

SUSTAINABILITY AND CSR REPORT

2019



恒基兆業地產有限公司
HENDERSON LAND DEVELOPMENT COMPANY LIMITED

Stock Code: 12

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2019 HIGHLIGHTS

Our Murray Road project in Central achieved

WELL Platinum Level Pre-certification

from International WELL Building Institute (IWBI) and

LEED Platinum Pre-certification

(Core & Shell)

Supported over

100

community
programmes
benefitting over

131,700

underprivileged and
young people

**HARBOUR
EAST**
became
the first
Hong Kong project
to achieve
China Healthy Building
Design Label –
3-Star Rating

Cumulatively achieved 12 LEED,
19 BEAM, 37 BEAM Plus, 5 China
Green Building Design Label,
1 China Healthy Building
Design Label and
4 WELL project accreditations



Planted
3,450
native tree seedlings as
part of our Plantation
Enrichment Programme



Awarded
**World's Best
Employers 2019
– Top 500**
by Forbes



Target to
reduce energy
consumption in
the common areas
of 14 commercial
properties by

10%
by 2025
(2015 as baseline)



Five of our Volunteer Teams contributed over
147,000
service hours

ABOUT THIS REPORT

Scope of the Report

This is the Sustainability and Corporate Social Responsibility ("CSR") Report 2019 (the "Report") of Henderson Land Development Company Limited ("Henderson Land" or the "Group").

Henderson Land strives to add value for its shareholders, customers and the community through its commitment to excellence in product quality and service delivery, while continually focusing on sustainability. The Report provides an overview of the Group's environmental, social and governance ("ESG") progress and achievements during the calendar year ended 31 December 2019. It describes

the performance and initiatives of Henderson Land's operations in Hong Kong, including our headquarters at Two International Finance Centre and AIA Tower, and our wholly-owned subsidiaries, namely E Man Construction Company Limited ("E Man") – operating and managing the Group's construction sites; Goodwill Management Limited ("Goodwill") – managing the Group's investment properties; and, Well Born Real Estate Management Limited ("Well Born") and Hang Yick Properties Management Limited ("Hang Yick") – managing approximately 80,000 residential and industrial/commercial premises in total.



How We Report

The Report has been prepared in accordance with the Global Reporting Initiative ("GRI") Standards: Core option, and complies with the provisions of the ESG Reporting Guide issued by The Stock Exchange of Hong Kong Limited ("HKEX"). In preparing this Report, we engaged an external consultant to conduct a stakeholder engagement exercise, benchmarking assessment and materiality review to identify, prioritise and validate our material sustainability topics. Details of this process and the results can be found in the section Key Facts and Statistics on p. 62 to 65.

If you would like a copy of the Report, or wish to provide any comments or suggestions, please contact us at corpcomm@hld.com. The e-copy of the Report is available at www.hld.com/en/csr/sustainability.shtml.



MESSAGE FROM MANAGEMENT

For our part as a leading property developer, beyond meeting the growing demands for new homes and workplaces, we also increasingly recognise our important responsibility to contribute more to the community.



Welcome to our latest Sustainability and CSR Report.

2019 was a challenging year for many businesses in Hong Kong. Besides unpredictable operating conditions at times, enterprises also faced increased scrutiny from stakeholders. On a positive note, businesses are responding to heightened community expectations with increased creativity and commitment.

Henderson Land's pledged commitment is to ensure that our commercial objectives align with the long-term prosperity and well-being of society through positive contributions to the social, economic and environmental development of where we live and work.

For our part as a leading property developer, beyond meeting the growing demands for new homes and workplaces, we also increasingly recognise our important responsibility to contribute more to the community.

To use an example, this year we initiated the single largest modular social housing scheme in Hong Kong, lending a 428,000-square-foot site in the New Territories to the Government for the purpose of transitional housing over a seven-year period. 40,000 people from low-income families and underprivileged backgrounds will benefit from this scheme before they are offered public housing by the Government. Since 2017, we have been making available some of our temporarily idle residential units and a redevelopment site to various community housing schemes and we will continue to identify further opportunities to contribute to this important cause.

