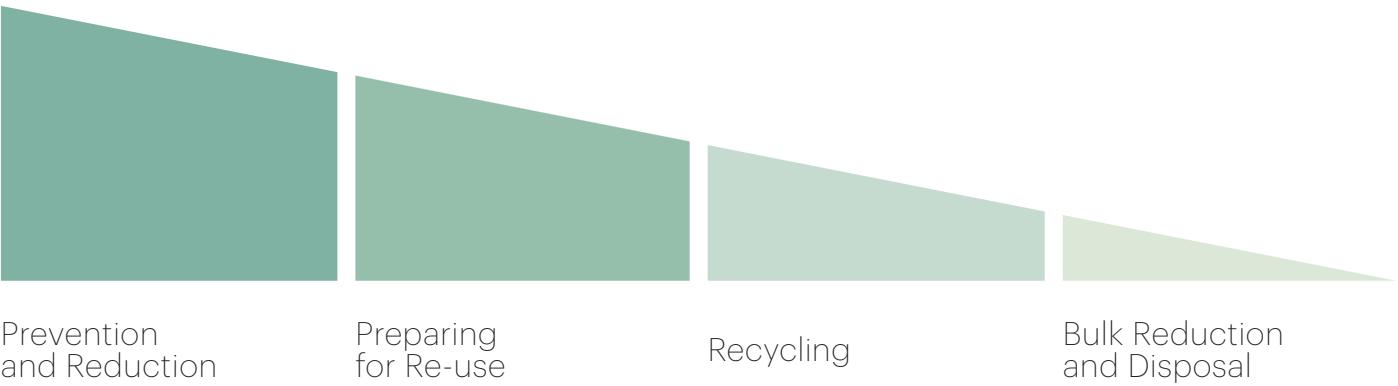
Waste reduction

To support the Government’s tightening waste management regulations, the Group attaches high importance to relieve the burden on Hong Kong’s landfills.

FY2020/21 TARGET		
<ul style="list-style-type: none"><li>Reduce general waste disposal to landfill</li><li>Recycle construction waste</li></ul>		
FY2020/21 SKPI	STATUS	FY2020/21 PROGRESS
Set up baseline for waste disposal	Achieved	Started to record waste disposal information
Recycle 30% of non-inert construction waste	Achieved	75%

Given our business nature, the majority of waste generated in our operations comes from the premises under management. Such waste includes paper, plastic, batteries, glass and small amounts of e-waste. Food waste is also a significant issue in our hotels owing to the need to provide an extensive choice of dining services to our guests and customers. The Group manages its waste according the waste hierarchy which gives top priority to preventing waste in the first place. When waste is generated, it gives priority to preparing for re-use, then recycling, and last of all bulk reduction and disposal.

CHINACHEM GROUP WASTE MANAGEMENT HIERARCHY



PREVENTION AND REDUCTION

We take initiatives to reduce waste at source by regularly reviewing the consumption of materials as well as prioritising the selection of eco-friendly materials in our operations. In this regard, PSD was awarded the Wastewi\$e certificate under the HKGOC and Nina Hospitality had committed to the Food Wise Charter established by the EPD during the Reporting Period.

At the Group’s offices, green office measures have been implemented to reduce office waste and ultimately go paperless. Dysfunctional electronic appliances are repaired to reduce the amount of e-waste generated to the landfill. The Group digitises most documents of submissions, tenders and business communication and uses online tools to manage and process most documents. For example, the Group has installed an electronic dashboard that serves to track progress of the projects in a real time manner. An online Human Resources Information System (“HRIS”) has also been set up for the HR Department. By automating various aspects of HR management such as leave applications, staff administration and tax reporting, the HRIS enables more productive and effective operations, thereby reduces paper usage.

At our managed properties, we have installed hand dryers in toilets to minimise the use of paper towels. In addition, we have installed umbrella dryers in some properties to reduce the need for single use of umbrella bags. Recycling bins have been placed at convenient locations to encourage segregation into different types of general waste including plastic, paper, aluminium cans and glass bottles. We also collect other recyclable materials such as used lamps, festive decorations and rechargeable batteries.

PREPARING FOR RE-USE

To give unwanted items a second life, we have set up Mat-2-Life Platform, an online trading platform, for individual staff members and departments to sell or exchange their unneeded items to other staff members or departments.

Moreover, some of our properties, including Chinachem Exchange Square and Two Chinachem Exchange Square, have participated in the EPD’s “Programme on Source Separation of Commercial & Industrial Waste” project by recycling toys, books, and red packets for donation and reuse.

RECYCLING

To raise environmental awareness of our hotel guests, our hotels use recyclable or biodegradable packaging for amenities as more eco-friendly alternatives. Additionally, we provide recycling bins inside the guest rooms in Lodgewood by Nina Hospitality Mong Kok and Nina Hotel Kowloon East to promote recycling and reduce the disposable waste generated from the hotels.

We also collaborate with external organisations in promoting recycling practices. For example, 14 of our properties and our 6 hotels have signed EPD’s “Glass Container Recycling Charter for Glass Recycling” and some of our properties have participated in the “Programme on Source Separation of Commercial & Industrial Waste” project by recycling glass bottles, batteries, and mooncake containers. Through active collaboration with NGOs and the Government, we aim to make use of our buildings to promote recycling habits among members of the public.

BULK REDUCTION AND DISPOSAL

Our hotels have installed food waste liquefiers to minimise food waste being sent to landfills.



