

How and what resources we use, and how we dispose of them, make an impact on the world around us.

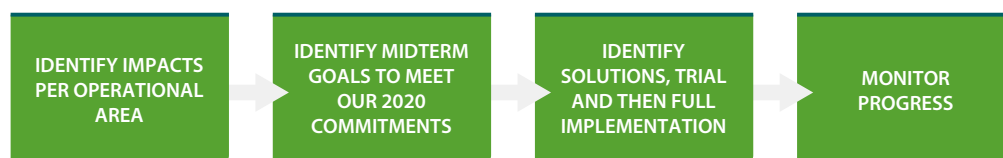
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## 1 Resource Use Strategy

It is important to manage the procurement of the materials we use regularly as a way of reducing the impact of our operations. We are constantly examining options whereby we can reduce resource use, or use materials from sustainable sources and reduce waste.

Our strategy to resource use and waste management is illustrated by this process:



- **Identify impacts per operational area** – Identify resource use and waste generated at all operational points, concentrating in areas that are offered to customers and where there is significant single-use waste generated.
- **Identify midterm goals to meet our 2020 commitments** – With departments, we identify our goals for up to 2015 and how we can work toward those goals. We have developed internal guidelines on resource use (for example on the use of paper and plastic) to help departments make decisions regarding which material to choose. We will continue to work internally to develop guidelines for other resources.
- **Identify solutions, trial and then full implementation** – Work with departments that are responsible for these items either individually or as part of a working committee. For example, most of our inflight measures are initiated by the Inflight Services Department Environmental Working Committee since 2005 (although there have been environmental related projects since at least the mid-1990s). Guidelines and policies are also developed to assist departments to consider sustainability in their decisions – for example our Marketing Department already implements a policy that all marketing paper collateral from headquarters should come from a Forest Stewardship Council (FSC)-certified source. We also work with purchasing managers on the impacts of the items we purchase and think of ways we can involve our suppliers in meeting our sustainability goals. This is discussed in the section on [Sustainable Sourcing](#).

- **Monitor progress** – Building on our existing data collection system, we are developing a process to collect material usage data in a more comprehensive and robust manner to monitor our progress against our commitments. In 2013, preparations were being made to migrate our data to a new Swire Group sustainability management system. The new system will facilitate collecting, consolidating, analysing and reporting our environmental, social and governance (ESG) performance across the Group's diverse businesses located in different jurisdictions. Further details will be provided in the next report.

The table below summarises the initiatives or strategies we have developed and implemented through the years on resource use and waste management. Further details can be found in the relevant sections of this fact sheet and our archived reports.

Resource Item	Strategy/Initiatives	Year first implemented (where applicable)
Paper & wood products/furniture	Meal boxes introduced on regional routes are on FSC-certified paper.	2013
	Inflight magazines – Discovery, Silk Road, Discover the Shop, and Emporium – are printed on FSC paper.	2013
	Reduced print run of Discovery and Discover the Shop inflight magazines by 110,000 copies per month.	2013
	Disposable chopsticks used inflight have been replaced with reusable chopsticks.	2013
	Hand towels and toilet paper in CX City are made from FSC or recycled paper.	2012
	The use of bamboo wood in the construction and design at our Hong Kong airport lounges, The Cabin (2010) and The Wing (2013).	2010 2013
	Sofas disposed from the First Class Lounge (30), the Pier, are donated to Hong Kong charity Crossroads.	2013
	Marketing collateral, headquarter office paper and inflight safety cards are on FSC paper.	2010
	Most staff newsletters are printed on recycled paper.	2008
	Most forms, notices and training manuals are in electronic format.	–
	Paper grammage of CX/KA inflight magazines is reduced while maintaining publishing quality.	2012
	Electronic initiatives:	
	• e-AWB (airway bill) for our cargo operations	2011
	• mobile boarding passes at 24 CX/KA ports (as at December 2013)	2011
	• electronic versions of our customer magazines such as the inflight Discovery magazine, and staff newsletters such as CX World (for general staff) and the Hub Exchange	2011/2012
	Withdrawal of paper menus in Economy Class of short haul flights (CX). Reuse of and recycling inflight menu cards (KA).	2004
	"Paperless" Campaign – replacing paper with electronic storage devices.	1996
	Paper recycling campaign in the offices in Hong Kong and outposts.	1995
Plastic	200,000 Economy Class plastic cups were sent to a recycler to be made into other plastic items.	2013
	Replaced a proportion of Styrofoam boxes with cooler bags for inflight ice cream storage.	2013
	Biodegradable plastic used for:	
	• inflight magazine bags	2012
	• Vogue Laundry's laundry bags	2011
	• bags for inflight blankets, inflight cutlery and duty free purchases	2011
	Cleaning and re-using plastic cutlery for approximately 10 cycles before disposal.	–
	Plastic cups and bottles used inflight are recycled.	2007
	Rebate programme for the return of plastic clothes hangers at Vogue Laundry.	2002

