



# Sustainability

*Central to our Future*



## About Hongkong Land

Hongkong Land is a major listed property investment, management and development group. Founded in 1889, Hongkong Land's business is built on excellence, integrity and partnership.

The Group owns and manages more than 850,000 sq. m. of prime office and luxury retail property in key Asian cities, principally in Hong Kong, Singapore, Beijing and Jakarta. Its properties attract the world's foremost companies and luxury brands.

The Group's Central Hong Kong portfolio represents some 450,000 sq. m. of prime property. It has a further 165,000 sq. m. of prestigious office space in Singapore mainly held through joint ventures, a luxury retail centre at Wangfujing in Beijing, and a 50% interest in a leading office complex in Central Jakarta. The Group also has a number of high quality residential, commercial and mixed-use projects under development in cities across Greater China and Southeast Asia.

In Singapore, its subsidiary, MCL Land, is a well-established residential developer.

Hongkong Land Holdings Limited is incorporated in Bermuda and has a standard listing on the London Stock Exchange, with secondary listings in Bermuda and Singapore. The Group's assets and investments are managed from Hong Kong by Hongkong Land Limited. Hongkong Land is a member of the Jardine Matheson Group.

# About this Report

*This is the 9th annual sustainability report of Hongkong Land covering the period from 1st January 2018 to 31st December 2018. The report includes details of Hongkong Land's sustainability vision and plans, including key initiatives and performance across all Hongkong Land properties in Asia.*

*This report has been prepared with reference to the Global Reporting Initiative's disclosure requirements (GRI Standards). Performance data reported for GRI disclosure items cover the following properties which Hongkong Land has management control: Hong Kong's Central Portfolio; WF CENTRAL in Beijing, mainland China; One Raffles Link, One Raffles Quay, and Marina Bay Financial Centre in Singapore; and EXCHANGE SQUARE in Phnom Penh, Cambodia. Collectively, these properties comprise 95% of the total value of the Group's investment properties at 31 December 2018.*

*We strive to improve our sustainability performance and our reporting. We welcome your questions and feedback to our Sustainability Committee at [gpoobox@hkland.com](mailto:gpoobox@hkland.com).*

### Key

 Hongkong Land developments

 Hongkong Land developments referenced in this report



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# Message from our Chief Executive

## Sustainability – Central to our Future

**At Hongkong Land, our success is built on excellence, integrity and partnership. This stands true for our business in Greater China and Southeast Asia, with sustainability central to our business strategy and our future success.**

Sustainability is an integral part of our planning and strategy process. Our sustainability strategy is the foundation of how we operate our business and core to our future success. This holistic view of how our business interacts with the environment and broader society enables us to not only meet and exceed stakeholder expectations but to maintain and further grow our leadership position in Asia.

## Commitment to Continuous Improvement

Over the years, we have been integrating sustainability into our strategic planning and operations. Highlights we achieved this year include reducing greenhouse gas (GHG) emissions by 29% compared to 2008 in Hong Kong, launching the HKL Discover online learning platform for all employees, and continuing to receive sustainable building certifications and awards across the region. This year, we also enhanced our Sustainability Policy and developed a new supply chain Code of Conduct to support our performance objectives and initiatives.

Critical to our progress on sustainability is Hongkong Land's commitment to expand reporting in line with the GRI Standards and to directly engage stakeholders to better evaluate material issues and align our sustainability performance reporting. We will continue to implement a comprehensive stakeholder engagement and materiality assessment in 2019. These steps, along with our focus on continually improving our sustainability performance, will remain priorities throughout 2019 and beyond.

## From Central to across the Region

Adopting best practices in how we manage environmental, social and governance issues provides opportunities for us to improve and grow as a company. Over the years and in particular in our Central portfolio, we have implemented GHG reduction initiatives and been achieving greater operational efficiency through leveraging new technologies and practices. With the expansion of our business in Asia, we have been extending these best practices in GHG reduction and in other sustainability areas, including health and safety and talent management, to our existing and new properties across the region. This is all part of how we are creating shared value for the benefit of our business, our stakeholders and our communities.

## Looking Ahead

I am proud of the progress we have made at Hongkong Land in our sustainability journey, and the ambitious plans we have for the future. We have taken real, practical steps in partnership with our stakeholders to reduce our energy use and our environmental footprint, to improve working conditions for our employees and to enhance our relationships with the communities in which we operate.

We are taking action with sustainability central to our business strategy and success today and in the future. In this report, I am pleased to share with you the important steps we have taken in 2018, which enhance our solid foundation for further progress in 2019.

**Robert Wong**

Chief Executive



# Sustainability – Central to our Future

**Hongkong Land strives to be the leading, premium property company in Asia and the first choice for our stakeholders, including tenants, customers, staff and partners. Sustainability is central to the quality of our products, services and our success as a company.**

Over previous years, we have made significant progress on our sustainability initiatives. Some of those have already produced successful results, and others are still underway and will require more time and energy to bring to a satisfactory standard of performance. We have aggressively reduced our energy use and GHG emissions to help combat climate change. We provide exceptional indoor environmental quality at our properties to support our tenants create healthy spaces for their staff and clients. We have also executed a wide-reaching overhaul of our waste management practices to reduce, reuse and recycle and lessen our environmental impact.

We have laid a good foundation this year by reviewing and updating our Sustainability Policy, stakeholder engagement plan and materiality assessment process which are imperative for the future evolution of Hongkong Land's sustainability initiatives and reporting.

## Our Approach to Sustainability

The guiding values that drive us are Honesty and Integrity, Open Communication, Teamwork, Excellence, Long-term View and Smart Innovation. By adhering to these principles, we drive our sustainability performance and

core business success. These values are embedded in our updated Sustainability Policy, which outlines our approach for operating our business across the region.

## Contributing to the Global Sustainable Development Effort

The United Nations Sustainable Development Goals (SDGs) are the blueprint to achieve a better and more sustainable future for all. They address the global challenges we face, including

### Hongkong Land Sustainability Policy

As a leader in the global property market, Hongkong Land's economic, social and environmental performances are central to our success. As we design, construct and manage property, we strive to minimise our social and environmental impacts to the extent possible. In doing so, our objective is to ensure long-term stability and value for our business, our employees and the communities we inhabit. Our commitment to sustainability and future generations is reflected in our policies which help support our diversified efforts to:

- As a minimum standard, maintain full legal compliance for all associated activities related to the design, construction and management of our properties
- Periodically review and amend our sustainability policy to ensure it adequately covers important sustainability topics material to Hongkong Land and support our sustainability objectives
- Engage and collaborate with key stakeholders including our employees, customers, suppliers, joint venture partners, investors and local communities
- Enhance our performance through the use of more sustainable materials, products, processes, diligence and innovation
- Apply best practices and standards wherever possible
- Design, construct and manage sustainable buildings in a safe and socially responsible manner
- Set short- and long-term targets that ensure continuous improvement
- Undertake and report on our progress using increasingly more detailed, accurate and material performance metrics at least once per year

those related to poverty, inequality, climate change, environmental degradation, prosperity, and peace and justice.

As a leading company in the property and building sector that operates in multiple countries, we are aware of our unique position to contribute to global sustainable development. We align our sustainability initiatives with the SDGs related to sustainable buildings and construction, and the health and wellbeing of our employees, contractors and tenants.

## Materiality and Stakeholder Engagement

Understanding the expectations and needs of our stakeholders is fundamental to the long-term sustainability of our business. The views and feedback of our stakeholders motivate us to continually improve our services. In 2018, we engaged an external consultant to review and update our stakeholder engagement and materiality assessment plan. The following attributes were used to identify our stakeholders: dependency, responsibility, tension, influence and diverse perspectives.

**The following were identified as the top stakeholder groups we prioritise for engagement:**

- Hongkong Land senior management
- Hongkong Land departmental representatives and Sustainability Committee
- Hongkong Land employees
- Joint venture partners
- Tenants
- Suppliers, contractors and vendors
- Community partners

Depending on the location, we will engage our stakeholders through focus group discussions, phone interviews or online surveys. We aim to complete our first, full engagement process in 2019.

Based on the results of the engagement process, which will include materiality assessments, a list of material issues will be prioritised and recommended to senior management and the Sustainability Committee for approval and endorsement. The list of material issues will inform the review and update of our sustainability strategy, plans and reporting.