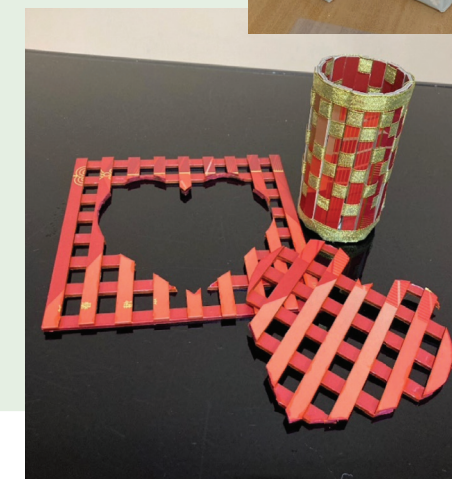
## STYLE MEETS SUSTAINABILITY IN NINA'S NEW UNIFORMS

Nina Hospitality unveiled its brand transformation in March 2021 and revealed the upcycled new uniforms designed by Mountain Yam, a Hong Kong fashion designer. Yam's team collected more than 1,000 old uniforms from Nina Hospitality, disinfected them, pulled them to pieces and reused up to 40% of that material in the new uniforms. This innovative approach not only motivates upcycling but turns waste into value-added products. It reflects Nina Hospitality's commitment of fostering a sustainable future and immaculate environment.



## GREEN LIFE CHALLENGER – UPCYCLING OF WASTE COMPETITION

Upcycling, which involves 'Reduce' and 'Reuse', two of the three 'R's in waste management, is the process of transforming waste or useless materials into products of new value. To promote the idea of upcycling and to encourage others to put sustainable ideas into action, the Group organised the 'Green Life Challenger – Upcycling of Waste Competition' in May 2021. Not only the Group's staff members but also their family members and friends can participate in the Competition to practise sustainable and low-carbon lifestyle. Over 50 upcycled products were finally received and their innovative upcycling ideas were much appreciated.



## SUPPORTING EPD'S REVERSE VENDING MACHINES PILOT SCHEME

The Group have participated in the Reverse Vending Machines (RVM) Pilot Scheme launched by EPD in 2021 to help pave the way for the future Producer Responsibility Scheme on Plastic Beverage Containers. 5 RVMs were granted by EPD and have been installed at Nina Mall I, Central Market, Lucky Plaza, Sheung Shui Town Centre and Fanling Town Centre. The RVMs provide an instant rebate or donate via e-payment platform to encourage the public to return used plastic beverage containers. All the plastic beverage containers collected would be delivered to suitable local recyclers, as arranged by the Government-appointed contractor, to ensure proper recycling.

## FUTURE FOCUS

In the following financial year, the Group will be committed to deepening its efforts in waste management by reducing plastic consumption, facilitating plastic recycling and equipping 50% of buildings with on-site waste separation and recycling facilities.



# CONSERVING WATER RESOURCES

MATERIAL TOPICS

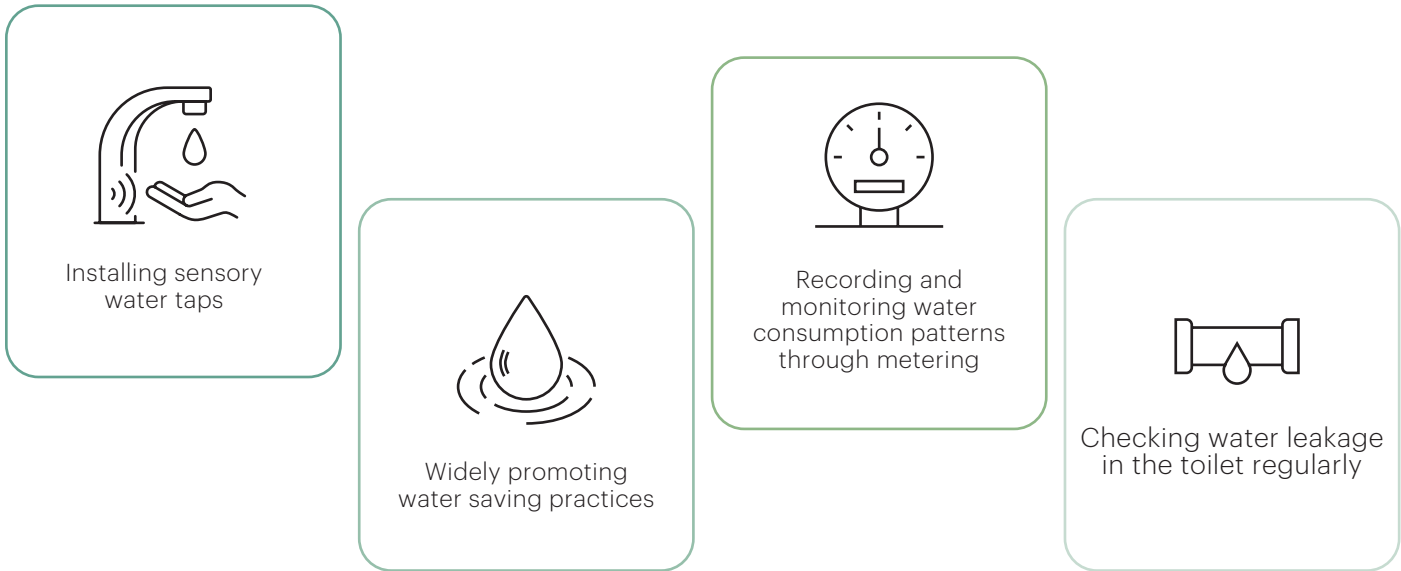
Water reduction

According to the United Nations, water scarcity affects more than 40% of the global population and is projected to rise. Recognising the threat of water scarcity in the world, the Group closely monitor and optimise water consumption within our business operations, with an aim to achieve environmental sustainability.