Resource Item	Strategy/Initiatives	Year first implemented (where applicable)
Food	Surplus food at CX City canteen is donated to underprivileged communities in Hong Kong through the Food Angel programme.	2013
	Pre-consumable food offcuts are sent to a pig farm in Hong Kong. Food leftovers are sent to make fish or pig feed.	2009
	Food provisioning reviewed due to development of protocols to load adequate food on late night flights.	2008
	The amount of food provisioned are continuously monitored and adjusted on our flights in all classes. From the various communication channels in place, we are in a position to alter loading ratios from flight to flight for the optimal requirement.	–
	Used cooking oil from CPCS is sold to be manufactured into vehicle biodiesel in Hong Kong.	2004
Water	Survey on inflight potable water usage was conducted to optimise water uplifted on our aircraft.	2013
	“Green” sealing treatment for aircraft’s outer surfaces to help reduce cleaning time and defer re-painting.	2009
	Water tap runs are reduced on all Dragonair and Cathay Pacific fleet.	2010
	Water reuse system at Vogue Laundry.	2003
	Water saving devices are installed at CPCS.	
Leftover fuel	Collected and reused by HAECO.	2011
Textiles	New First Class sleep suits are made with organic cotton.	2013
	Used First Class sleep suits are donated to the charity Compassion Revival.	2012
	Old Cathay Pacific winter coats are donated to the charity Compassion Revival for people in Pakistan.	2011
Amenity kits	Use of alternative materials:	
	• Toothbrushes and shoe horns are made from biodegradable corn-starch material	2010
	• Premium Economy amenity bags are made from recycled plastic	2012
	Economy Class amenity kits are provided on demand only.	2010
Blankets, duvets, pillows	Used blankets, duvets and pillows are donated to various charitable organisations.	1990s
Aluminium cans and materials	Aluminium cans are collected and recycled both in the office and inflight.	1995 and 2006
	Aluminium food containers are removed from all ultra short haul flights (Manila and Taipei). Aluminium foil in the breakfast service for selected routes is replaced with reusable materials.	2006
Printer cartridges	Collected in the office and recycled.	1995
Glass	The CX Chinese New Year Parade Float was constructed partly using 600 wine bottles emptied after inflight servicing.	2012
	Glass bottles collected inflight and in the office are recycled and used in the production of paving bricks.	2011
	The use of recycled glass for a feature reception wall in our premium passenger lounge, The Cabin, at the Hong Kong International Airport.	2010
Used cooking oil	Collected and recycled by waste contractors.	1996
Hazardous wastes	Chromate-free primer are utilised by Dragonair & Cathay Pacific A320/A321 and A330 aircraft.	2010
	Peroxide strippers are utilised instead of phenolic strippers.	2009

## 2 Paper and Wood Products

Since the 1990s, we have been implementing a paper recycling and use of alternative paper sources campaign in our operations, both inflight and in our offices. Migration to electronic means of communication to improve operational efficiency has also facilitated the reduction in paper consumption in many areas since the 1990s, and many of our systems are moving toward electronic storage devices.

Some examples in 2013 included:

- Use of FSC-certified paper for all Cathay Pacific and Dragonair inflight magazines, including Discovery, Discover the Shop, Silk Road, and Emporium.
- Reduced print run of Discovery and Discover the Shop magazines by 432,000 and 300,000 copies per year respectively, by rationalising the replacement frequency of the plastic pouches containing these magazines in the literature pocket of each passenger seat.
- Meal boxes made from FSC-certified paper were introduced on regional routes, which resulted in a reduction in the use of plastic and foil containers.
- Replacing inflight disposable chopsticks with reusable ones.
- The first electronic flight bag (EFB) was installed on a Boeing 777-300ER as part of a trial of our eEnabling Project, which was aimed at developing a fully paperless cockpit. Before any paper documents and manuals could be removed from the cockpit, which might be up to 15 hardcover volumes, the EFB needs to undergo a rigorous six-month validation programme before receiving certification from the Federal Aviation Administration (FAA) and the Hong Kong Civil Aviation Department (HK CAD) for operational usage. We will report progress on this initiative.

As a matter of policy, all marketing collaterals and office paper from Hong Kong are from FSC-certified sources. We are working on implementing this policy throughout all our operations around the world over the next few years.