Supporting the development of younger generation has always been a cornerstone of our CSR initiatives. We participated in the HKSAR Government's Space Sharing Scheme for Youth by providing areas that can be used for co-working spaces or studios to the Hong Kong Arts Development Council and Arts with the Disabled Association Hong Kong.

Another initiative involving young people is the Scheme on Corporate Summer Internship on the Mainland and Overseas which aims to help young talent in Hong Kong gain an international perspective as well as a better understanding of the workplace culture and career prospects in different places.

We aim to be an employer of choice, exemplified by attracting and retaining top talent and providing a great workplace. Therefore, achieving international recognition for this is always noteworthy. During the year, Henderson Land was cited in Forbes' World's Best Employers 2019 – Top 500. We were one of only 16 Hong Kong companies in the rankings which are based on surveys and wide-ranging feedback from multiple sources including employees.

We continue to make good progress in developing green projects, not only for their environmental benefits but also in order to appeal to customers who favour sustainability. Henderson Land was again recognised for our leadership in sustainable development. Our project at the prime Murray Road site in Central achieved WELL Platinum Level Pre-certification from International WELL Building Institute (IWBI) and LEED Platinum Pre-certification (Core & Shell). Also, our Harbour East became the first Hong Kong project to achieve a China Healthy Building Design Label – 3-Star Rating. These prestigious international awards are further testimony to our strength and commitment to delivering world-class, intelligent developments that integrate sustainable design, cutting-edge technology and innovative solutions.

Smart technology is increasing in the property development industry and we have been investing in the effective use of innovation and technology, with the aim of improving both operational efficiency and environmental performance, while providing value for our customers and the community. Examples include the use of Building Information Modelling to minimise material wastage during construction, applying sensor-based Building Management Systems to optimise energy usage, and employing cloud-based technology to enhance customer experience.

As we move into a new decade, we will continue our efforts to foster a sustainable environment and to further improve our sustainability performance through technology, innovation, and more community investment.

LEE KA SHING, MARTIN

Chairman of Henderson Land Group
and Corporate Social Responsibility Committee

CASE STUDY

H ZENTRE

INNOVATION FOR A HEALTHY COMMUNITY

The multi-award winning H Zentre is one of the Group's most advanced green, healthy and smart buildings. By incorporating advanced technology into the building design, we have provided customers with an excellent user experience as well as contributed to a sustainable future.



International Property Awards 2018-2019

(Best International Commercial High-rise Development)



Asia Pacific Property Awards 2018-2019

(Best Commercial High-rise Development Asia Pacific, Best Commercial High-rise Development Hong Kong – 5 Star, Best Mixed-use Development Hong Kong – 5 Star)





First Purpose-built Medical Hub in Commercial Building

- Dedicated emergency power support and 24-hour chilled water supply
- Designated air intake and exhaust to minimise cross-contamination
- Individual plumbing and drainage stacks for medical floors
- Recessed floor slabs and trenches for medical equipment ducting and trunking
- Lifts designed to accommodate typical ambulance stretchers and wheel chairs
- Tailor-made radiation shielding compartment for radiotherapy operations



Green and Sustainable Features

- Solar desiccant to control humidity
- Extensive greenery provides a pleasant environment
- Vegetation irrigation by rain water recycling system
- Electricity consumption monitoring system



Mobile Application for Carpark Users

- Real-time vacancy information and carpark space reservation
- Interior navigation and car location search
- Carpark payment



Health and Well-being Design

- Smart lavatories with live news and weather information
- Touchless access system for washroom doors and sanitary fittings
- Air purification system, air pressure and odour sensors enhance indoor air quality and hygiene
- Water leakage detection system



5G-ready Mobile Services

Enabling massive connections, high speed and low latency mobile communication and supporting big data applications

ABOUT OUR GROUP

Our Vision

Henderson Land aspires to remain a market leader by maximising long-term economic value while creating positive social and environmental impacts.