## Sustainable Development Goals and examples of Hongkong Land's contribution



### SDG 3 Good Health and Wellbeing

- Support the good health and wellbeing of our employees and tenants



### SDG 5 Gender Equality

- Treat all people fairly, impartially and with dignity and respect
- Promote equal opportunities in a diverse and inclusive workplace
- Empower and support women to thrive at work and in the community



### SDG 7 Affordable and Clean Energy

- Use renewable energy sources in the design and operation of our properties
- Adopt energy-efficiency requirements in design and operation of buildings
- Work toward goals to meet net-zero energy codes and/or standards and to reduce GHG emissions



### SDG 8 Decent Work and Economic Growth

- Adopt environmental and social standards for our employees and contractors
- Promote health and safety best practices during the construction phase



### SDG 9 Industry, Innovation and Infrastructure

- Implement and evolve our sustainability strategy
- Integrate sustainable design features in new construction and renovation projects



### SDG 11 Sustainable Cities and Communities

- Leverage environmental, health and safety and other standards
- Evaluate potential socio-economic impacts of projects to the community and integrate sustainability into all developments



### SDG 12 Responsible Consumption and Production

- Reuse construction materials and furniture for renovation
- Implement our efficient material recycling programme and food waste decomposition project



### SDG 13 Climate Action

- Support governmental, industry and NGO initiatives to address climate change
- Raise awareness of the need to take action to mitigate and adapt to climate change
- Continue to implement initiatives to reduce GHG emissions and to be ready to respond to and mitigate damage from severe weather events and other climate change related impacts



### SDG 15 Life on Land

- Adopt sustainable site selection requirements for projects
- Set sustainable site design/development objectives

# Governance

## Laying the Foundation for a Sustainable Future

*Without sound sustainability governance, a company's strategy is little more than words and gestures. Good corporate governance is central to maintaining our high standards and knowing when we can do even more. Hongkong Land is committed to upholding the highest standards of governance. Our system of governance is based on a proven approach of oversight and management that has been developed over many years by members of the Jardine Matheson Group. It enables Hongkong Land to benefit from the Jardine Matheson Group's strategic guidance and professional expertise, while at the same time respecting the independence of the Board.*



### Strengthening Sustainability Governance

#### Group Level

Sustainability is the cornerstone of the Company's development and strategies, and we understand that good governance provides clear direction, guidance and accountability in Hongkong Land's sustainability effort.

To further strengthen our corporate governance on sustainability, we set up a Sustainability Committee at the Group level in 2018. The responsibilities of the Committee include:

- Managing the Group's sustainability policy and strategy
- Proposing targets and key initiatives
- Preparing/reviewing and proposing sustainability reports and any relevant public documents
- Reporting matters of significance concerning sustainability
- Reviewing related risks and opportunities

The Committee is chaired by our Chief Financial Officer, comprises members who are senior executives representing the Hongkong Land Group's activities, including a legal representative, and reports to the Board.

Clear operational accountability rests with the Company's executive management team. For details of the composition of the Board of Directors and its roles and responsibilities, please refer to Directors' Profiles in Annual Report 2018.

#### Property Level

The Central portfolio in Hong Kong, One Raffles Quay and Marina Bay Financial Centre in Singapore have their own sustainability committees set up for property management. In Hong Kong, the committee is responsible for enhancing sustainability management and integrating sustainable practices into the operation of our buildings. The Head of Technical Services and Sustainability chairs this committee, and other members include the Head of Building Operation, the Sustainability Manager and representatives from different building groups, procurement, customer services, and health and safety teams. They finalised their first sustainability action plan for implementation in 2018.

In Singapore, the committee comprises members of the technical team, building team, Environmental Health and Safety Manager and Senior Management of Facilities Management. They are responsible for ensuring compliance with mandatory requirements, timely certification, identifying and implementing sustainable practices and facilitating sharing sessions for tenants and stakeholders.



## Managing Risks

The Board of Hongkong Land has overall responsibility for the Group's systems of risk management and internal control. The Audit Committee is delegated with the responsibility to provide oversight of risk management activities. We have different measures to mitigate risks at Hongkong Land.

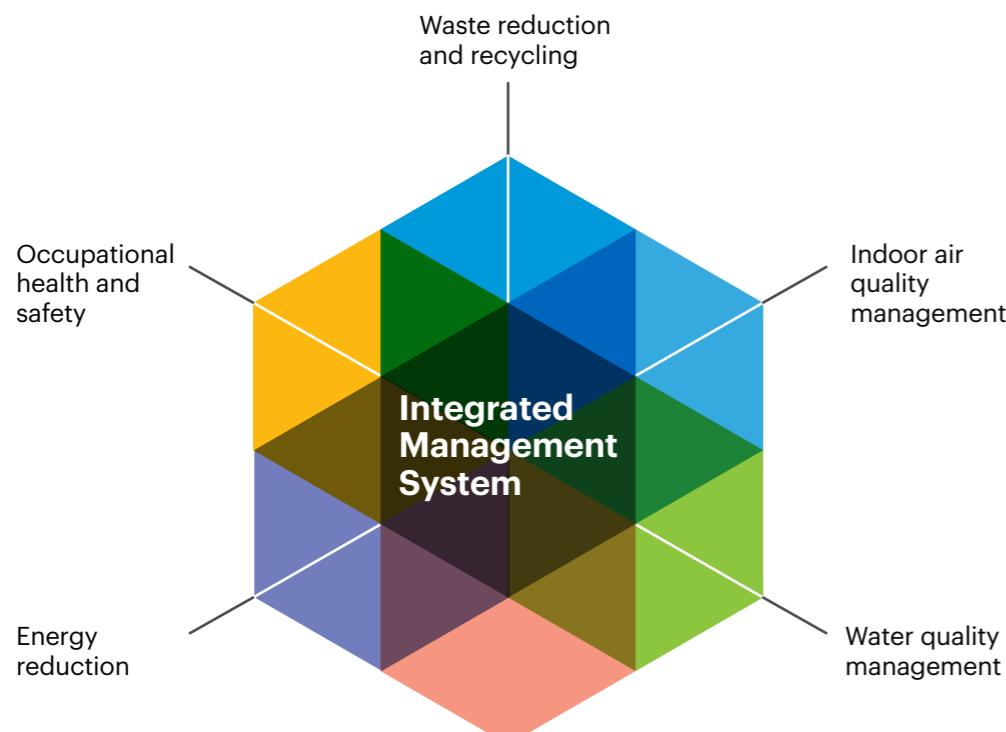
## Integrated Management System

Our robust management system creates a solid foundation for managing risk in our property portfolio. Our Integrated Management System (IMS) was founded on excellence, efficiency, consistency and continuous improvement.

The IMS comprehensively covers the environmental and occupational health and safety issues we face in our business,

including energy reduction, indoor air quality management, water quality management, waste reduction and recycling, and occupational health and safety. This centralised system offers a clear view of our performance in relation to our goals and helps ensure that we are in full compliance with all codes and regulations.

In both Hong Kong and Singapore, our IMS has obtained ISO 14001: Environmental Management and OHSAS 18001: Occupational Health and Safety Management certifications. These international systems allow us to manage environmental and occupational health and safety issues more systematically to further improve our operational performance. Our plan for 2019 is to upgrade the Occupational Health and Safety Management System to ISO 45001 for the Central portfolio in Hong Kong.



## Audit and Verification

The annual IMS audit is a challenging task for Hongkong Land, yet we understand that the accuracy of information and data is key to understanding our performance. In 2018, we mobilised more than 400 staff members across all our properties in the Central portfolio to conduct an internal audit, including staff interviews, onsite inspections, review of operational documents and management meetings. An external audit by a third party was used to verify our results and we are proud that in 2018 we achieved another year of zero non-compliance. This is a reflection of our concerted effort and commitment to sustainability across our business.

## Code of Conduct

We pride ourselves in conducting business in a professional, ethical and even-handed manner. Our ethical standards are clearly set out in our Code of Conduct, which requires that all Group companies comply with all laws of general application, all rules and regulations that are industry-specific as well as proper standards of business conduct. The Code of Conduct prohibits the giving or receiving of illicit payments, and requires that all managers must be fully aware of their obligations under the

Code of Conduct and establish procedures to ensure compliance at all levels within their organisations.

An e-learning module on the Code of Conduct has been implemented across all business units within Hongkong Land since 2015. The course has been designed to raise awareness of the Code of Conduct and serves as an important tool to strengthen understanding of the Group's standards and values. Over 1,820 staff attended the course as of December 2018.

We have also implemented procedures by which employees can raise, in confidence, matters of serious concern in areas such as financial reporting or compliance. There were no reported cases of corruption or anti-competitive behaviour in 2018. There were also no substantiated complaints concerning breaches of customers' privacy or losses of customer data, or non-compliance in other social and economic areas.



# Environment

## Paving the Way for a Green Future

We understand that globally, the property and construction sector is responsible for a significant potential environmental impact. That means that there is room to innovate, improve and become more efficient in our work. We make a concerted effort to adhere to the highest environmental standards across the region, whether in managing our existing premier properties or building new developments.

Our Central portfolio in Hong Kong is setting the example and benchmark for business in the region by pioneering environmental initiatives, setting ambitious greenhouse gas (GHG) emission targets, and actively engaging our stakeholders in the promotion of sustainability. We not only set goals, we meet them, as shown in 2013, Hongkong Land achieved its original target of 20% GHG emission reduction set in 2009. We are dedicated to making Asian cities greener, healthier and more pleasant for our tenants and neighbours, and the environment is central to our sustainability strategy.