### Use of Sustainable Paper Sources in the CX Group

	Mixed Source FSC Certified Paper	Recycled Paper
<b>Ground-based</b>	<ul style="list-style-type: none"> <li>CPCS customer newsletter "Food for Thought" (2010)</li> <li>All paper marketing collaterals (2010)</li> <li>Calendars and diaries (2010)</li> <li>Sales marketing leaflets (2010)</li> <li>Copying and printing paper at CX, KA, CX Holidays and HAS offices (2010-2011)</li> <li>Hand towels in CX City toilets (2012)</li> </ul>	<ul style="list-style-type: none"> <li>Cathay Pacific monthly staff newsletter "CX World"</li> <li>Dragonair monthly staff newsletter "Dragonews"</li> <li>Cabin Crew Newsletter</li> <li>Hand towels in CX City toilets (2012)</li> <li>Toilet paper in CX City toilets – 80% recycled content (2012)</li> </ul>
<b>Inflight</b>	<ul style="list-style-type: none"> <li>Meal tray cards (2010)</li> <li>Safety cards on all aircraft (2011)</li> <li>CX/KA branded inflight magazines (2013)</li> <li>Meal boxes on regional routes (2013)</li> </ul>	–

We incorporated the use of sustainable wood in our building, office, and airport lounge refurbishments where we could in accordance with green building standards or principles. Procuring wood products for furniture from a sustainable source ensured they were from a forest that is responsibly managed.

Some examples in 2013 include:

- Fast-growing bamboo wood was used in the renovation of our flagship lounge at the Hong Kong International Airport, The Wing, both for wall and furniture finishes. There is also a 40 metre long eucalyptus wood feature wall in the First Class section of the lounge.

3 Plastic

In 2012, we began a study looking at our use of plastic materials throughout the Cathay Pacific Group operations, including our subsidiaries. Plastics are versatile, cost effective, lighter and safer than most materials and for these reasons we use them throughout our operations in different forms. However, plastics take a very long time to degrade, and they contribute to a significant amount of waste as well as releasing toxins into the environment. Initially, our efforts will be focussed on tackling single-use disposable items.

Developing an Inflight Entertainment Product with the Environment in Mind

In 2013, the Products and Inflight Services teams, together with Cathay Pacific Catering Services, reviewed the current process of replacing inflight magazines after every flight. The teams identified opportunities to reduce resource use and waste, especially paper and plastic. The associated multiple benefits for the company included savings in cost, fuel and ultimately, carbon emissions.

Previously, inflight magazines and airsickness bags would be placed in an individual plastic pouch in every seat pocket, and each of these would be replaced prior to every flight departing Hong Kong. In 2013, we successfully rationalised and reduced this replacement frequency, which increased the magazine usage rate and dramatically decreased the print run and plastic rolls used. As a result, there was a nearly 58% reduction in plastic wrap usage, from 2,967 rolls to 1,252 rolls in a year. Magazine print reduced by over 700,000 copies.

In addition, to lower the magazine weight, the thickness of the magazine paper was gradually reduced throughout 2012 and 2013, whilst maintaining a good balance with print quality and book size. This has achieved a total CX/KA fuel saving of 785,822 kg and an estimated carbon emission saving of 2.46 million kg in a year.

At the same time, the magazines moved to Forestry Stewardship Council (FSC)-certified paper in 2013, which is from sustainably managed sources.

Overall, through the above initiatives, the following was achieved in 2013:

Reduction in the number of the Discovery magazine	432,000 copies
Reduction in the number of the Discover the Shop magazine	300,000 copies
Reduction in biodegradeable plastic wrap	13 rolls (or 103,000 metres)
Fuel saving	785,000 kg
Reduction in carbon emission (approximate)	2,460,000 kg

As part of our Economy Class refresh in 2013, instead of disposing 200,000 old plastic tea cups to landfill, they were sent to a recycler to be made into other plastic items.

Another important change in inflight procedures was the increased use of reusable cooler bags rather than Styrofoam for inflight ice cream storage. The usage of foam boxes decreased by 44%, down from approximately 11,000 pieces to 6,200 pieces per month since mid-2013<sup>^</sup>.

A summary of the ways we are reducing the impact of our plastic use:

Reducing plastic wrapping for inflight magazines	2013
Recycling phased-out Economy Class plastic tea cups	2013
Replacing Styrofoam boxes with reusable cooler bags for inflight ice cream storage	2013
Premium Economy Class amenity bags are made from recycled plastic bottles	2012
Biodegradable plastic bags are used to hold our blankets, cutlery, duty-free purchases (2011) and our inflight magazines	2012
Toothbrush and shoe horn are switched to a cornstarch and cellulose material	2011
Plastic cups and bottles are collected inflight for recycling	2007
Plastic cutlery are washed and re-used multiple times	2001
Rebate programme for returning plastic hangers to Vogue Laundry	2002