Corporate Profile

Founded in 1976 and listed in Hong Kong since 1981, Henderson Land Development Company Limited (Stock Code: 12) is a leading property developer with a focus on Hong Kong and mainland China. We are one of the largest business entities in Hong Kong, with 8,736 full-time employees.

In May 2019, the Group's Founder Dr Lee Shau Kee, GBM, retired from the position of Chairman and Managing Director and continues to act as an Executive Director of the Company. Subsequently, both Dr Lee Ka Kit, Peter, GBS, JP and Mr Lee Ka Shing, Martin, JP were appointed as Chairman and Managing Director to spearhead the Group's future business development.

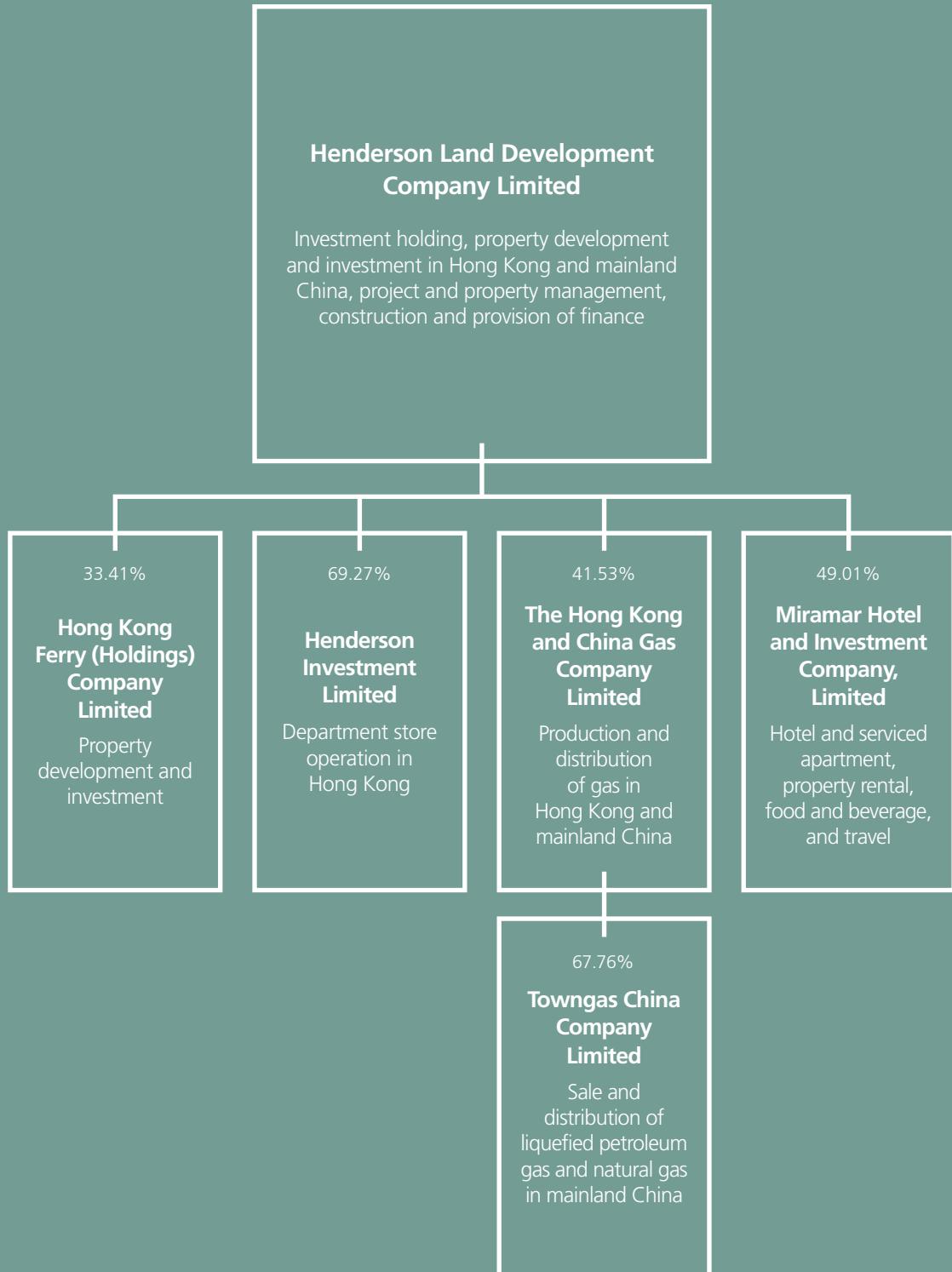
In addition to our core business of property development and investment, Henderson Land also holds strategic investments in a listed subsidiary, Henderson Investment Limited, and three listed associates, The Hong Kong and China Gas Company Limited ("Hong Kong and China Gas"), which in turn has equity stakes in a listed subsidiary, Towngas China Company Limited; Hong Kong Ferry (Holdings) Company Limited ("Hong Kong Ferry") and Miramar Hotel and Investment Company, Limited ("Miramar").