### 29.4%

GHG emission reduction by 29.4% compared to 2008 level for Central portfolio

Jardine House, Chater House, and Alexandra House in Hong Kong have been upgraded to be awarded the highest Platinum rating for Hong Kong BEAM Plus

No reported non-compliance with environmental laws and regulations during the reporting period in relation to Hongkong Land's properties in Hong Kong and Asia



## Energy and Greenhouse Gas Emissions

As an industry leader, we recognise the impact of the property and building sector on energy consumption and GHG emissions. It is our strategy to set a clear reduction target and identify reduction opportunities in all aspects of our business to achieve that target. We are also an active supporter of government

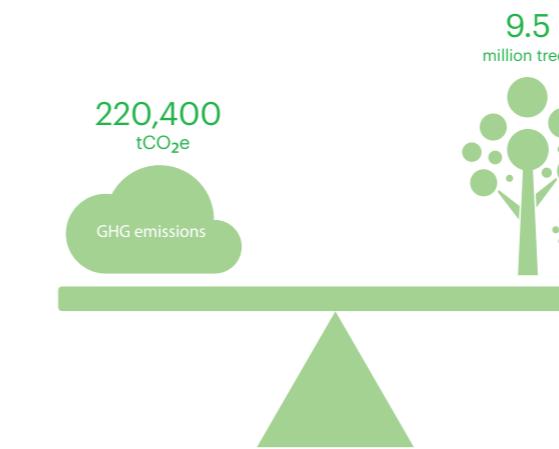
and industry initiatives for climate change mitigation and adaptation.

Due to a concerted effort from various departments of the Group, our Central portfolio achieved a 29.4% reduction in GHG emissions and 24.8% reduction in energy consumption between 2008 and 2018. Our Singapore and Central portfolio achieved a reduction of carbon emissions by 2.6% in 2018 as compared to 2017.

We achieved the GHG emission reduction by reducing electricity consumption through optimising our existing operational systems, as well as upgrading, retrofitting and modernising our energy systems. This included lift modernisation, installing an energy-efficient chiller plant, and upgrading to LED lighting systems in our Central portfolio.

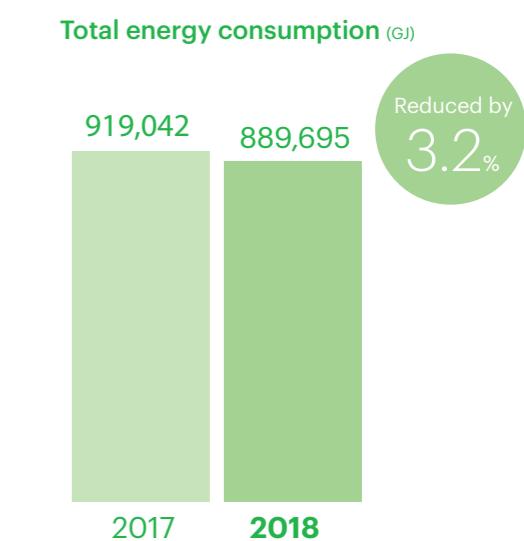
### HONG KONG

2008-2018



### HONG KONG AND SINGAPORE

2018



201.9 million kWh



TARGET

### 30%

reduction of our carbon footprint by 2020 compared to 2008 level for Central portfolio

Total GHG emissions (tCO<sub>2</sub>e)

157,217

2017

153,130

Reduced by 2.6%

## Clean Energy

The use of renewable energy is indispensable in achieving a low-carbon future. Hongkong Land is taking steps to consume energy from cleaner sources in our properties. Photovoltaic (PV) panels were installed at Chater House and The Forum, and have been connected to the grid to support Hong Kong SAR Government's feed-in-tariff scheme for the wider implementation of renewable energy systems. PV panels were also installed at the rooftop of J Gateway in Singapore to provide heated water to



communal toilets and changing rooms. We will continue to identify opportunities to deploy clean energy within our properties to meet our energy needs.

## Innovative Design

The integration of greenery and the use of natural light not only improves the aesthetics and comfort of our properties, but also helps reduce energy consumption. Our properties, LCM in Shanghai and Central portfolio in Hong Kong, are designed with green roofs, which helps decrease surface

temperature. The vegetated roof also creates a green landscape in the city. Our award-winning J Gateway in Singapore is an example of innovative design for building sustainability. The building orientation was carefully considered to minimise direct sunlight and heat gain for the dwelling units while still optimising natural lighting. In addition, the use of low-emissivity glass window panels that reduce heat transfer, and the overhanging balconies that shade the interior from the sun, are both design features that reduce energy consumption.

## Water Management

According to the United Nations, water scarcity is affecting every continent. In some of the rapidly growing urban areas we operate in, water stress is further exacerbated by population growth and inefficient water use. Hongkong Land has taken an active approach to reducing water consumption across all of our operations to manage the potential business impact of this global issue.

In Singapore and Hong Kong, our total water consumption reduced by 4.6 % compared to 2017. This is the result of multiple measures deployed at our properties. Across our properties in Hong Kong, we have installed water-efficient fixtures to reduce water consumption and seawater is used for cooling, in air-conditioning systems and for toilet flushing.

To preserve water resources, we have integrated a water leak detection and automatic cut off system in all our properties in Hong Kong. The system is being rolled out to all existing developments in Singapore and incorporated as standard practice for all new developments. At One Raffles Quay, we installed an automatic system to turn off the water supply of toilets on 12 floors of the building, reducing water loss due to faulty appliances and leaks. At Marina Bay Financial Centre T1 & T2 and Marina Bay Link Mall, we completed the installation of a new water leak detection system for electrical risers, toilet shafts and plumbing risers in October 2018. This improves our early leak detection capabilities for better water conservation and reduced potential property damage.

At Marina Bay Financial Centre T3, new solenoid valves with water leak detection sensors to cut water supply to accessible toilets were installed to reduce water loss due to faulty appliances and leaks. We will continue to monitor water balance charts to track wastage due to leaks.

## Harvesting of Rainwater

Rainwater is a free and low-energy source of water. In China, we installed a rainwater harvesting system at WF CENTRAL, which captured 1,568 cubic metres of rain in 2018. Rainwater was also collected in J Gateway in Singapore, and New Bamboo Grove Phase One in Chongqing, China. Rainwater collected was used for cleaning and watering plants within our properties. We also installed rainwater collection tanks for irrigation and recycled condensation from air handling units in the cooling towers at One Raffles Link and Citylink Mall.

## Organic Treatment of Water

Clean water supplies are limited in locations where we operate. We introduced the use of microorganisms to treat polluted water in Mandani Bay, Cebu in year 2016. This technology

does not involve synthetic chemicals, and it greatly improves the quality of the water and reduces odour. It was subsequently introduced to other properties in Cebu, and the local government applied it in other communities.

## Singapore and Hong Kong 4.6 % reduction in water consumption over 2017

### China 1,568 cubic metres of rainwater captured

### Cebu, Philippines Introduced the use of microorganisms to treat polluted water

## Regional Energy and GHG Emission Highlights



### All Regions

We have been a supporter and sponsor of Earth Hour, an annual lights-out event organised by the World Wild Fund for Nature (WWF), since 2009. In 2018, all of our buildings in Hong Kong, as well as our commercial buildings in Singapore, Hanoi and Macau participated in the event.

### Macau

The final phase of installing more energy-efficient LED lighting inside the shopping arcade was completed in the first quarter of 2018 at One Central Macau.

### Singapore

Completed conversion of LED lights at Marina Bay Financial Centre T3 in October 2018, with an estimated monthly saving of 1,500 kWh.

### Jakarta, Indonesia

We double glazed the facade glass of our residential property, Anadamaya, to reduce indoor temperatures which in turn reduces energy consumption for air conditioning.

### Manila, Philippines

We plan to install inverter system for air conditioning units to enhance energy and cost savings in our joint venture soon to be launched residential project in the Bridgetowne area.

### Singapore

Completed conversion of LED lights at Marina Bay Financial Centre T3 in October 2018, with an estimated monthly saving of 1,500 kWh.

## Regional Water Management Highlights

### Jakarta, Indonesia

Measurement devices for the chiller plant to detect water leaks, and monitor the efficiency of the mechanical, electrical and plumbing system and water usage, were installed in World Trade Centre 3.

### Cambodia

At EXCHANGE SQUARE, all water fittings were rated as 'very good' under the Singapore Public Utilities Board (PUB) Water Efficiency Labelling Scheme (WELS).

### Singapore

Sub-meters are installed to monitor water consumed for irrigation, swimming pools and other water features within the residential complex of J Gateway.



## Waste Management

As a leading property manager, Hongkong Land has the potential to place a significant influence on the waste management practices of our tenants and the broader corporate and retail community as a whole. We can set an example by following industry best practices for waste reduction and recycling in our own operations, and by encouraging our tenants to apply the same principles. Waste management metrics help us measure our efficiency and innovation as a property manager.

In 2018, we captured a total of 1,104 tonnes of materials for recycling among our properties

included in this report. The total recycling rate for our Central portfolio was 24%. All of our buildings in Hong Kong, Singapore and EXCHANGE SQUARE in Cambodia collect paper, aluminium cans, plastic bottles, rechargeable batteries, fluorescent tubes, glass bottles, and electrical and electronic equipment. In Hong Kong, we also collect Chinese New Year peach blossoms for recycling. Hongkong Land offices also recycle ink-jet cartridges and clothes hangers. We recycled a total of 249 tonnes of materials at our four Singapore properties, in addition to operating an e-waste recycling programme and a quarterly lamp recycling programme for our tenants.