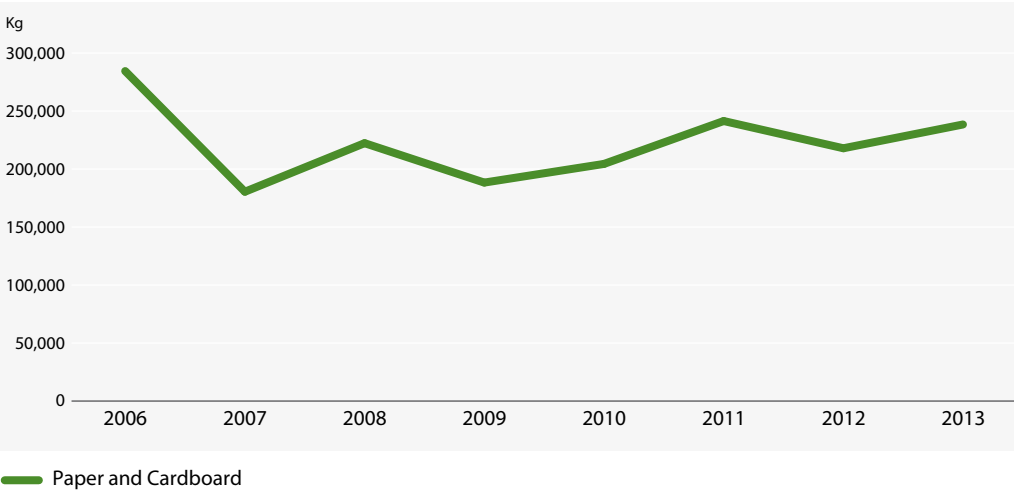
## 4 Recycling and Re-Use of Waste Materials

The Cathay Pacific Group recycles a range of materials in its offices, including paper, plastic, metal, aluminium cans, printer cartridges, waste lubrication oil and garment hangers. Detailed data can be found in our [Environmental Indicators Table](#).

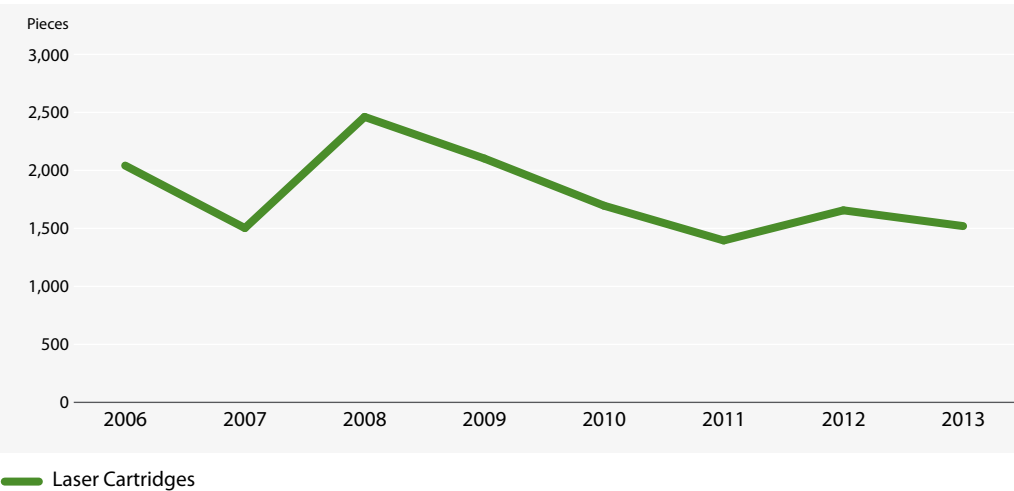
### Cathay City recycling data (2013):

- Paper and cardboard: 236,970 kg ^
- Aluminium cans: 34 kg ^
- Plastic: 6,651 kg ^
- Waste lubrication oil: 600 litres
- Printer cartridges: 1,505 pieces ^
- Glass bottles: 3,503 pieces