We create award-winning new homes and commercial developments, including iconic landmarks such as the International Finance Centre complex in Hong Kong's central business district, the newly completed H Zentre in Tsimshatsui, which is the most vibrant business and tourist district in Kowloon, and World Financial Centre in Beijing. Others include Eden Manor, an exceptional residential development adjacent to the Hong Kong Golf Club, and The H Collection urban redevelopment boutique residences.

Note: The listed subsidiary and associates do not fall into the scope of this Report.



Directors and shareholders are pictured at the conclusion of our 44th Annual General Meeting, which marked the retirement of Dr Lee Shau Kee as Chairman and Managing Director of the Group and the appointment of Dr Lee Ka Kit, Peter and Mr Lee Ka Shing, Martin to these positions.



Note: all attributable interests shown above were figures as of 31 December 2019.

ABOUT OUR GROUP

Business Overview

Our diversified business model comprises “three pillars” of property investment, strategic investments and property development in both Hong Kong and mainland China. The Group has also adopted a deliberate strategic direction for maximising the value for shareholders over the long term.

Business Model

THREE PILLARS

Property Development

Property Investment

Strategic Investments

Dynamic profit driver

Reliable and growing income source to the Group

STRATEGIC DIRECTION

Building for a sustainable future with low land costs

Locating prime sites for property investment with a stable income stream

Expanding the mainland China market

Holding of strategic investment for constant return

Conservative financial strategy

Note: The diagrams are for illustration only. For more details on the Group's business model and strategic direction, please refer to p. 74 to 75 of Henderson Land's 2019 Annual Report.

Economic Performance

2019 Financial Highlights

As of 31 December 2019, Henderson Land had a market capitalisation of

HK\$185 billion

The combined market capitalisation of Henderson Land and its listed subsidiary and associates, was

HK\$474 billion

Dividends per share

HK\$1.8

Total number of full-time employees

8,736

Revenue

HK\$24.2 billion

Profit attributable to equity shareholders

HK\$17.0 billion

Land bank in Hong Kong (attributable floor area)

24.5 million sq. ft.

Land bank in mainland China (attributable floor area)

38.8 million sq. ft.

For more information on our financial performance, please refer to Henderson Land's Annual Report 2019. (https://www.hld.com/en/investor/annual_19.shtml)

Indirect Economic Impacts

As one of the largest businesses in Hong Kong, our impacts on the economy extend far beyond the Group into the community. Each year we create employment opportunities for contractors and subcontractors to answer the extensive human capital requirements of our business. During the year, the Group contributed over HK\$7.1 billion to our supply chain, supporting over 4,200 partners across a broad range of suppliers and service providers.