## Taking the Lead in Reuse

Recycling helps reduce waste from entering landfill, but it involves the use of water and energy in the transportation and manufacturing processes. We believe the better approach is to minimise waste in the first place, and in the past year in Hong Kong we implemented the following initiatives:

- Donating pre-used items such as furniture and uniforms to NGOs to extend the products' life cycles and divert waste from landfill
- Encouraging new tenants to retain the fit out of previous tenants to minimise construction waste
- Reusing materials for renovation. For example, marble walls and floor finishes were reused in a recent Exchange Square toilet renovation
- Reusing Christmas decorations within our portfolio properties
- Reducing paper usage by going digital, including the adoption of e-directories, e-procurement and e-tendering system and use of mobile inspection and patrol system

## Responsible Handling of Waste

To encourage tenants and visitors to our properties to recycle, we installed recycling bins in shopping malls in our Central portfolio, and in public common areas in Jardine House and Exchange Square in May 2018.

We have accessible, dedicated areas for collecting recyclable materials in our Landmark Riverside Park in Chongqing and LCM in Shanghai. External contractors are hired to collect waste and recyclables and ensure that hazardous waste, such as fluorescent tubes, is sent to licensed treatment plants for recycling. Our contractors keep a record of the amount of waste and recyclables collected which is inspected by our team on a regular basis.

## Turning Food Waste into a Resource

Food waste produced by our tenants is one of the biggest source of waste in our commercial properties. Food that is sent to landfill does not only create a waste problem, it also generates methane, which is a potent greenhouse gas contributing

to climate change. In 2017, we piloted a food waste decomposer machine at WF CENTRAL, Beijing that turns food waste from restaurants into organic compost, which was used for landscaping. The decomposer handles 500 kg of food waste per day or 50% of all food waste generated at WF CENTRAL, Beijing.

Following the overwhelming success of the project in Beijing, we launched a food waste treatment project in Exchange Square in Hong Kong in 2018.

The food waste decomposer can handle maximum 350 kg of food waste per day. We plan to extend it to other buildings in Hong Kong and across the region in the coming years.



### Regional Waste Management Highlights

#### Chongqing, China

Pre-cast materials were used in the construction process to reduce wastage of materials and site pollution, which also improved efficiency and the quality of work.

#### Singapore

Lamps and electronic waste recycling services were provided to tenants to avoid hazardous waste being sent to landfill.



## Support Industry-wide Efforts

Climate change is a global issue, and its impact can only be mitigated through the collective commitment of all industries to act. In 2018, Hongkong Land became a signatory of the Low Carbon Charter for the Property and Construction Sector, led by the Business Environment Council (BEC) in Hong Kong. As a signatory, we are committed to setting a reduction target that is aligned with the Paris Agreement of the United Nations Framework Convention on Climate Change (UNFCCC), implementing strategic actions and disclosing our annual progress. In the coming year, we will conduct further science-based studies to update our GHG reduction target.

We are also a signatory of various environmental charters led by the Hong Kong SAR Government and industry organisations, including the Carbon Reduction Charter, the Energy Saving Charter on Indoor Temperature, the Charter on External Lighting and the 4Ts (target, timeline, transparency and together) Charter. We are a member of the ACT-shop programme for recommissioning by the Hong Kong Green Building Council, the Steering Committee for the Hong Kong Green Building Council's BEAM Plus New Building Revamp, the Expert Panel of the BEAM Society, and participated

in the Property & Construction Working Group for Low Carbon Hong Kong of the Business Environmental Council.

### Carbon Disclosure

We have participated in the Carbon Disclosure Project (CDP), a global disclosure process for companies and cities to share their GHG emission data and strategies, since 2015. By disclosing emission data through the CDP, Hongkong Land has better insight into our own performance and provides valuable data for understanding our sector's impact as a whole.

### Greening of Events

Our properties in Central are ideal locations to engage with the public. We organise events at our shopping malls throughout the year and we strive to reduce the environmental impact of our events as much as possible. In 2018, we signed the Green Event Pledge created by the Hong Kong SAR Government, committing to source reusable materials as much as possible, reduce the use of disposable cutlery and containers, and reduce food waste.

Our active participation in industry initiatives allows us to understand and forecast policy changes and be an early adopter of the latest technological advancements in energy and GHG reduction.

### Sustainable Building Certifications

We receive sustainable building certification across the region, including 10 buildings in our Central portfolio that were awarded with a Platinum rating under the Hong Kong Building Environmental Assessment

Method (HK-BEAM). In 2018, Alexandra House, Chater House and Jardine House in Hong Kong were upgraded to Platinum rating under BEAM Plus Certification scheme. One Raffles Quay of Singapore received the Green Mark Platinum Award, while WF CENTRAL of Beijing held the highest rating of three stars under the China National Green Building Certification. Both EXCHANGE SQUARE in Phnom Penh and World Trade Centre II in Jakarta were awarded the Green Mark Gold Award by the Building and Construction Authority of Singapore. Please refer to Appendix – Awards and Certifications for a full list of our green building certifications.



## Engaging our Stakeholders

Over the course of the past year, we have held various events, supported and collaborated in campaigns with our tenants and worked to educate the public on important sustainability issues. The goal of our engagement is to create wider awareness of waste reduction and recycling and encourage our tenants, and the broader public, to adopt more sustainable habits in their everyday lives. Our initiatives include:

- Collaborating with the French artist William Amor in June 2018 on a workshop in Hong Kong to promote upcycling. His artwork of an upcycled floral art installation was displayed at LANDMARK ATRIUM
- Organising the 'Bring Your Own Container' campaign from June to November 2018 in collaboration with our food and beverage tenants in Hong Kong to offer discounts to those who use reusable lunch boxes when they buy their lunch
- Creating an educational display of our sustainability performance in our Central portfolio to promote sustainable development and operations
- Actively organising events to raise our tenants' awareness, including lunch seminars and meetings to share sustainability practices with tenants

### Data Sharing

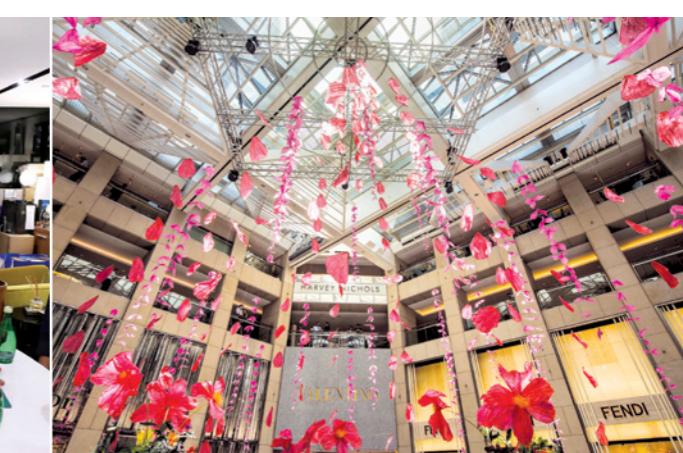
Many of our tenants share our sustainability vision and we work closely with them to seek ways to collaborate. As a property manager, we provide environmental, social and governance data and information to our tenants whenever possible. They use the data to better understand their sustainability



and safety record. Once selected, we provide induction training and ongoing monitoring to ensure our requirements are understood and achieved.

## Supplier Environmental Policies and Selection Requirements

In the process of improving our environmental performance, engagement with contractors and vendors is key. For Central portfolio in Hong Kong and WF CENTRAL in Beijing, we screen contractors before engagement based on their environmental policies and past performance, as well as their occupational health



# Health, Safety and Security

## Preparedness is the Key to Success

The health, safety and security of our tenants, visitors, employees and contractors is central to the success of Hongkong Land. Our properties are the workplaces of our tenants' employees, and the homes and social spaces for families. It is our responsibility to ensure our properties provide a healthy, safe and secure environment. To achieve this goal, we conduct a Fire, Life, Health, Safety and Security Audit annually, and organise regular training and drills on health and safety for our employees, tenants and suppliers.

We were awarded the IFMA Asia Pacific Best Occupational Health and Safety Award 2018, recognising Hongkong Land as a premium property company in Asia and the first choice for tenants, customers, staff and partners. One Raffles Quay in Singapore was awarded the Workplace Safety and Health Award by the Workplace Safety and Health Council. We will expand our reporting scope and continue to ensure our business is safe and secure in the future.



**400**

Close to 400 tenants/employees trained as fire marshals in Hong Kong

**20**

20 fire drills organised in Hong Kong, in addition to those conducted across all regions

**14**

A total of 14 FLHSS audits conducted



## Understanding our Risks

### Fire, Life, Health, Safety and Security Audit

A healthy, safe and secure environment starts with understanding your potential risks and implementing systems to address them. In 2013, our Risk Management Committee introduced the Fire, Life, Health, Safety and Security (FLHSS) Audit to review risk management performance, and since then we have conducted annual audits in Hong Kong, Singapore, Hanoi, Jakarta, Chongqing, Phnom Penh and Bangkok. This annual process requires different departments within business units to coordinate and cooperate with the external auditor, which is essential for understanding our risks as a business.

The FLHSS audit, which covers fire safety, health and safety generally as well as occupational health and safety, business continuity plans, security and safety governance, takes four to six days to complete and is conducted by a third party

**FLHSS AUDIT**  
**46**  
**DAYS**

to ensure independence. This annual audit is an integral part of Hongkong Land's risk management process and it involves document review, site inspections, tenant visits, fire and life equipment testing, onsite emergency drill evaluation, and interviews with property managers, technical managers, building supervisors and engineers. The consultant provides a report with recommendations as well as follow-up and remedial actions after the audit.