### CX City Recycling – Paper and Cardboard (Kg)

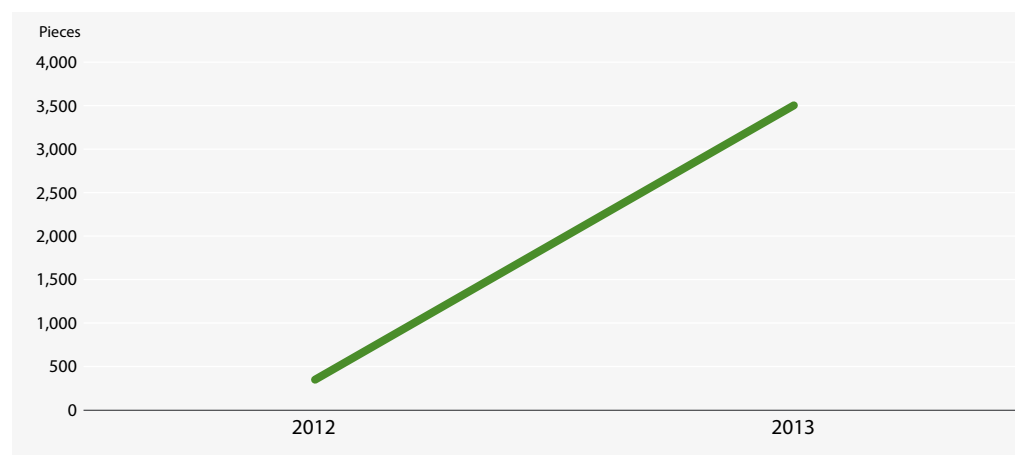


### CX City Recycling – Laser Cartridges (Pieces)



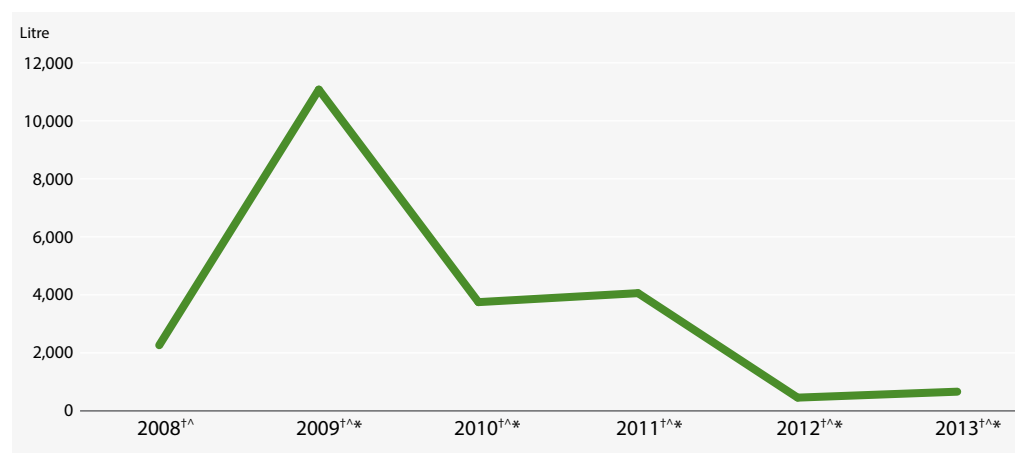


### CX City Recycling – Glass Bottles (Pieces)



— Glass Bottles

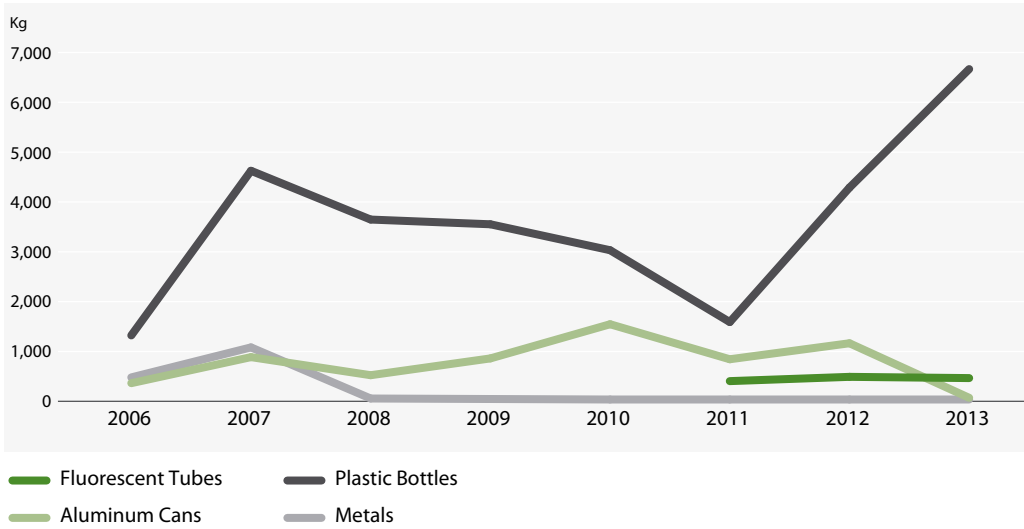
### Recycled Waste Lubrication Oil (Litre)



— Waste Lubrication Oil Recycled

<sup>†</sup> covers Cathay City only  
<sup>^</sup> covers Dragonair House only  
<sup>\*</sup> covers 100% owned Hong Kong-based Subsidiaries

Other Recycled Items at CX City (Kg)



Dragonair House recycling data (2013):

- Paper and cardboard: 2,880 kg ^
- Aluminium cans: 69 kg ^
- Plastic: 71 kg ^

Vogue Laundry uses 2.7 million garment hangers every year. We continue to reuse these hangers through our rebate programme with private and corporate customers who returned their hangers, which was at 56% in 2013. This is a decrease from 79% in 2012 due to the poor condition of the returned hangers this year.

In terms of fuel spills, in 2013, a total of 12 and four incidents were reported to the regulators by Cathay Pacific, Dragonair and Air Hong Kong in Hong Kong and outports respectively. Six of these were considered ‘major spills’, where more than 20 litres of fuel was involved or it covered an area more than five square metres.