For further details about how we manage our supply chain, please refer to Our Value Chain section.

Through our development projects we take initiative to deliver positive social and environmental benefits. Our efforts include provision of public amenities such as car parking facilities, tree planting, connecting transportation links, road and street beautification and other features to energise our community and enhance sustainable lifestyles. For example, we have revitalised the neighbourhood of our "ARTLANE" project by inviting artists to create murals on the exteriors of neighbouring buildings. Please refer to p. 49 for more information on this project.

We also dedicate resources to support community initiatives. Further information on our community investment can be found in Our Community section.

CASE STUDY

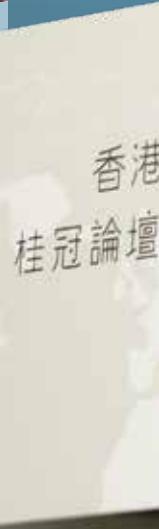
NURTURING ASPIRING SCIENTISTS OF THE FUTURE



Hong Kong's political and business leaders joined distinguished academics and four Shaw Laureates at Government House for the launch of the Hong Kong Laureate Forum.

Our senior management devotes much personal time and energy to community activities, particularly to educational initiatives, ever mindful of creating a better future for society.

In 2019, the Lee Shau Kee Foundation became the Principal Sponsor of the Hong Kong Laureate Forum, underwriting it for five years. This world-leading event will enable collaboration between some of the brightest scholars and scientists of different generations, cultures and disciplines including Shaw Laureates. Henderson Land's Chairman Mr Lee Ka Shing, Martin and Vice Chairman, Dr Lam Ko Yin, Colin are members of the Board of the Council responsible for organising the Forum, along with other distinguished Hong Kong personalities and academics.



With the full support of the HKSAR Government, the inaugural Forum will be held in November 2021 in Hong Kong. It will be a platform to foster the exchange of ideas and promote science and technology to the younger generation as well as to those aspiring to become tomorrow's scientific leaders.

Commenting on this important initiative, Mr Lee Ka Shing, Martin said, "The Hong Kong Laureate Forum will enable the meeting of great minds, helping us to learn, share and create a sum that is greater than its brilliant parts. As the Principal Sponsor, I am delighted that we are enabling the innovators of tomorrow to collaborate with remarkable people who have already begun to shape our world."



OUR SUSTAINABILITY VALUES AND STRATEGIES

Henderson Land is committed to building a more prosperous and sustainable society. The Group prioritises sustainable growth, social prosperity and the well-being of our communities and incorporates them into our business decision making process and our development activities.

CSR Policy

Our Corporate Social Responsibility Policy ("CSR Policy") formalises our commitment to operating responsibly, taking us beyond minimum regulatory requirements for workplace quality, environmental protection, operating practices and community investment.

The Group regularly reviews the CSR Policy so that it reflects our approach to ever-changing operating factors and community needs.

For more information, please visit our Corporate Social Responsibility webpage at www.hld.com/en/csr/csrlanding.shtml.





SUSTAINABILITY STRATEGY

The Group's sustainability strategy is based on five primary drivers:

Social Responsibility

to pursue overall community benefits through the business operations; to create a sustainable community and society by implementing best practice.

Product Responsibility and Innovation

to deliver responsible, high quality and innovative products to customers; to promote innovations in the industry; to engage with customers regularly to understand their expectations on products.

Environmental Impact Reduction

to monitor environmental footprint; to mitigate any direct and indirect negative environmental impact to the society through technology innovation, strategic partnership and awareness raising.

People-focused Workplace

to attract and retain the best talents; to understand employees' expectations; to provide a healthy and safe workplace; to provide adequate training and education in fulfilling their career aspirations; and to promote workforce inclusion and diversity.