FY2020/21 TARGET		
<ul style="list-style-type: none"><li>• Reduce water intensity</li><li>• Obtain Quality Water Supply Certificate for properties</li></ul>		
FY2020/21 SKPI	STATUS	FY2020/21 PROGRESS
Obtain Quality Water Supply Certificate for 9 properties	Achieved	16 properties have obtained the certificate

The various measures have been implemented to improve water efficiency in the daily operations. The following are common practices carried out in our properties:

CHINACHEM GROUP WATER SAVING MEASURES



In addition to the above, Nina Hospitality has implemented specific measures such as providing "Linen/Towel Changing" cards in the hotel rooms, inviting guests to request linen or towel changes only when necessary. In this way, we are able to promote eco-friendly messages to them. Moreover, we only operate laundry machines at full capacity.

To further conserve water resources, we have installed rainwater harvesting systems in our buildings. Rainwater is collected and treated for reuse at the premises. For instance, in Chinachem Leighton Plaza, condensate water from the central air conditioning system is collected and filtered for flushing use.



RAINWATER HARVESTING SYSTEM IN NINA PARK

Eco-efficiency is crucial in landscape design. In our upcoming Nina Park community space in Tsuen Wan, for example, a harvesting system will collect and filter rainwater for irrigation and other uses. The design successfully exploits natural resources, with rainwater as the sole source for irrigation, making the project highly eco-efficient.

FUTURE FOCUS

In the following financial year, the Group will continue to explore more water saving opportunities and maintain good water quality.

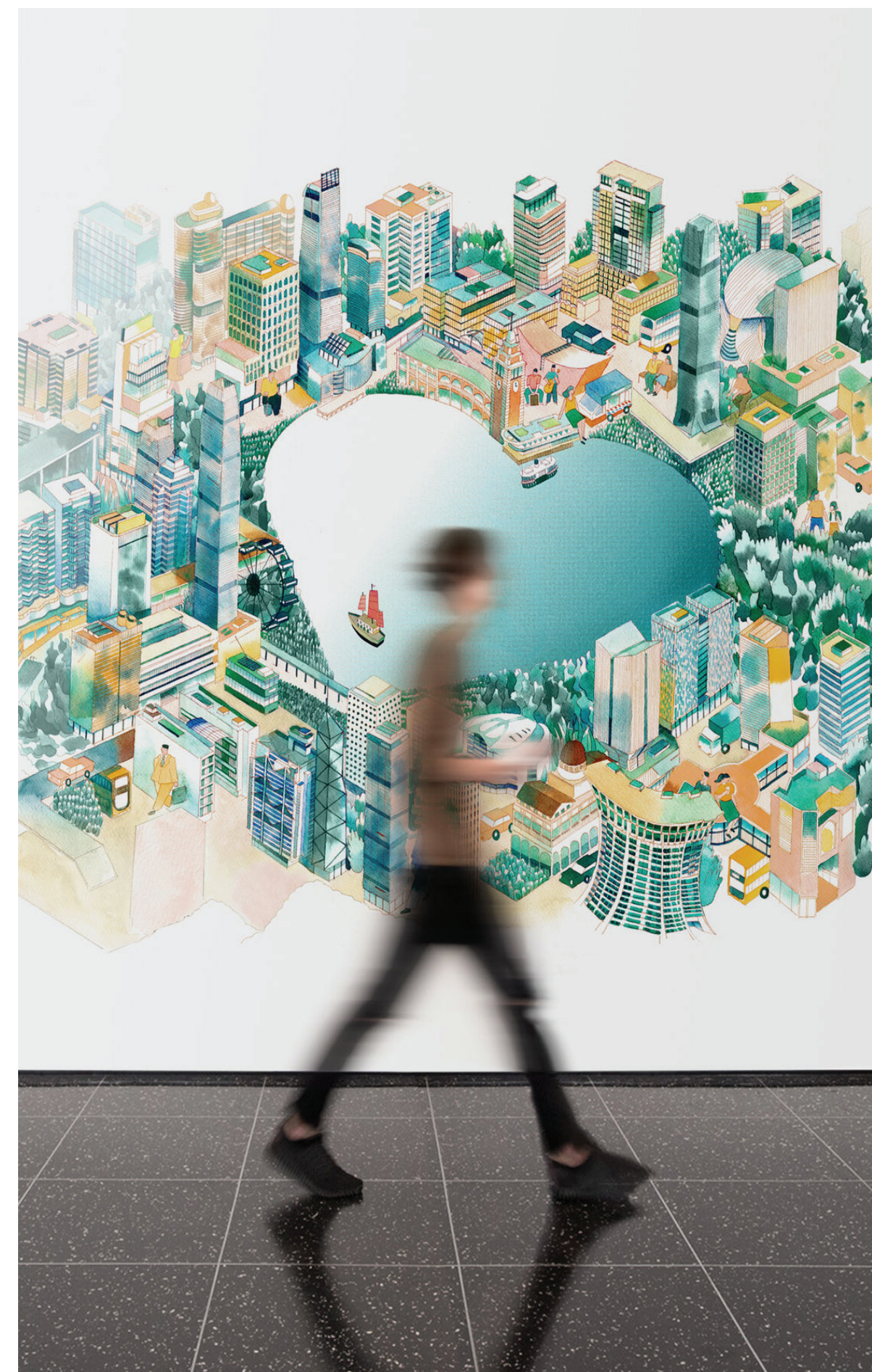


# LOOKING FORWARD

We are forging ahead with a revamped sustainability journey. This will be a learning process for all of us. It will take many forms, entail bold experiments, and require actionable goals.

With the commitment to setting Science-Based Targets in 2021, we have been reviewing our existing carbon reduction plan “CCG 3038” established in 2019 in order to reduce carbon emissions in line with the Paris Agreement goals. We endeavor to set up a higher carbon reduction target for our Group, thereby building a sustainable city and better future for the next generations.