### Ensuring Security

Hongkong Land takes security matters very seriously and has invested substantially in upgrading security systems and improving physical security across our properties. In addition to the annual FLHSS audit, which monitors health and safety, a Security Risk Assessment (SRA) is conducted on each building every three years by an external security consultant. The SRA covers all aspects of security risk, from global threats to the local law and order situation, and

the minute details of security protection and arrangements of each building. Specific actions we have taken include:

- An external security consultant conducted a general threat assessment in September 2017 in cities where Hongkong Land operates. All cities scored either 'Low' or 'Very Low' in terms of risk level for most areas of the assessment
- Our property in Macau upgraded its existing CCTV system to a digital one for better operational efficiency
- At the Yorkville South site in Chongqing, the Smart Site Management System 3.0 was introduced to enhance security and it features facial recognition technology to access the construction site. The app-based system also helps improve site management and efficiency by providing real-time information on site-specific issues, including safety hazards and work interruption



## Health and Safety

We maintain OHSAS 18001 Occupational Health and Safety Management Standard certification for our Central portfolio in Hong Kong and for One Raffles Quay, Marina Bay Financial Centre in Singapore. In 2018, we did not have any non-conformities arising from third-party audits that were conducted.

### Training for Employees

Training plays a key role in raising awareness of health and safety issues among our employees and is critical in preparing them to respond to emergency situations. All Hongkong Land building staff



receive compulsory, health and safety induction training upon joining the Company, and in 2018:

- Nearly 50 staff certified as First Aid responders in Hong Kong
- Over 170 staff attended automated external defibrillator (AED) training in Hong Kong
- 280 staff and contractors attended basic safety induction training in Singapore

We provide specialised training for our staff who have technical roles and responsibilities, covering topics that include lift mantraps, product safety, anti-theft, emergency response, burst pipes, sanitisation, cleaning air-conditioning systems, door and window safety, traffic coordination and ventilation system check-up.

### Fire Safety

Including our tenants in our fire safety training helps prevent fires from occurring and helps ensure their safe evacuation in the unlikely event of a fire. Hongkong Land trains staff and tenants as



**Hong Kong**  
Nearly 50 staff certified as First Aid responders

**Over 170 staff attended automated external defibrillator (AED) training**

**Singapore**  
280 staff and contractors attended basic safety induction training

Other emergency response exercises are also arranged regularly to simulate different situations. In 2018, we simulated a power failure, a medical emergency, trapped lift passengers, a typhoon, flooding, a pandemic and a chemical spill. A total of ten fire marshal training sessions were held in Hong Kong and nearly 400 tenant employees attended our fire marshal training. At least two fire drills are conducted every year for our properties in Singapore.

## Supplier Health and Safety

We partner with many contractors to support our work, and their health and safety is of utmost importance to us. In 2018, we organised two health, safety and security briefings for our contractors, which were attended by around 50 contractors in Hong Kong. The training covered topics such as Hongkong Land policies, the work permit system, health and safety requirements and security issues.

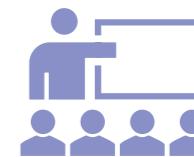


Regional Supplier Health & Safety Highlights

### Philippines

At Two Roxas Triangle, we hold regular discussions on safety procedures with general contractor, construction management and joint venture partner teams who are responsible for the management and quality control of the project. For Mandani Bay projects, we have a weekly safety meeting with the main contractor and all the key sub-contractors, followed by a safety site walk. When our technical and construction management teams walk the site and observe a safety risk, they issue a non-conformance report to the contractor for follow up.

In 2018, Hongkong Land became a signatory of the Charter on Preferential Appointment of Occupational Safety and Health (OSH) Star Enterprises by the Occupational Safety and Health Council (OSHC) in Hong Kong. As a supporter, we pledged to engage the OSH Star Enterprises as a priority when implementing Repair, Maintenance, Alteration and Addition (RMAA) Works. OSH Start Enterprises are those that pass OSHC's stringent safety audit and have effective safety management systems in place. The signing of the pledge is our commitment to ensure our RMAA works are carried out by enterprises with stringent health and safety standards.



Health, Safety and Security briefings

50 contractors

### Singapore

In all properties in Singapore, a bimonthly Safety Committee meeting is held to inspect workplaces, review safety performance and make recommendations on remedial actions and how to improve awareness and encourage feedback on health and safety concerns.

# People

## Strive for Excellence

*Our people are at the heart of Hongkong Land's success. They are the ones who deliver quality products and services year after year, regardless of market conditions or macroeconomic trends. Keeping our employees happy, healthy and motivated is central to maintaining our position as a leading property developer and manager of commercial, retail and residential spaces in Asia.*

*We also understand the importance of active engagement with suppliers who play a key role in supporting our services.*

*Over the past years, we transformed our training, performance management and recruitment systems into innovative online platforms. Turning these systems into a digital process has increased transparency and control and made the management of these crucial areas more efficient.*



### Respecting Diversity and Human Rights

As a multinational Group with a broad range of businesses operating across Asia, we believe in promoting equal opportunities in recruiting, developing and rewarding people, regardless of their gender, race, ethnicity, nationality, religion, sexual orientation, marital or family status, pregnancy, disability, age or background. The Code of Conduct encourages inclusion and diversity, and requires that all employees are treated fairly, impartially and with dignity and respect.

All employees of Hongkong Land are expected to behave in the same way to their fellow employees, employees of tenants, contractors, members of the public, clients and consultants. We are committed to providing a working environment free from discrimination and harassment. Discrimination and any forms of harassment are strictly forbidden and are not tolerated. We observe local laws and regulations in the place of employment related to discrimination or any other issue. Should an incident of discrimination or harassment occur or be alleged, we have systems in place to facilitate a resolution.

In Singapore, we have a collective bargaining agreement in place for our operational staff at entry level.

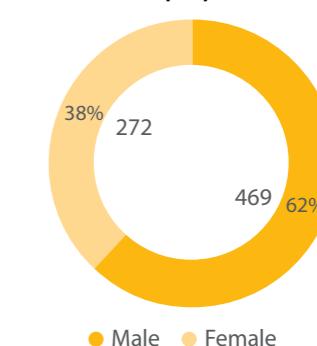
In 2018, we did not have any cases reported related to a violation of human rights in our businesses or in our supply chain, including those related to child labour, modern slavery or incidents of discrimination.

### Staff Training and Development

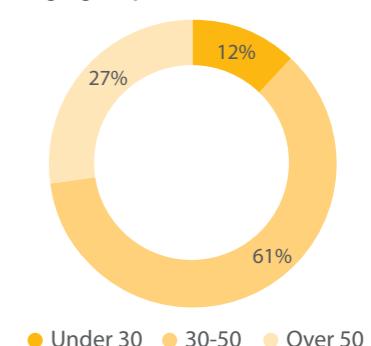
Our approach to attract and retain talent is to provide continuous training and development opportunities, attractive remuneration packages, a transparent appraisal system and appropriate recognition. We are committed to nurturing a learning culture and provide support to employees' self-initiated development opportunities for broader knowledge, job-related skills and competency enhancement. We also regularly provide job-related skill training or industry specific seminars and conferences on an as needed basis.

### EMPLOYEE DEMOGRAPHIC IN HONG KONG

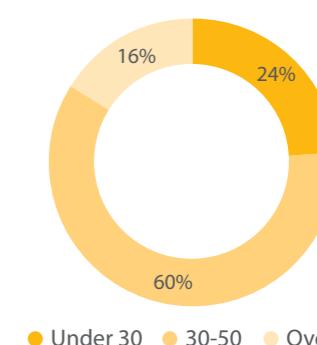
#### Permanent and full-time employees



#### Age groups



#### New hires within the reporting period



Turnover rate within reporting period is 8.6%

\* The staff turnover rate for the first half of 2018 in the construction/property development and real estate business sector was 22.1%, according to HKIHRM.

### Staff Training and Development

Female 8.6 hours	Management staff 10.4 hours	Total 6,543.5 hours	E-learning total training hours 1,489.6 hours
Male 9.0 hours	Administration staff 8.4 hours	Average 8.8 hours per staff	including classroom training and seminars/conferences



Our offline training initiatives include public training, seminars and conferences, and in-house workshops. They cover topics such as communication, functional skills, IT, language, writing and leadership/management skills, legislation/policy and health and safety.

Employees are also encouraged to seek further education and obtain professional qualifications relevant to their career through Hongkong Land's sponsorship scheme.