Industry Collaboration

to maintain strategic and long-term partnership with suppliers, contractors and business partners along the value chain who share the same sustainability visions and values.

CORPORATE GOVERNANCE

Robust governance is fundamental to our business. Our Board of Directors ("the Board") is responsible for the management of Henderson Land including formulating business strategies as well as the overall management of our activities. Under their leadership, we endeavour to ensure that our businesses are conducted in accordance with all applicable laws and regulations, codes and standards and that we live up to our high standards of accountability and transparency.

Governance Structure

Our corporate governance structure allows for an effective flow of information between management, departments and business units. The Board has five Committees:



Further information about our governance structure can be found in the Corporate Governance Report in the Group's Annual Report 2019 and on our website. (https://www.hld.com/en/investor/annual_19.shtml)

The Board has approved the following key policies and procedures articulating and defining important principles or values of Henderson Land:

- Board Diversity Policy
- Dividend Policy
- Inside Information Policy
- Nomination Policy
- Risk Management Policy
- Shareholders Communication Policy

To view these policies, please refer to our website. (<https://www.hld.com/en/corporate/corpreportlanding.shtml>)

The Corporate Social Responsibility Committee ("CSR Committee") assists the Board in reviewing policies and overseeing issues relevant to corporate social responsibility. The CSR Committee is chaired by the Group's Chairman, Mr Lee Ka Shing, Martin, and comprises several Directors and department heads. This committee is responsible

for identifying CSR issues, developing the Group's CSR policies and strategies, monitoring and evaluating the CSR performance.

For the terms of reference of the CSR Committee, please refer to our website. (www.hld.com/en/csr/csrterms.shtml)

Risk Management

Risk management is essential for the long-term growth and sustainability of our business. Our integrated and holistic approach combines top-down strategy with bottom up process from our operations departments, and we proactively ensure that all significant risks are identified, assessed by considering the impacts and likelihoods of occurrence, and managed by identifying suitable control systems and countermeasures. To ensure effective identification and management of the Group's principal risks, the Board regularly reviews and discusses material operational risks, while each department is responsible for identifying its own risks and designing, implementing and monitoring relevant risk management and internal control systems.



The Audit Department appraises the Group's major activities to ensure risk management and internal control systems are in place, and make recommendations for improvements. It reports their findings directly to the Audit Committee which reviews the effectiveness of our overall risk management and submits findings to the Board. For more details of the Group's risk management and internal controls, please refer to the Corporate Governance Report in our 2019 Annual Report. To view the Group's Risk Management Policy, please refer to our website. (https://www.hld.com/en/pdf/corporate/risk_management_policy.pdf)

Corporate Values and Ethics

Henderson Land's corporate values are derived from our vision and apply to all our employees and company activities. Our business activities adhere to stringent anti-corruption and fair competition practices, as outlined in our Employee Handbook.

Our new employees undergo anti-corruption training within their first 60 days of employment. Employees are also encouraged to repeat the training during their careers to refresh their awareness and knowledge. During the year, we invited a lawyer to deliver a talk to raise awareness about anti-money laundering regulations, which was attended by over 100 employees including our senior executives.

The Gift Policy also stipulates the types and monetary value of gifts received by our employees that are acceptable. It is mandatory for all employees to act professionally and comply with these codes and relevant policies on conflicts of interest.

We actively encourage any employee with a concern about our standards of conduct to notify the Human Resources Department directly or the Vice Chairman through a direct email link.

During the reporting period, no incidents of corruption were reported within the Group.

OUR ENVIRONMENT

Responsible business goes hand-in-hand with the well-being of society. In order for us to sustain our position as a leading property developer, we are dedicated to minimising the impact of our business activities on the environment and we work with our employees and other business partners to do the same.