Building on our experience and expertise, we will continue to bring tradition and innovation together and spur positive impacts. As we are progressing towards a more sustainable and resilient future, we strive to scale collective actions and shared prosperity. This commitment grounds our vision and purpose to navigate challenging times and build back better. We look forward to sharing our progress again.





# ASSURANCE REPORT



## VERIFICATION STATEMENT

### Scope and Objective of Verification

Hong Kong Quality Assurance Agency ("HKQAA") has been engaged by Chinachem Group to undertake an independent verification of its "Sustainability Report 2020 - 2021" ("the Report"). The Report stated the sustainability performance of Chinachem Group in the period of 1st July 2020 to 30th June 2021 for its operations in Hong Kong.

The aim of this verification is to provide a reasonable assurance on the reliability of the report contents. The Report has been prepared in accordance with the Core Option of the GRI Sustainability Reporting Standards (GRI Standards) and Appendix 27 "Environmental, Social and Governance Reporting Guide ("ESG Guide")" of the Main Board Listing Rules of The Stock Exchange of Hong Kong Limited.

### Level of Assurance and Methodology

The process applied in this verification was based on the International Standard on Assurance Engagements 3000 (Revised), Assurance Engagements Other Than Audits or Reviews of Historical Financial Information issued by the International Auditing and Assurance Standards Board. Our evidence gathering process was designed to obtain a reasonable level of assurance as set out in the standard for the purpose of devising the verification conclusion. The extent of this verification process covered the criteria set in the Core Option of the GRI Standards and the ESG Guide.

The verification process included verifying information relevant to reporting and management procedures, including stakeholder engagement methods and result, and materiality assessment processes. In addition, system and process for collecting, collating and reporting sustainability performance data were verified. Raw data and supporting evidence of the selected representative samples were also thoroughly examined during the verification process.

### Independence

Chinachem Group is responsible for the collection and presentation of the information presented. HKQAA does not involve in calculating, compiling, or in the development of the Report. Our verification activities are independent from Chinachem Group. There was no relationship between HKQAA and Chinachem Group that would affect the independence of HKQAA for providing the verification service.

### Conclusion

Based on the verification results, HKQAA has obtained reasonable assurance and is in the opinion that:

- The Report has been prepared in accordance with the Core Option of the GRI Standards and the ESG Guide;
- The Report illustrates the sustainability performance of Chinachem Group in a balanced, clear and timely manner; and
- The data and information disclosed in the Report are reliable and complete.

Nothing has come to HKQAA attention that the selected sustainability performance information and data contained in the Report has not been prepared and presented fairly and honestly, in material aspects, in accordance with the verification criteria. In conclusion, the Report reflects truthfully the sustainability commitments, policies and performance of Chinachem Group, and discloses transparently their sustainability performance that is commensurate with their sustainability context and materiality.

Signed on behalf of Hong Kong Quality Assurance Agency

Meico Cheong  
General Manager, Intelligence Business  
February 2022



# SUSTAINABILITY RECOGNITIONS AND INDUSTRY PARTNERSHIPS

AWARDS	ORGANISERS	ENTITIES AND / OR PROPERTIES
<b>ESG Performance</b>		
ESG Achievement Award - Diamond Award of Special ESG Awards – Outstanding ESG Performer of the Year	Institute of ESG & Benchmark	Chinachem Group
ESG Achievement Award - Diamond Award of Special Awards (criteria set by Fund Manager)	Institute of ESG & Benchmark	Chinachem Group
InnoESG Prize 2021 - Philanthropy Price	SocietyNext Foundation / Global Peace Centre (UNESCO HK Association) / Rotary action group for peace (HK & Macao Chapter)	Chinachem Group
<b>Environment</b>		
CLP Smart Energy Award 2020	CLP Group	Nina Hotel Tsuen Wan West
Hong Kong Awards for Environmental Excellence 2020	Environmental Campaign Committee	Lodgewood by Nina Hospitality Mong Kok; Nina Hotel Causeway Bay; Sources Fame Management Limited - Nina Tower
Hong Kong Green Organization Certificate	Environmental Campaign Committee	Lodgewood by Nina Hospitality Mong Kok; Lodgewood by Nina Hospitality Wan Chai; Nina Hotel Causeway Bay; Nina Hotel Island South; Nina Hotel Kowloon East; Nina Hotel Tsuen Wan West; Chinachem 333 Plaza; Chinachem Cameron Centre; Chinachem Century Tower; Chinachem Exchange Square; Chinachem Golden Plaza; Chinachem Hollywood Centre; Chinachem Johnston Plaza; Chinachem Leighton Plaza; Chinachem Tower; Chinachem Tsuen Wan Plaza; Nina Tower; No. 1 Hung To Road; Two Chinachem Exchange Square; Two Chinachem Plaza

AWARDS	ORGANISERS	ENTITIES AND / OR PROPERTIES
Hong Kong Green Organization Certification-Energywi\$e	Environmental Campaign Committee	Lodgewood by Nina Hospitality Wan Chai; Nina Hotel Causeway Bay; Nina Hotel Tsuen Wan West; Chinachem 333 Plaza; Chinachem Cameron Centre; Chinachem Century Tower; Chinachem Exchange Square; Chinachem Golden Plaza; Chinachem Hollywood Centre; Chinachem Johnston Plaza; Chinachem Leighton Plaza; Chinachem Tower; Chinachem Tsuen Wan Plaza; No. 1 Hung To Road; Nina Tower; One Hennessy; Two Chinachem Exchange Square; Two Chinachem Plaza
Hong Kong Green Organization Certification-Wastewi\$e Certificate	Environmental Campaign Committee	Lodgewood by Nina Hospitality Mong Kok; Lodgewood by Nina Hospitality Wan Chai; Nina Hotel Causeway Bay; Nina Hotel Island South; Nina Hotel Kowloon East; Nina Hotel Tsuen Wan West; Chinachem 333 Plaza; Chinachem Cameron Centre; Chinachem Century Tower; Chinachem Exchange Square; Chinachem Golden Plaza; Chinachem Hollywood Centre; Chinachem Johnston Plaza; Chinachem Leighton Plaza; Chinachem Tower; Chinachem Tsuen Wan Plaza; Nina Tower; No. 1 Hung To Road; One Hennessy; Two Chinachem Exchange Square; Two Chinachem Plaza