## Inflight Waste and Recycling

Since we started sorting, reusing and recycling inflight waste in 2006, our cabin crew has continued their efforts to reduce waste from our inflight operations. We continue to find ways to improve our inflight waste management by working around the various limitations on board, such as storage space, tight flight schedules and procedures, and service quality. This is recognised as one of our customers' key concerns.

Currently our inflight recycling is only carried out on inbound flights to Hong Kong. We are constrained by regulations in our destination countries where they prohibit the disposal of waste from international flights, and we are unable to bring the waste back on the return flight for hygiene and storage reasons. However, we will continue to look for opportunities to work with local authorities and other carriers to examine ways of treating waste at these destinations.

For the first time, in 2012, we commenced a survey amongst the Cathay Pacific outports to determine whether our inflight waste entering these destinations was sorted and recycled, and if so, to what extent. Initial findings have shown that some degree of recycling is being carried out at a number of outports. We continue to explore with these ports to look for further recycling opportunities.

At some of the ports, such as in North America and Australia, there are very strict health and safety regulations on international waste, including those from international flights, which require their 'deep burial and landfill' or incineration. We will continue to monitor any regulatory changes in these countries which may facilitate inflight waste recycling.

Cathay Pacific participated in IATA's airline cabin waste management practices survey, which reviewed the composition and quantities of aircraft cabin and catering waste. This also gave useful insights on the main barriers to inflight waste management and recycling. We were also able to further share best practices and updates are amongst international airlines via the new Cabin Waste Working Group.

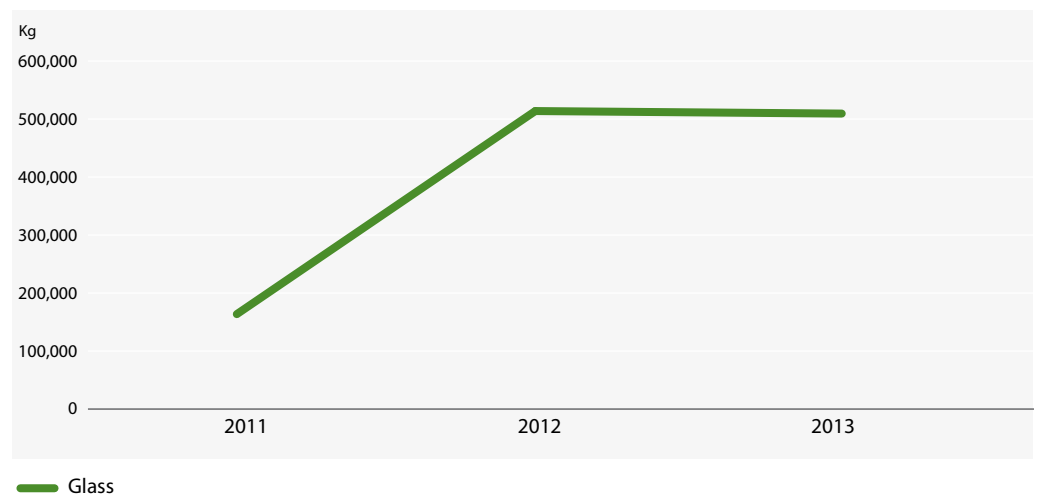
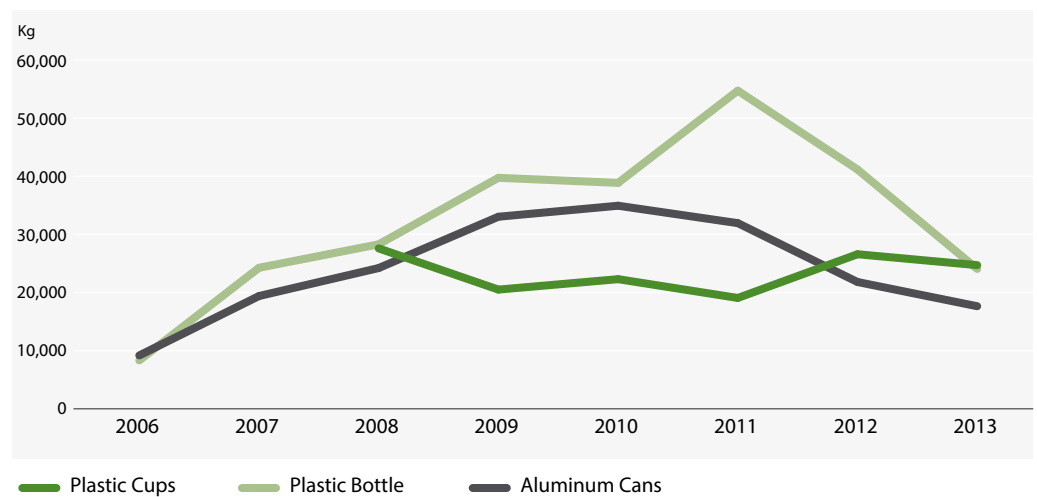
In 2013, we recycled 24,469 kg<sup>^</sup> of plastic cups, 16,782 kg<sup>^</sup> of plastic bottles, and 15,462 kg<sup>^</sup> of aluminium cans on Cathay Pacific inbound flights to Hong Kong. Similarly, 7,033 kg of plastic bottles and 1,921 kg of aluminium cans were recycled on Dragonair flights. Our stakeholder engagement exercise highlighted the need to assess the percentage of materials that we recycled over total use. We are unable to provide this number as we do not have the total number of materials in weight to compare with. However, we are working on providing this information in the medium term with our new data collection and monitoring system.