#### HKL Discover – e-Learning Platform

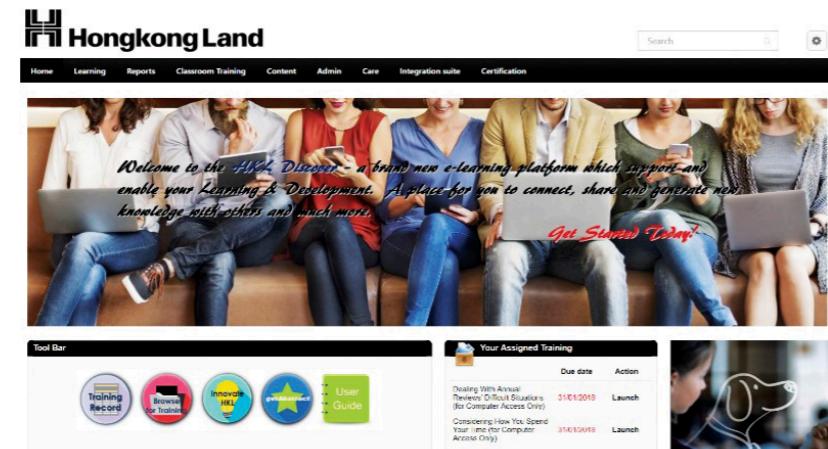
To meet increasing interest for more training and development opportunities, we launched our first, centralised 24/7 e-learning platform, HKL Discover, in 2018. The platform offers personalised training solutions for employees, regardless of their location, employment level or language. Our hope is that the platform will nurture a culture of learning and sharing among the Group's

employees and facilitate the generation and exchange of innovative ideas through its online discussion platform. The platform was used by more than 1,500 users in 2018, and it was awarded the JM HR Award 2018 in the Best Learning & Development category.



HKL Discover provides training courses on topics such as managerial capability, communication, customer focus, operational and technical expertise, problem solving and decision making, teamwork, functional skills, innovation, applied personal development, professional efficiency, project management and the Code of Conduct.

**The platform truly enables employees to CONNECT, SHARE and GENERATE new knowledge ANYTIME, ANYWHERE!**



#### Staff Recognition and Promotion

We strive to ensure that each employee is treated fairly and with respect. Through taking part in an annual industry compensation and benefits survey, we conduct regular reviews of employment and benefit terms to ensure that we remain a competitive and attractive employer.

We also believe that recognition is an effective way to motivate employees to improve their performance. Our Staff Recognition Programme acknowledges employees who promote the core values of Hongkong Land, actively promote good employee relations and improve staff morale. The award categories include:

- Appreciation Award: For good work attitude and performance
- Achievement Award: For exceptional performance for major tasks/projects or excellent performance in managing incidents
- Outstanding Customer Service Award: For excellent service provided to external or internal customers

- Best Suggestion Award: For innovative ideas that generate revenue or produce cost savings for the Company, including improved work and operational efficiency and energy savings

In Hong Kong, six Appreciation Awards and one Achievement Award were presented to employees in 2018 to recognise their performance, and they were given either cash prizes or a celebration budget. Inspired by the scheme in Hong Kong, similar award programmes are set up in other locations to recognise the achievements of our employees.

#### e-Performance Management System (e-PMS)

We launched the Electronic-Performance Management System (e-PMS) in late 2017 and this system is now available to selected staff in Hong Kong and Southeast Asia. The system had 600 users as of the end of 2018 and, in Hong Kong, 62.1% of staff

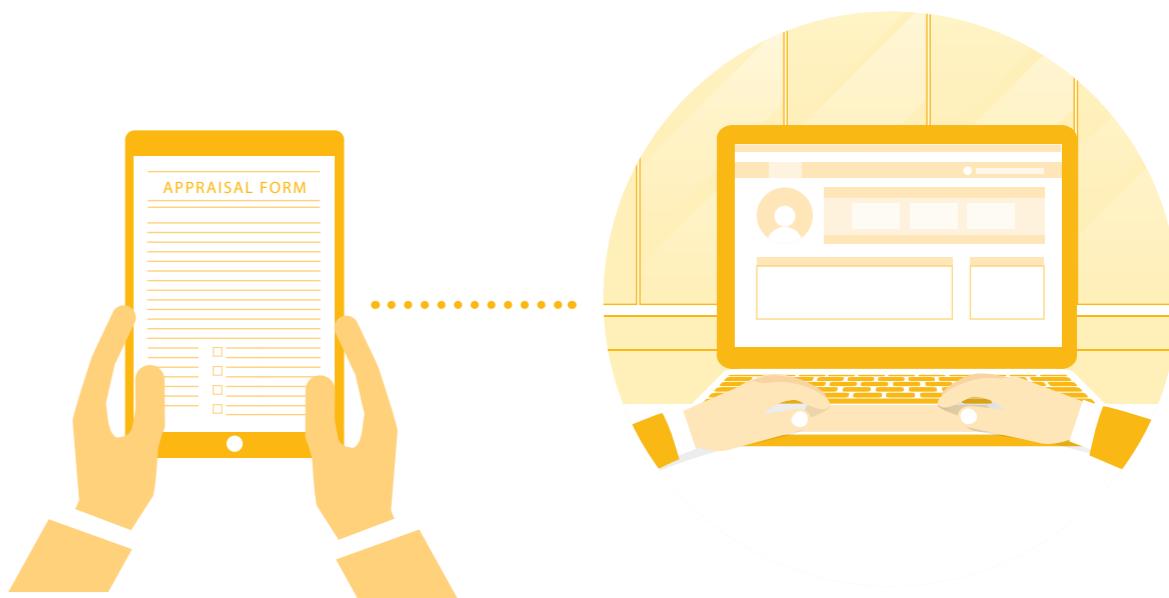
were on the system. Deployment will be extended to our mainland China offices in 2019.

The e-PMS initiative has a number of benefits, including: increased transparency of our performance management process; seamless approval process across geographies; direct access to past appraisal records by both appraisees and appraisers; improved efficiency over printing, tracking and collecting paper appraisal forms; paperless workflow; and improved data analysis, rating calibration and talent management.

#### Open Communication

Open communication is one of the core principles of Hongkong Land. We expect all members of our staff to actively provide management with feedback on company policies and performance and challenge the status quo. We have set up a Staff Communication Council led by

our Chief Executive that comprises staff representatives to enable our employees to express their views. Staff representatives are elected annually by all non-managerial level staff and participate in three meetings annually. In addition, we send out Human Resources digital newsletters regularly to update all of our employees on corporate news. A separate quarterly Property Management Department newsletter is also shared, providing information on issues specifically related to property management, including health and safety, technological upgrades and training opportunities.



## Attracting Talent

While Hongkong Land promotes talent from within whenever possible, attracting new talent helps ensure that our business remains competitive and forward-looking. In cases when suitable internal candidates are not identified, Human Resources advertises the position to external candidates or contacts recruitment agencies.

### Graduate Recruitment Programme

With the expansion of our business in mainland China, we need a growing and sustainable workforce to support our operations. We

recruit fresh graduates in China and have provided them with comprehensive training programmes since 2013. In 2018, our recruitment activities reached seven cities across China, with 37 new trainees onboarded as of August 2018. These trainees began an 18-month comprehensive training programme to equip them for the job.

We have developed our recruitment system and tools to improve efficiency in the following ways:

- Reached out to a wider pool of candidates using the WeChat platform

- Revamped our process and adopted system tools to handle more than 11,000 applications
- Fine-tuned the selection process to further enhance the quality of assessments
- Deployed gamification to compare traits between applicants and our ideal profile
- Arranged video interviews when required to reduce travel time and cost



## Wellbeing

People are one of the key elements in Hongkong Land's Vision, Mission and Values (VMV). We aim to provide a healthy and challenging working environment, which promotes job satisfaction, personal development, and recognises and rewards contributions. Our aim is to have the most motivated, committed, productive and loyal workforce in the industry.

### Joyful Workplace

In 2018, we became a supporter of the Joyful@Healthy Workplace Charter organised by Hong Kong's Occupational Safety and Health Council. We believe that having a joyful and healthy workforce is a cornerstone of the long-term success of the organisation. We pledge to promote physical and mental wellbeing among staff with an emphasis on healthy eating, physical activity and mental wellbeing.



## Healthy Land Happy Land

In 2017, we established the Healthy Land Happy Land Employee Wellness Programme in Hong Kong with the aim of raising awareness of wellbeing and health, and encouraging exercise. Staff are invited to participate in a series of health and wellness activities such as Lunch & Learn seminars, massage and physical exercise sessions, stretching workshops, yoga classes and sponsorship schemes.

Monthly health news is provided to employees to keep them up to date with the latest health information.