AWARDS	ORGANISERS	ENTITIES AND / OR PROPERTIES
Hong Kong Green Organization Certification-IAQWi\$e Certificate	Environmental Campaign Committee	Lodgewood by Nina Hospitality Mong Kok; Lodgewood by Nina Hospitality Wan Chai; Nina Hotel Causeway Bay; Nina Hotel Island South; Nina Hotel Kowloon East; Nina Hotel Tsuen Wan West
Indoor Air Quality Certificate on Scheme for Offices and Public Places	Environment Protection Department	Lodgewood by Nina Hospitality Mong Kok; Lodgewood by Nina Hospitality Wan Chai; Nina Hotel Causeway Bay; Nina Hotel Island South; Nina Hotel Kowloon East; Nina Hotel Tsuen Wan West; Chinachem Golden Plaza; Nina Tower; One Hennessy
Quality Water Supply Scheme for Buildings – Fresh Water (Management System) Certificate	Water Supplies Department	Chinachem 333 Plaza; Chinachem Cameron Centre; Chinachem Century Tower; Chinachem Exchange Square; Chinachem Golden Plaza; Chinachem Hollywood Centre; Chinachem Johnston Plaza; Chinachem Leighton Plaza; Chinachem Tsuen Wan Plaza; Nina Tower; No. 1 Hung To Road; One Chinachem Central; One Hennessy; Two Chinachem Central; Two Chinachem Exchange Square; Two Chinachem Plaza
Quality Water Supply Scheme for Buildings – Flushing Water Certificate	Water Supplies Department	Chinachem 333 Plaza; Chinachem Cameron Centre; Chinachem Century Tower; Chinachem Exchange Square; Chinachem Golden Plaza; Chinachem Hollywood Centre; Chinachem Johnston Plaza; Chinachem Leighton Plaza; Chinachem Tsuen Wan Plaza; Nina Tower; No. 1 Hung To Road; Two Chinachem Exchange Square; Two Chinachem Plaza

AWARDS	ORGANISERS	ENTITIES AND / OR PROPERTIES
<b>Social responsibility</b>		
5 Years Plus Caring Company	The Hong Kong Council of Social Service	Chinachem Group; Nina Hospitality Company Limited; Sources Fame Management Limited; Together Management Company Limited
Anti-Epidemic Hygiene Measures Certification	Hong Kong Quality Assurance Agency	Lodgewood by Nina Hospitality Mong Kok; Nina Hotel Causeway Bay; Nina Hotel Island South; Nina Hotel Kowloon East; Nina Hotel Tsuen Wan West; Belair Gardens; Fanling Town Centre; Hilton Plaza; Hong Kong Garden; Marbella; Nina Mall 2; One Hennessy; Residence 228; Sheung Shui Town Centre; The Golden Gate
East Week Hong Kong Services Award	Sing Tao Magazine Group	
Partner Employer Award 2020	Hong Kong General Chamber of Small and Medium Business Limited	Lodgewood by Nina Hospitality Mong Kok; Lodgewood by Nina Hospitality Wan Chai; Nina Hotel Causeway Bay; Nina Hotel Island South; Nina Hotel Kowloon East; Nina Hotel Tsuen Wan West
Privacy-Friendly Awards 2021	Office of the Privacy Commissioner for Personal Data	Lodgewood by Nina Hospitality Mong Kok; Lodgewood by Nina Hospitality Wan Chai; Nina Hotel Causeway Bay; Nina Hotel Island South; Nina Hotel Kowloon East; Nina Hotel Tsuen Wan West
Social Capital Builder Logo Award	Labour and Welfare Bureau	



# EXTERNAL CHARTER AND PLEDGES

AWARDS	ORGANISERS	ENTITIES AND / OR PROPERTIES
<b>Property Development and Management</b>		
CIC Sustainable Construction Award (SCA) - Merit Award of Developer (Private Sector)	Construction Industry Council (CIC)	
Selected submissions in Hong Kong Report on the State of the Sustainable Built Environment 2020	Construction Industry Council (CIC) and Hong Kong Green Building Council (HKGBC)	
Selected segment story of Hong Kong Green Shop Alliance "Go Green Shopping" Publicity Campaign	Hong Kong Green Building Council (HKGBC)	
<b>Hospitality</b>		
2021 Travellers' Choice	Tripadvisor	Lodgewood by Nina Hospitality Mong Kok; Nina Hotel Causeway Bay; Nina Hotel Island South; Nina Hotel Tsuen Wan West
Customer Review Awards 2020	Agoda	Lodgewood by Nina Hospitality Mong Kok; Nina Hotel Tsuen Wan West