To carry out our commitments to sustainable development, we have established two environmental committees:

GREEN BUILDING SUB-COMMITTEE



Responsible for developing green building goals and standards, facilitating knowledge sharing, adopting innovative technologies and setting corporate green building standards

SAFETY AND ENVIRONMENTAL COMMITTEE



Responsible for strengthening safety measures and improving environmental performance at construction sites

While the Environmental Policy guides us at Group level, various departments have developed their own systems relevant to their specific operations for ensuring environmental performance. Our Construction Department has established an environmental management system (EMS) in compliance with relevant regulations and ISO 14001:2015. It is constantly monitored for irregularities which, if identified, are remedied as soon as practicable. Our property management subsidiaries have implemented the Integrated

Management System (IMS) in line with international standards such as ISO 9001, ISO 10002, ISO 14001 and OHSAS 18001. Policies, commitments, responsibilities and grievance mechanisms are all clearly described in the IMS. Goodwill also follows Environmental Instructions (EI) for ISO 14001:2015 which guide environmental aspects.

During the year, we incurred no significant fines for non-compliance with environmental laws and regulations.

Our leading role in sustainable building is recognised globally. Three out of the four Hong Kong developments selected for sustainable development case studies by the World Green Building Council were projects developed by the Group, including Double Cove Residential Development, 18 King Wah Road project and Harbour East.



Harbour East

Material Use and Waste Management

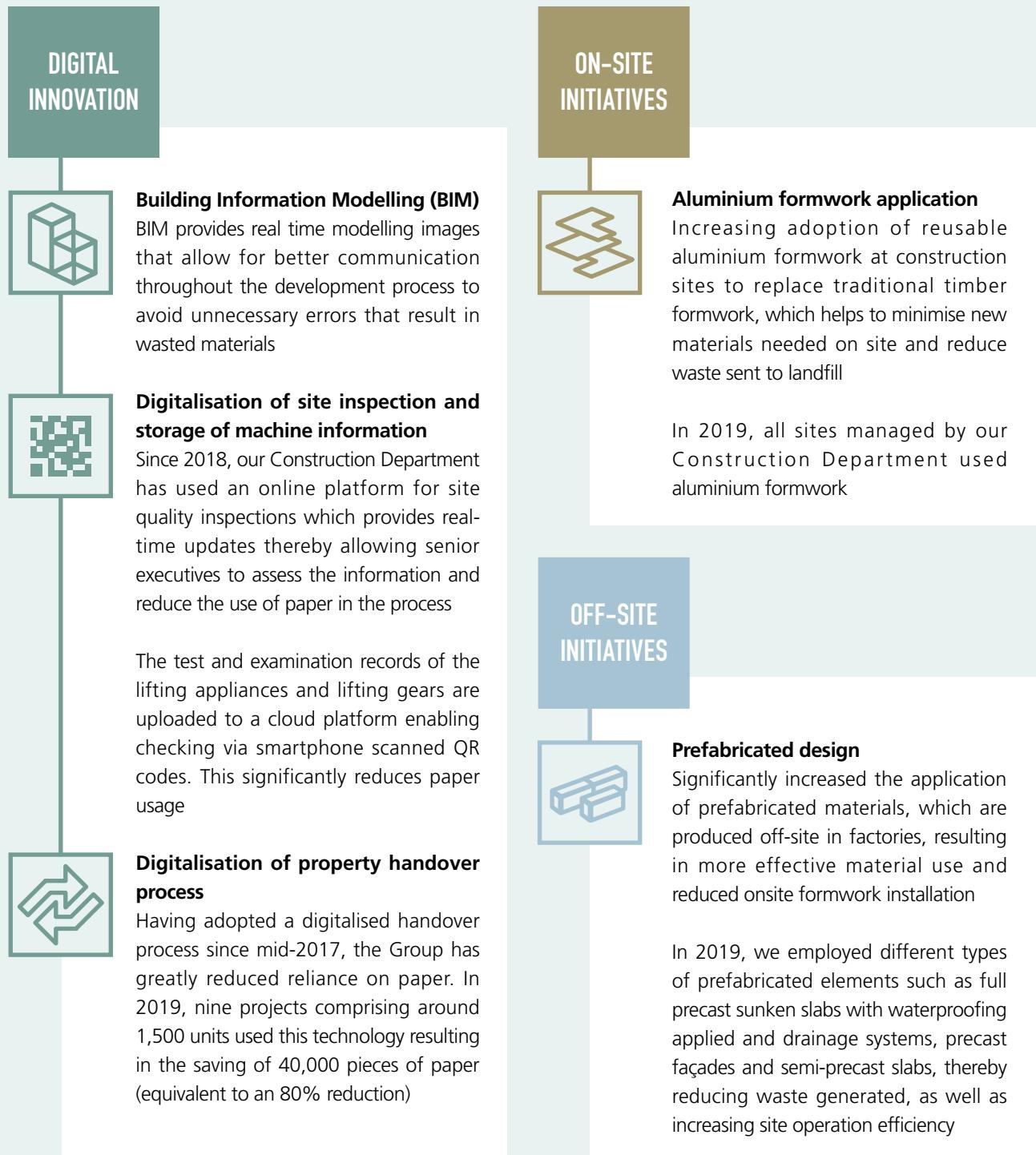
Henderson Land's Sustainability Strategy demonstrates our commitment to reducing the Group's environmental impact on society through technology innovation, strategic partnerships and by generating greater awareness. Waste management plays an important role in our efforts to lessen our footprint.