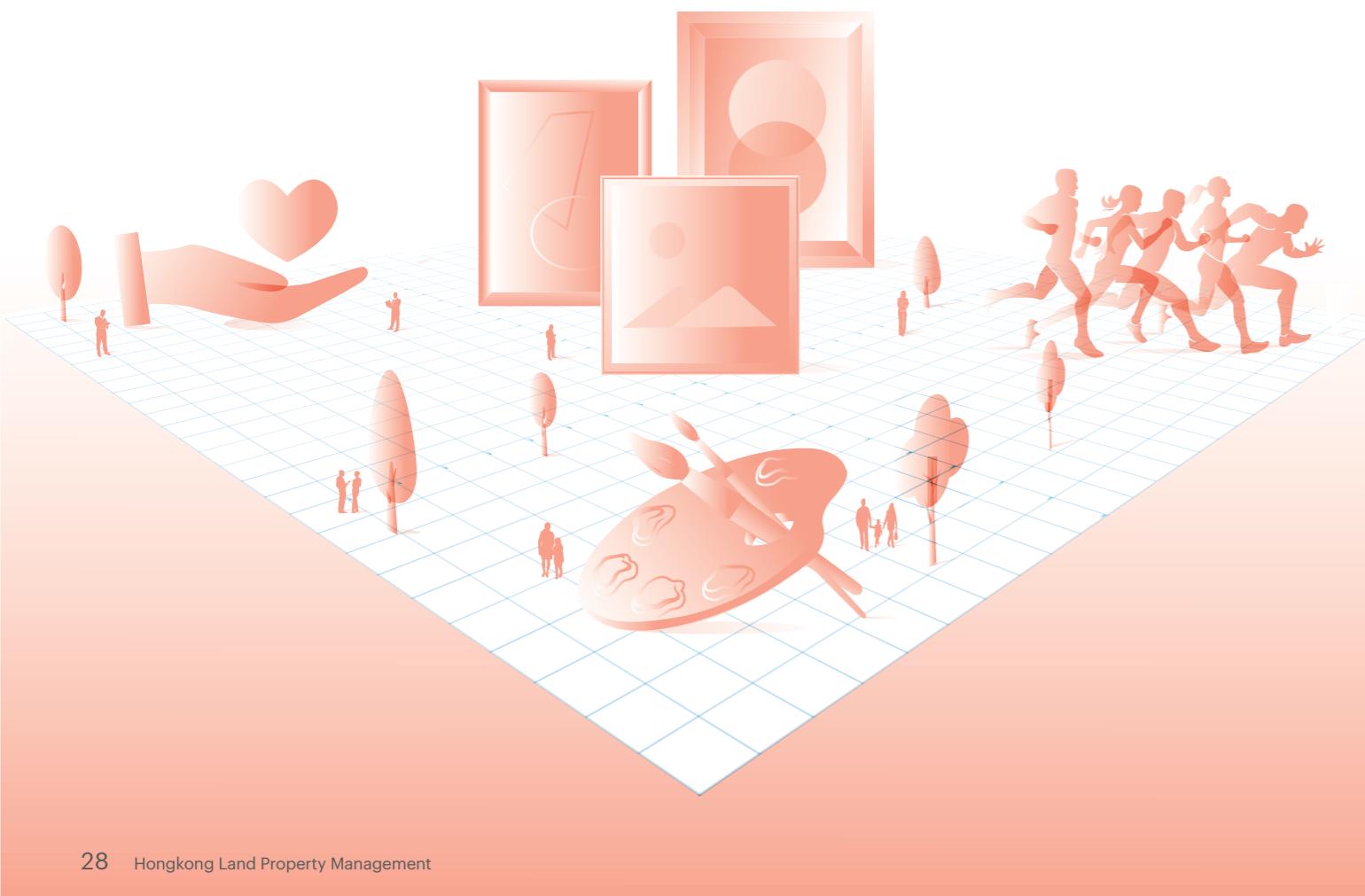
## Caring for our Suppliers

In China, the Caring for Construction Workers Programme (温暖相伴 香港置地2018年工友健康體檢) includes six projects and 22 construction companies that provide services to Hongkong Land. In 2018, we provided 600 construction workers with a free medical examination and during Chinese New Year and the Mid-Autumn Festival we provided gift packages for workers and their families.

# Community

## Fostering an Inclusive Community

*Hongkong Land plays an important role in the community by supporting arts and culture, contributing to charities and volunteering to help make our cities better places in which to live and work. Stronger communities, which are vibrant and thriving, make sustainable business sense for us. They help foster a healthy relationship with our stakeholders and give us a better understanding of the communities we serve.*



## Supporting MINDSET

We organise annual events to support MINDSET, a registered charity founded in 2002 by the Jardine Matheson Group, focused on the under-resourced area of mental health. The events include the CENTRAL Rat Race and Walk Up Jardine House, which help raise funds for MINDSET and awareness of mental health issues.



### CENTRAL Rat Race

Hongkong Land organised the CENTRAL Rat Race in which teams of executives dressed in business attire or creative costumes participate in a running race through the heart of Hong Kong's central business district. The race symbolises the various challenges of the business world in a fun and exciting way. The event raised HK\$3.15 million for MINDSET in 2018. Since its inauguration in 2006, approximately 5,300 business executives and families have participated in the CENTRAL Rat Race, helping raise over HK\$34.03 million for this worthy cause.

### Walk Up Jardine House

Another of our annual charity events, Walk Up Jardine House, is one of the most iconic events organised by Jardine Ambassadors, with hundreds of participants running or walking up the 49-storey, 600-foot-tall Jardine House to raise funds for MINDSET. A total of HK\$3.3 million was raised through the event in 2018.



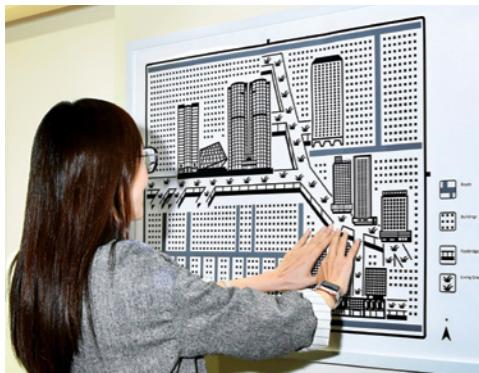
## Sharing our Caring through Art

### Art Exhibitions at The Rotunda

Hongkong Land is a long-time patron of the arts and a keen supporter of community development. We hosted numerous arts and cultural events at The Rotunda, Exchange Square, as outlined below.

#### Central Beyond Vision

From 20th March until 8th April 2018, Hongkong Land hosted Central Beyond Vision – a tactile-audio art exhibition that promoted art appreciation for all by enabling both the sighted and the visually impaired to enjoy art that depicted Central's iconic buildings and scenery.



#### Pang Jien Art Exhibition

In July 2018, Hongkong Land hosted The Journey of a Promise – Oil Paintings by Pang Jien, an exhibition showcasing the creative process over the last 60 years of one of the great masters of Chinese oil painting.

#### Because of Love Art Exhibition

In September 2018, Hongkong Land and the Hong Kong Art of Nature International Feminist Art Research Society co-organised Because of Love – A Female Contemporary Art Exhibition, an exhibition that highlighted the work of 18 diverse female Chinese artists. The exhibition aimed to focus on the female introspective dialogue and the pursuit of love, through an artist's creative eyes.



#### Community Concerts

Hongkong Land has been a long-standing sponsor of the Hong Kong International Chamber Music Festival, and was pleased to host three community concerts at The Rotunda last year, in January, May and October.



## Sharing is Caring

As part of our Small is Sustainable Campaign, a panel discussion was held in June 2018 on sustainability and wellness with Jessica Alba, entrepreneur, advocate, actress and mother of three; Richard Ekkebus, Culinary Director at The Landmark Mandarin Oriental, Hong Kong; Luke Grana, Founder of innovative Hong Kong apparel start-up Grana; and Sharie Ross, Co-founder and Director of global wellness company Reviv. The panel discussion was attended by 800 people hosted by LANDMARK with the aim of enlightening, influencing and inspiring customers to consider a world of new possibilities. All attending guests were given a lunch box to encourage sustainable living.



## Engaging our Homeowners

We hope our homeowners feel a sense of community and are engaged in community service. At our properties in Chongqing, we actively engaged homeowners in charity and volunteer work, and organised activities to raise health and safety awareness. In 2018, we:

- Organised health-themed outdoor mountaineering activities for youth to raise awareness on health and safety
- Organised a visit to a fire station for children to learn about fire safety
- Organised the Africa Wildlife photography exhibition to raise awareness of wildlife protection
- Jointly organised an urban cultural charity event with Chongqing Road for Hongkong Land employees and homeowners to learn about the rich history and culture of Chongqing  
(夢所往行所想 — 與心同行 香港置地 X 重庆之路城市文化公益行)

### Regional Community Highlights

#### Jakarta, Indonesia

Quarterly outreach programme for the local community, that includes food distribution to 50 families in need.

#### Cebu, Philippines

Outreach programmes in partnership with the City Social Welfare Services to provide food to 75 children and the Department of Social Welfare to share Christmas gifts to 200 disadvantaged children.

#### Beijing, China

Volunteers from Hongkong Land created a 23-metre-long painting on the theme of "My Little City Beijing" with children in Beijing at the Art Dream project programme to promote the creativity of children.

#### Chongqing, China

Supported the building of two primary schools with a total capacity of 4,050 students and established a RMB 100 million education fund to support local education and teachers' development.