CHARTERS AND PLEDGES	ORGANISATIONS
4T Charter	Environment Bureau
Charter on External Lighting	Environment Bureau
Earth Hour Pledge	World Wildlife Fund
Energy Saving Charter	Environment Bureau
Food Wise Charter	Environment Protection Department
Food Wise Eateries Scheme	Environment Protection Department
Glass Container Recycling Charter	Environment Protection Department
Good Employer Charter	Labour Department
Green Event Pledge	Environment Protection Department
Green Pledge	Green Council
Green Restaurant	Green Council
Hong Kong Green Shop Alliance	Hong Kong Green Building Council
Low Carbon Charter	Business Environment Council
Less-salt-and-sugar	Food and Health Bureau
No Air Con Night	Green Sense
No Sharks Fin Pledge	World Wildlife Fund
Power Up Coalition	Business Environment Council
Reverse Vending Machine (RVM) Pilot Scheme	Environmental Protection Department
WWF Earth Hour Pledge	World Wildlife Fund
WWF No Sharks Fin Pledge	World Wildlife Fund
WWF Sustainable Seafood Pledge	World Wildlife Fund

NATURE OF MEMBERSHIPS	ORGANISATIONS
Council Member	Business Environment Council Limited
Gold Level Member	U.S. Green Building Council
Member	Hong Kong General Chamber of Commerce
Member	Hong Kong Hotel Association
Member	The Federation of Hong Kong Hotel Owners
Platinum Patron Membership	Hong Kong Green Building Council



# PERFORMANCE TABLE

ENVIRONMENTAL					
Performance indicators	Unit	Headquarter	Properties under management	Hotels	Project
<b>ENERGY CONSUMPTION</b>					
Purchased electricity	kWh	937,225	57,886,919	50,511,980	-
Towngas	kWh	-	-	4,694,097	-
Petrol	kWh	262,014	-	55,738	-
Diesel	kWh	16,231	-	-	-
Total fuel consumption for the Group	kWh	333,982			-
Total energy consumption	kWh	1,215,469	57,886,919	55,261,815	-
Total energy intensity	kWh / m <sup>2</sup>	213.991	85.533	296.121	-
Total energy consumption for the Group	kWh	114,364,203			-
Total energy intensity for the Group	kWh / m <sup>2</sup>	131.592			-
<b>GREENHOUSE GAS (GHG) EMISSION</b> <sup>Note 1 &amp; 2</sup>					
Scope 1 Direct emissions	tCO <sub>2</sub> e	76	67	926	-
Total Scope 1 Direct emissions for the Group	tCO <sub>2</sub> e	1,068			-
Scope 2 Indirect emissions	tCO <sub>2</sub> e	347	26,639	23,711	-
Total Scope 2 Indirect emissions for the Group	tCO <sub>2</sub> e	50,697			-
Total GHG emissions	tCO <sub>2</sub> e	423	26,706	24,637	-
Total GHG emissions for the Group	tCO <sub>2</sub> e	51,765			-
Total GHG emissions intensity	tCO <sub>2</sub> e / m <sup>2</sup>	0.074	0.039	0.132	-
<b>AIR EMISSION</b> <sup>Note 3</sup>					
Sulphur oxides (SO <sub>x</sub> )	kg	0.422	-	0.423	-
Nitrogen oxides (NO <sub>x</sub> )	kg	16.738	-	71.319	-
Particulate Matter (PM)	kg	1.350	-	0.274	-
<b>WATER CONSUMPTION</b>					
Total water usage	m <sup>3</sup>	236	170,140	401,521	-
Total water intensity	m <sup>3</sup> / m <sup>2</sup>	0.042	0.251	2.152	-
<b>WASTEWATER DISCHARGE</b>					
Wastewater discharged	m <sup>3</sup>	-	167,215	375,160	-
Total wastewater discharged intensity	m <sup>3</sup> / m <sup>2</sup>	-	0.247	2.010	-

Performance indicators	Unit	Headquarter	Properties under management	Hotels	Project
<b>NON-HAZARDOUS WASTE DISPOSAL</b> <sup>Note 4</sup>					
General waste	tonnes	-	2,969	9,384	-
Non-inert Construction Waste	tonnes	-	-	-	1,290.45
Total non-hazardous waste disposal intensity	tonnes / m <sup>2</sup>	-	0.004	0.050	0.012
<b>NON-HAZARDOUS WASTE RECYCLING</b>					
Recycled waste	kg	7,313	293,152	107,747	3,333,831
Total non-hazardous waste recycling intensity	kg / m <sup>2</sup>	1.287	0.433	0.577	30.327

Note 1: Emission factor, calculation standards and methodologies for carbon emissions:

- Guidelines to Account for and Report on Greenhouse Gas Emissions and Removals for Buildings ("Commercial, Residential or Institutional Purposes") in Hong Kong" published by the EPD and the Electrical and Mechanical Services Department ("EMSD") of the Hong Kong Government
- Sustainability reports of the local utility companies including CLP's 2020 Sustainability Report, Hong Kong Electric's Sustainability Report 2020 and The Hong Kong and China Gas Company Limited ESG Report 2020
- IPCC Fifth Assessment Report (AR5)

Note 2: Carbon dioxide ("CO<sub>2</sub>"), methane ("CH<sub>4</sub>"), nitrous oxide ("N<sub>2</sub>O") and hydrofluorocarbons (HFCs) are included in GHG emission calculations while perfluorocarbons (PFCs), sulphur hexafluoride (SF<sub>6</sub>) and nitrogen trifluoride (NF<sub>3</sub>) are not applicable.

Note 3: Calculation standards and method for air emissions:

- "The Clean Air Charter - A Business Guidebook" published by the Hong Kong General Chamber of Commerce and the Hong Kong Business Coalition on the Environment

Note 4: Chinachem is optimising the waste data collection system of Chinachem Entertainment and hopes to disclose the general waste in future sustainability reports.