In 2013, 509,656 kg<sup>a</sup> of glass bottles were collected from Cathay Pacific inbound flights to Hong Kong for recycling.



Around 600 wine bottles emptied after inflight servicing were used for the CX Chinese New Year Parade Float in 2012. Aircraft tyres were used as photo frames on the float.

### Inflight Waste Recycling (Kg)



Cathay Pacific commenced inflight glass recycling on 1 September 2011.

## Recycling Glass

With cabin crew's help, Cathay Pacific started collecting glass bottles inflight for recycling in 2011. Find out what happens after the bottles leave the aircraft and are taken to one of two glass recycling plants in Hong Kong.



**1** Crew place empty glass bottles back into the bar carts, which are returned to CPCS. There, staff empties the bottles into recycling bins, which are collected and transferred to a brick-making plant and quarry in Sau Mau Ping, Kwun Tong.

**2** The bottles are crushed into a coarse glass powder. Because the majority of the bottles collected are green, the glass powder also has a greenish tinge.



**3** This powder is added to a concrete brick mixture to make up 20% of each brick's weight. Each brick weighs 0.5 kg and contains the equivalent of one glass bottle.



**4** The bricks are then moulded and steamed in a kiln for a day.

**5** After passing through quality control, the bricks are used by the Highways Department to pave Hong Kong's roads and sidewalks.

### FAST FACTS

**3,000**  
bottles  
collected per day

**200**  
tonnes of glass  
collected per day

**2,000**  
tonnes of bricks  
produced



## Recycling Plastic Cups



- 1 During the flight, cabin crew help sort and separate aluminium cans, plastic bottles and plastic cups from other waste and place them inside the trolleys. A recycling sticker is placed on the trolleys for easy identification.



- 3 All plastic items are broken down in pieces and further crushed. The crushed pieces are melted and different colours are added.



- 2 After the flight arrives at the Hong Kong International Airport, the trolleys are picked up by CPCS.



- 4 The melted plastic is stretched out into long strings.



- 5 The strings are then cut and diced into either small dark pellets or white crystals ready for reshaping into other plastic items.

- 6 The pellets are packed into bags ready for selling to companies that use recycled plastic in their products such as toy manufacturers.



### Recycling First Class Sleep Suits



As part of Cathay Pacific's ongoing commitment to reduce our impact on the environment and contribute to the community of Hong Kong, we are partnering with Compassion Revival, a Hong Kong-based charity, whose mission is to "care for the poor and needy". Through this charity, complimentary sleep suits left behind by our First Class passengers on selected Cathay Pacific flights will be washed, repackaged and donated to those in need in Hong Kong. Approximately 100 to 200 sleep suits will be donated each month.

We have previously worked with Compassion Revival on distributing the overcoats from our disused uniforms to remote communities in Pakistan.

### Donating and Refurbishing Used PCs for Charity



With the concerted effort of the Information Management Department (IMT) and the Property Services Department, a total of 759 used personal computers (PCs) and laptops, together with monitors, printers, servers, storage devices and other computing accessories were collected from Cathay City and donated to local charity, Caritas Hong Kong.

"The benefits to those who will use these donated computers can be huge. Donating the equipment to charity ensures that they are well-used before they are eventually recycled," says IMT's Configuration Management Lead Stephen MacQueen.

The teams spent a week removing hard drives from the computers and formatting them to erase all CX data. The computers were then donated to Caritas to be distributed to people in need.

## Retired Aircraft

With our aggressive fleet modernisation plans, we continue to retire older aircraft from the fleet. For instance, in 2013, we retired five Boeing 747-400. When our aircraft retire from our fleet, we work with the Aircraft Fleet Recycling Association (AFRA) to find ways of salvaging spare parts, recycling or reusing aircraft parts and materials. A large proportion of the components can be re-certified and reused during maintenance, or sold to other users. Often, major components like the engines, auxiliary power unit and various avionic and aircraft system components are removed to support the fleet. Cathay Pacific is committed to supporting aircraft manufacturers' efforts to improve end-of-life recycling in the next generation of aircraft we purchase. In particular, the Boeing 747-8F freighters and Airbus A350s have been designed to ensure high rates (approximately 90 to 95%) of material and component recovery at the end of their useful service lives.