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102-41	Collective bargaining agreements	People – Respecting Diversity and Human Rights – p.23	Collective bargaining agreements are in place at our operations in Singapore			
102-42	Identifying and selecting stakeholders	Sustainability – Central to our Future – Materiality and Stakeholder Engagement – p.5	A list of stakeholders was identified in 2018 for engagement in 2019			
102-43	Approach to stakeholder engagement	Sustainability – Central to our Future – Materiality and Stakeholder Engagement – p.5	Approach for engagement in 2019 has been established			
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403-2	Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	Appendix: Summary of Performance Data for Year 2018 – p.36-37				
<b>404</b>	<b>TRAINING &amp; EDUCATION</b>					
404-1	Average hours of training per year per employee	People – p.23		Data available for Hong Kong only		
<b>405</b>	<b>DIVERSITY &amp; EQUAL OPPORTUNITY</b>					
405-1	Diversity of governance bodies and employees	Hongkong Land Annual Report 2018 – p.18-19		Reference to Annual Report 2018 (Link: <a href="https://www.hkland.com/data/media_releases/results_announcements/2018/ar2018.pdf">https://www.hkland.com/data/media_releases/results_announcements/2018/ar2018.pdf</a> )		
<b>406</b>	<b>NON-DISCRIMINATION</b>					
406-1	Incidents of discrimination and corrective actions taken	People – Respecting Diversity and Human Rights – p.23				
<b>408</b>	<b>CHILD LABOUR</b>					
408-1	Operations and suppliers at significant risk for incidents of child labour	People – Respecting Diversity and Human Rights – p.23				
<b>409</b>	<b>FORCED OR COMPULSORY LABOUR</b>					
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labour	People – Respecting Diversity and Human Rights – p.23				
<b>412</b>	<b>HUMAN RIGHTS ASSESSMENT</b>					
412-1	Operations that have been subject to human rights reviews or impact assessments	People – Respecting Diversity and Human Rights – p.23				
<b>413</b>	<b>LOCAL COMMUNITIES</b>					
413-1	Operations with local community engagement, impact assessments, and development programs	Community – p.28-31				
<b>418</b>	<b>CUSTOMER PRIVACY</b>					
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Governance – Code of Conduct – p.9				
<b>419</b>	<b>SOCIECONOMIC COMPLIANCE</b>					
419-1	Non-compliance with laws and regulations in the social and economic area	Governance – Code of Conduct – p.9				

## Summary of Performance Data for Year 2018

	Unit	Total <sup>1</sup>
<b>Environment</b>		
<b>Energy consumption</b>		
Purchased electricity	MWh	237,326
District cooling <sup>2</sup>	MWh	31,439
District heating <sup>3</sup>	GJ	27,200
Indirect energy consumption (purchased electricity)	GJ	994,755
Diesel	Litres	50,180
Direct energy consumption (Diesel)	GJ	2,166
Total energy consumption	GJ	889,695
<b>Greenhouse gas (GHG) emissions<sup>4</sup></b>		
Direct GHG emissions (Scope 1)	Tonnes of CO <sub>2</sub> e	2,765
Indirect GHG emissions (Scope 2)	Tonnes of CO <sub>2</sub> e	150,365
Total GHG emissions (Scopes 1 &2)	Tonnes of CO <sub>2</sub> e	152,705
<b>Materials used</b>		
Refrigerants refilled	Kilograms	1,201
<b>Water consumption</b>		
Total water consumption – municipal	Cubic metre	887,099
Total water consumption – rainwater collected directly and stored by the organisation	Cubic metre	1,568
<b>Waste Recycling (Non-hazardous)</b>		
Waste paper	Tonnes	967
Metal/Aluminium cans	Tonnes	21
Plastic	Tonnes	32
Glass bottles	Tonnes	81
Clothes hangers	Number	20,805
Toner/Ink-jet cartridge	Number	70
<b>Waste Recycling (Hazardous)</b>		
Rechargeable batteries	Number	30
Fluorescent tubes	Tonnes	3
<b>Waste Disposal</b>		
Commercial waste	Tonnes	6,106

Note:

1) The data include Hong Kong Central portfolio, One Raffles Link, One Raffles Quay, Marina Bay Financial Centre Tower 1, 2 and 3 in Singapore,

WF CENTRAL in Beijing and EXCHANGE SQUARE in Cambodia unless otherwise stated.

2) District cooling is only applicable to Singapore. The power consumption from district cooling for Singapore is estimated based on the chilled water supply consumption and plant efficiency.

3) District heating is only applicable to WF CENTRAL in Beijing.

4) GHG emission data are for Hong Kong and Singapore.

5) Include Hongkong Land direct hired employees only.

	Unit	Hong Kong Central portfolio	WF CENTRAL, Beijing
<b>People</b>			
<b>Employee demographic</b>			
New hires	Number of people	90	48
Turnover rate	%	8.60	17.00
Total number of employees (permanent and full-time) by gender	Number of people	Female: 272 Male: 469	Female: 92 Male: 103
Total number of employees (permanent and full-time) by region	Number of people	741	195
<b>Training</b>			
Average training hours (female vs male)	Hours	Female: 8.6 hours Male: 9 hours	
		Mgr staff: 10.4 hours Admin staff: 8.4 hours	
Total training hours	Hours	6,543.5	
	Unit		Total <sup>1</sup>
<b>Health and Safety</b>			
Number of work-related fatalities <sup>5</sup>	Number	0	

## Awards and Certification

Category	Location	Building	Awards/Recognitions/Certifications
<b>Environment</b>			
Green Building Certification	Hong Kong	Alexandra House	HK-BEAM & BEAM Plus Certification – Platinum
	Hong Kong	Chater House	HK-BEAM & BEAM Plus Certification – Platinum
	Hong Kong	Jardine House	HK-BEAM & BEAM Plus Certification – Platinum
	Hong Kong	Edinburgh Tower	HK-BEAM Certification – Platinum
	Hong Kong	Gloucester Tower	HK-BEAM Certification – Platinum
	Hong Kong	Prince's Building	HK-BEAM Certification – Platinum
	Hong Kong	One Exchange Square	HK-BEAM Certification – Platinum
	Hong Kong	Two Exchange Square	HK-BEAM Certification – Platinum
	Hong Kong	Three Exchange Square	HK-BEAM Certification – Platinum
	Hong Kong	York House	HK-BEAM Certification – Platinum
	Hong Kong	The Forum	US LEED Certification – Platinum
Singapore	Marina Bay Financial Centre Tower 1, 2 & 3	Green Mark Certification – Platinum	
Singapore	Marina Bay Link Mall	Green Mark Certification – Platinum	
Singapore	One Raffles Quay	Green Mark Certification – Platinum	
Singapore	One Raffles Link	Green Mark Certification – Gold Plus	
Singapore	J Gateway	Green Mark Certification – Gold Plus	
China, Beijing	WF CENTRAL	China National Green Building Certification – Three Stars	
China, Chongqing	Landmark Riverside Park	US LEED Certification – Silver	
China, Chongqing	New Bamboo Grove Phase I	Eco Residential Certification	
Cambodia	EXCHANGE SQUARE	Green Mark Certification – Gold	
Indonesia	World Trade Centre II	Green Mark Certification – Gold	
Building Management	Hong Kong	Central portfolio	IFMA – Asia Pacific Best Managed Facility Award 2017
Carbon Emission Reduction	Hong Kong	Central portfolio	Carbon Reduction Certificates of Hong Kong Awards for Environmental Excellence
	Hong Kong	Company-wide	JM – Pride in Performance Award 2015
Indoor Air Quality	Hong Kong	Central portfolio	Indoor Air Quality Certification of Hong Kong SAR IAQ Certification Scheme
Water Management	Hong Kong	Central portfolio	Quality Water Recognition Scheme – Fresh Water and Flushing Water
	Singapore	One Raffles Link	Water Efficiency Management Plan Gold Award
	Singapore	One Raffles Quay	Water Efficient Building Gold Award
	Singapore	One Raffles Quay	SS577 Water Efficiency Management System certification

Category	Location	Building	Awards/Recognitions/Certifications
<b>Environment</b>			
Environmental Management System	Hong Kong	Central portfolio	ISO 14001:2015
	Singapore	Properties managed by Raffles Quay Asset Management	ISO 14001:2015
<b>Health and Safety</b>			
Occupational Health and Safety	Hong Kong	Central portfolio	IFMA – Asia Pacific Best Occupational Health and Safety Award 2018
	Hong Kong	Central Portfolio	OHSAS 18001 certification
	Singapore	Properties managed by Raffles Quay Asset Management	Workplace Safety and Health Award 2017
	Singapore	One Raffles Quay	OHSAS 18001 certification
	Singapore	One Raffles Quay	Safety and Health Award Recognition for Projects (SHARP) 2018
	Singapore	Marina Bay Financial Centre Tower 1, 2 & 3	Safety and Health Award Recognition for Projects (SHARP) 2018
	Singapore	Marina Bay Link Mall	Safety and Health Award Recognition for Projects (SHARP) 2018
	Singapore	Properties managed by Raffles Quay Asset Management	WSH Performance Award 2018
<b>People</b>			
Staff Development	Hong Kong	Company-wide	JM – HR Award 2018 – Best Learning & Development category
	Hong Kong	Company-wide	Manpower Developer Award Scheme
Employee Wellbeing	Hong Kong	Company-wide	Caring Company

Notes:

- 1) Platinum class is the highest rating under both the HK-BEAM and US LEED certification systems. A 3-star rating is the highest rating under the China National Green Building certification system.
- 2) Gold Plus class is the second highest rating under the Singapore Green Mark certification system, followed by Gold class.
- 3) Central portfolio of Hong Kong includes the following buildings: One, Two and Three Exchange Square, The Forum, Jardine House, Chater House, Alexandra House, Gloucester Tower, Prince's Building, LANDMARK ATRIUM, Edinburgh Tower, The Landmark Mandarin Oriental and York House.

## Green Membership and Association

Location	Organisation	Type of Association
Hong Kong	Business Environment Council (BEC) Council member	Council member
Hong Kong	Hong Kong Green Building Council (HKGBC)	Gold Patron member
Hong Kong	BEAM Society	Expert Panel members

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