SOCIAL		
Performance Indicators	No. of people	%
Total Workforce	2,978	N/A
<b>By Gender</b>		
Male	1,608	54.0
Female	1,370	46.0
<b>By Employee Category</b>		
Senior management	74	2.5
Management	242	8.1
Frontline and general staff	2,662	89.4
<b>By Age Group</b>		
Under 31	381	12.8
31-50	1,242	41.7
51 or above	1,355	45.5
<b>By Employment Contract</b>		
Permanent	2,783	93.5
Temporary	195	6.5
<b>By Geographical Region</b>		
Hong Kong	2,978	100
Others	0	0
<b>TURNOVER</b>		
<b>By Gender</b>		
Male	563	34.6
Female	561	39.3
<b>By Age Group</b>		
Under 31	178	45.1
31-50	379	30.4
51 or above	567	40.1
<b>By Geographical Region</b>		
Hong Kong	1,124	36.8
Others	0	0

#### AVERAGE NO. OF TRAINING HOUR

Overall	12.0
<b>By Gender</b>	
Male	9.6
Female	14.8
<b>By Employment Category</b>	
Senior management	21.7
Management	34.2
Frontline and general staff	9.7

#### OCCUPATIONAL HEALTH AND SAFETY

Performance indicators	Unit	2018-2019	2019-2020	2020-2021
Total number of work-related fatalities	No. of incident(s)	0	0	0
Fatality rate	%	0	0	0
Total number of injuries	No. of incident(s)			108
Lost day(s) due to injuries	Day(s)			5,687
Injury rate <sup>Note 1</sup>	%			3.6

Note 1: Injury rate represents the percentage of number of injuries in total number of employees.



# CONTENT INDEX

DISCLOSURE OF THE GRI STANDARD		GENERAL DISCLOSURE (“GD”) AND KEY PERFORMANCE INDICATOR (“KPI”) OF THE HKEX ESG GUIDE	SECTION/STATEMENT
<b>102: General Disclosures</b>			
<b>Organisational Profile</b>			
102-1	Name of organisation	N/A	Business Review
102-2	Activities, brands, products, and services	N/A	Sustainability Highlights
102-3	Location of headquarters	N/A	The Group is a Hong Kong-based and non-listed property developer with 2,978 employees. For details on the Group’s core businesses, please visit: Corporate Profile
102-4	Location of operations	N/A	
102-5	Ownership and legal form	N/A	
102-6	Markets served	N/A	
102-7	Scale of the organisation	N/A	
102-8	Information on employees and other workers	<b>KPI B1.1</b>	Performance Table
102-9	Supply chain	<b>KPI B5.1</b>	Creating a Sustainable Value Chain The Group engaged with over 2,600 suppliers.
102-10	Significant changes to the organisation and its supply chain	N/A	There were no significant changes to the organization’s size, structure, ownership, or supply chain.
102-11	Precautionary Principle or approach	N/A	Corporate Governance
102-12	External initiatives	N/A	Serving Local Communities Sustainability Recognitions and Industry Partnerships
102-13	Membership of associations	N/A	Sustainability Recognitions and Industry Partnerships
<b>Strategy</b>			
102-14	Statement from senior decision-maker	N/A	CEO Statement
<b>Ethics and Integrity</b>			
102-16	Values, principles, standards, and norms of behaviour	<b>KPI B6.3</b> <b>KPI B7.2</b>	Governance
<b>Governance</b>			
102-18	Governance structure	N/A	Governance

DISCLOSURE OF THE GRI STANDARD		GENERAL DISCLOSURE (“GD”) AND KEY PERFORMANCE INDICATOR (“KPI”) OF THE HKEX ESG GUIDE	SECTION/STATEMENT
<b>Stakeholder Engagement</b>			
102-40	List of stakeholder groups	N/A	Communication Channels
102-41	Collective bargaining agreements	N/A	Within the reporting scope, there are no formal collective bargaining agreements in place during the Reporting Period.
102-42	Identifying and selecting stakeholders	N/A	Communication Channels
102-43	Approach to stakeholder engagement	N/A	Communication Channels
102-44	Key topics and concerns raised	N/A	Materiality Assessment
<b>Reporting Practice</b>			
102-45	Entities included in the consolidated financial statements	N/A	Confidentiality constraints
102-46	Defining report content and topic Boundaries	N/A	Reporting Period and Scope
102-47	List of material topics	N/A	Materiality Assessment
102-48	Restatements of information	N/A	Not applicable
102-49	Changes in reporting	N/A	There were no significant changes from previous reporting periods in the list of material topics and topic Boundaries.
102-50	Reporting period	N/A	Reporting Period and Scope
102-51	Date of most recent report	N/A	Sustainability Report 2019-2020 published in April 2021.
102-52	Reporting cycle	N/A	Our sustainability reports are published on an annual basis.
102-53	Contact point for questions regarding the report	N/A	Contact Details
102-54	Claims of reporting in accordance with the GRI Standards	N/A	Reporting Standards
102-55	GRI content index	N/A	Content Index
102-56	External assurance	N/A	Not applicable



DISCLOSURE OF THE GRI STANDARD		GENERAL DISCLOSURE (“GD”) AND KEY PERFORMANCE INDICATOR (“KPI”) OF THE HKEX ESG GUIDE	SECTION/STATEMENT
200: Economic			
201: Economic Performance			
103	Management approach	N/A	The relevant information and data are confidential and not disclosed in the Report.
201-1	Direct economic value generated and distributed	N/A	
205: Anti-corruption			
103	Management approach	GD B7 KPI B7.2	Corporate Governance
205-3	Confirmed incidents of corruption and actions taken	KPI B7.1	Corporate Governance
300: Environmental			
302: Energy			
103	Management approach	GD A2 GD A3	Managing Energy Consumption and Climate Change
301-1	Materials used by weight or volume	KPI A2.5	Our business does not involve massive use of packaging material.
302-1	Energy consumption within the organisation within the organisation	KPI A2.1	Managing Energy Consumption and Climate Change  Our business does not involve consumption of heating and stream and selling of electricity, heating, cooling and stream.
302-3	Energy intensity	KPI A2.1	Managing Energy Consumption and Climate Change
302-4	Reduction of energy consumption	KPI A2.3	Managing Energy Consumption and Climate Change
303: Water and Effluents (2016)			
103	Management approach	GD A2 GD A3	Conserving Water Resources
303-1	Interactions with water as a shared resource	KPI A2.2 KPI A2.4	Conserving Water Resources  Performance Table  The Group did not encounter any issues of sourcing water during the Reporting Period.