## The Newly Refurbished Pioneer Floor

### CX City Renovation Project

As part of a Pioneer Floor Programme spearheaded by the Property Services Department, we completed the renovation of a section of our headquarters building, CX City. In addition to reviewing workplace settings, one of the project objectives is to reduce our environmental impact. The following initiatives have been implemented in terms of resource use and waste management:

#### Construction Waste Materials

- These were separated into recyclable and non-recyclable wastes prior to disposal at appropriate collection points. Quantities and documentation were presented to the project team regularly.
- Raw materials were cut in such a way so as to minimise material wastage as much as possible.

#### Partition Walls

- The propriety partition wall system from the old office was reused, where feasible.
- The existing partition surface was re-finished with 'Wovenimage Echo Panel', a textile that is 100% PET (60% recycled) material <sup>^</sup>.

#### Ceiling System

- The existing ceiling system, including the ceiling grid and ceiling tiles, were retained to minimise wastage.
- The ceiling tiles were washed and repainted with non-VOC paints.

#### Carpet Flooring

- All the carpet tiles throughout the office area are removable, reusable and recyclable. These are made from a material that is acknowledged by the U.S. Environmental Protection Agency, and which has received the Presidential Green Chemistry Challenge Award.

#### Material Usage

- The existing base building material were retained and reused as much as possible to minimise wastage, such as the raised floor tiles, outlets and ducting from the HVAC system, fire services sprinkler outlets and piping, and public announcement speakers.

A number of energy saving features are described in the [Climate Change Factsheet](#).



The feedback gathered from occupants settling into the new office layout will be used to refine the renovation project plan when it is introduced to other parts of the building in the next few years.

## 5 Food Waste

The Cathay Pacific Group, through Cathay Pacific, Dragonair and Cathay Pacific Catering Services (CPCS), serves around 93,400 meals per day. We recognise that food waste is unavoidably created every day, and we have implemented a number of measures to reduce food waste where we can, such as constantly reviewing food provisioning on board, using leftovers and off-cuts for animal feed and reprocessing used cooking oil into vehicle biodiesel; but we believe that more can be done.

In total, CPCS produces around 70,000 meals per day, of which, on average 51,800 meals are served on Cathay Pacific flights. Dragonair serves around 23,400 meals per day.

We have joined the Hong Kong Airport Authority's food waste recycling scheme since 2011, collecting and sorting food waste from our office canteens, restaurants, crew hotel and airport lounges.

In 2013, surplus food at CX City was collected by a local charity Food Angel and made into hot meals for underprivileged families in Hong Kong. Since the programme's inception in August, we have donated 760 kg of food.

At most of our outposts, due to very strict health and safety regulations on international food waste, inflight waste, including food waste, is required to be either deep buried or incinerated.

For more details, please refer to the [Inflight Waste and Recycling](#) section.



## 6 Fuel Jettisons

The jettisoning of aviation fuel from an aircraft is an extremely rare event. This only takes place when there is a need to reduce aircraft weight mid-flight, so that its weight reaches the level recommended by the aircraft manufacturer to enable it to land safely, for example during an emergency landing.

When required, fuel can be released from the aircraft's wingtips and, when activated from the cockpit, a fuel dump system can release fuel into the air, if necessary. It is recommended that jettisoning fuel is carried out over the sea, or, if this is not possible, at above 6,000 feet to allow it to evaporate before it reaches the ground. In 2013, six instances of fuel jettisons were recorded for Cathay Pacific flights, leading to 274 tonnes of fuel being released. There were no such cases recorded for Dragonair.

## 7 Water

We are continuously looking for both conventional and innovative ways of conserving water. Due to various initiatives taken by the Group companies, we have been able to reduce water consumption over the years.

Potable water consumed at Cathay City and Dragonair House was 25,070 m<sup>3</sup> and 9,019 m<sup>3</sup> in 2013 respectively. This represents an overall decrease of 9.3% over 2012 consumption. One of our more water-intensive operations, Vogue Laundry, consumed 325,531 m<sup>3</sup> of water in 2013, representing a 1.2% increase from its 2012 level. This is equivalent to 10.82 litres per kg of linen washed (up 1.1% from 10.06 litres per kg in 2012). The main reason for this increase was the frequent breakdown of an aged Batch Washer System. This resulted in increased usage of the standalone washing machines, which do not have water-recycling functions. Vogue plans to purchase a new Batch Washer System in the coming two years, which is expected to reduce water consumption by about 30%.

Water consumption at CPCS for 2013 was 409,393 m<sup>3</sup> and 2012 was 427,581 m<sup>3</sup>, which was a decrease of 4.3%.

In total, our potable water consumption for 2013 from the above was 769,013 m<sup>3</sup>.

In 2013, 117,530 m<sup>3</sup> of water was used for aircraft washing resulting in 14.8% increase from 2012, which was mainly due to an increase in the number of flights during the year.