DISCLOSURE OF THE GRI STANDARD		GENERAL DISCLOSURE (“GD”) AND KEY PERFORMANCE INDICATOR (“KPI”) OF THE HKEX ESG GUIDE	SECTION/STATEMENT
<b>305: Emissions</b>			
103	Management approach	GD A1 GD A3 KPI A1.5 KPI A3.1 KPI A4.1	Managing Energy Consumption and Climate Change
305-1	Direct (Scope 1) GHG emissions	KPI A1.1 KPI A1.2	Performance Table
305-2	Energy indirect (Scope 2) GHG emissions	KPI A1.1 KPI A1.2	Performance Table
305-4	GHG emissions intensity	KPI A1.2	Performance Table
305-7	NOx, SOx, and other significant air emissions	KPI A1.1	Performance Table
<b>306: Effluents and Waste (2016)</b>			
103	Management approach	GD A1 GD A3 KPI A1.6	Managing Waste
306-2	Waste by type and disposal method	KPI A1.3 KPI A1.4	Performance Table  Due to the Group’s business nature, the Group did not generate significant hazardous waste. Therefore, the relevant hazardous waste data are not disclosed in the Report.
<b>307: Environmental Compliance</b>			
103	Management approach	GD A1	Establishing a Green Operation
307-1	Non-compliance with environmental laws and regulations	GD A1	During the Reporting Period, the Group did not identify any significant fines or sanctions for non-compliance with such laws or regulations.



DISCLOSURE OF THE GRI STANDARD		GENERAL DISCLOSURE ("GD") AND KEY PERFORMANCE INDICATOR ("KPI") OF THE HKEX ESG GUIDE	SECTION/STATEMENT
<b>400: Social</b>			
<b>401: Employment</b>			
103	Management approach	GD B1	Attracting Talent
401-1	New employee hires and employee turnover	KPI B1.2	Performance Table
<b>403: Occupational Health and Safety</b>			
103	Management approach	GD B2 KPI B2.3	Materiality Assessment
403-9	Work-related injuries	KPI B2.1 KPI B2.2	Safeguarding Talents Performance Table
<b>404: Training and Education</b>			
103	Management approach	GD B3	Cultivating Talents
404-1	Average hours of training per year per employee	KPI B3.1 KPI B3.2	Cultivating Talents Performance Table
<b>405: Diversity and Equal Opportunity</b>			
103	Management approach	GD B1	Supporting Diversity and Equal Opportunity
405-1	Diversity of governance bodies and employees	KPI B1.1	Supporting Diversity and Equal Opportunity Performance Table  Diversity of governance bodies was not disclosed due to confidentiality constraints.
<b>406: Non-discrimination</b>			
103	Management approach	GD B1	Supporting Diversity and Equal Opportunity
406-1	Incidents of discrimination and corrective actions taken	GD B1	There were no incidents of discrimination during the reporting period.

DISCLOSURE OF THE GRI STANDARD		GENERAL DISCLOSURE ("GD") AND KEY PERFORMANCE INDICATOR ("KPI") OF THE HKEX ESG GUIDE	SECTION/STATEMENT
<b>408: Child Labour</b>			
103	Management approach	GD B4	Attracting Talent
408-1	Operations and suppliers at significant risk for incidents of child labour	KPI B4.1 KPI B4.2	Attracting Talent  Child labour is not identified as a significant risk in our operations.  There were no such practices discovered in our operations.
<b>409: Forced or Compulsory Labour</b>			
103	Management approach	GD B4	Attracting Talent
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labour	KPI B4.1 KPI B4.2	Attracting Talent  Forced labour is not identified as a significant risk in our operations.  There were no such practices discovered in our operations.
<b>413: Local Communities</b>			
103	Management approach	GD B8	Serving Local Communities
413-1	Operations with local community engagement, impact assessments and development programmes	KPI B8.1 KPI B8.2	Serving Local Communities
<b>414: Supplier Social Assessment</b>			
103	Management approach	GD B5 KPI B5.3 KPI B5.4	Creating a Sustainable Value Chain
414-1	New suppliers that were screened using social criteria	KPI B5.2	Creating a Sustainable Value Chain



DISCLOSURE OF THE GRI STANDARD		GENERAL DISCLOSURE (“GD”) AND KEY PERFORMANCE INDICATOR (“KPI”) OF THE HKEX ESG GUIDE	SECTION/STATEMENT
<b>416: Customer Health and Safety</b>			
103	Management approach	GD B6	Reaching Out to Building Occupants Creating a Sustainable Value Chain
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	KPI B6.1 KPI B6.4	Creating a Sustainable Value Chain  There were no recalls relating to our products and services for safety and health reasons.
<b>418: Customer Privacy</b>			
103	Management approach	GD B6	Reaching Out to Building Occupants
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	KPI B6.2 KPI B6.5	Reaching Out to Building Occupants  No substantiated complaints received relating to our products and services that have a significant impact on the Group.
<b>419: Socioeconomic Compliance</b>			
103	Management approach	N/A	Corporate Governance
419-1	Non-compliance with laws and regulations in the social and economic area	N/A	During the Reporting Period, the Group did not identify any significant fines or sanctions for non-compliance with such laws or regulations.





CHINACHEM GROUP

華懋集團