We have adopted an extended life-cycle approach to the use of materials and to waste management, particularly in our property development and property management businesses. Our priority is to reduce waste by extending the life of materials through reuse and recycling.

OUR ENVIRONMENT

Minimising Waste through Reuse and Innovation

Our technology-driven approach seeks to improve operational efficiency, optimise the use of materials and reduce waste generally.





At applicable projects, we have adopted underground building services tunnels which provide more flexible shop layouts and future layout re-planning, as well as better and easier underground maintenance services, leading to a reduction of materials used and lessened carbon emissions.

Green Procurement

We take an environmentally friendly approach to both our design concepts and the selection of materials. Guided by our Environmental Policy, we use renewable or recyclable materials and favour consultants, contractors and suppliers who adhere to sustainable practices.

For development projects, our Construction Department has been making use of a streamlined procurement system so as to quickly identify and select sustainably certified or accredited office products, building services and equipment. The system also enables cost savings through bulk purchasing. In applicable projects, we are also increasingly sourcing rapidly renewable materials, such as bamboo ceilings and wall finishes.

At the Group's offices, we continue our practice of only using copy paper that is approved by the Programme for the Endorsement of Forest ("PEFC").

Recycling and Disposal

We aim to minimise the environmental impact associated with waste disposal by reusing and recycling throughout our construction and property management operations.

Development projects

- Incorporated a waste management system on construction sites that comprises sorting, recycling and proper disposal of construction or demolition materials

- Provision of facilities for the collection, sorting, storage and disposal of waste and recovered materials. For applicable projects, we target a 30-60% recycling rate

Managed properties

- 14 properties managed by Goodwill joined the Environmental Protection Department's Glass Container Recycling Charter to promote glass container recycling
- Selected residential properties joined the "Intelligent Resource Management Programme" jointly organised by the Business Environment Council and The Hong Kong Jockey Club to enhance public awareness of waste reduction at source, and to drive behavioural changes in recycling
- Promoted food waste recycling in leasing properties such as MCP Central and Mira Place, as well as residential properties including Hill Paramount and Regence Royale
- Built partnerships with NGOs to promote recycling at our leasing and residential properties, e.g. mooncake containers, red packets, glass bottles and peach blossoms, etc.

Offices

- Maintained a policy of reducing, recycling and reusing where possible
- Recycling bins are provided to collect waste paper and used toner bottles and cartridges for recycling



OUR ENVIRONMENT

Energy Efficiency and Emission Reduction

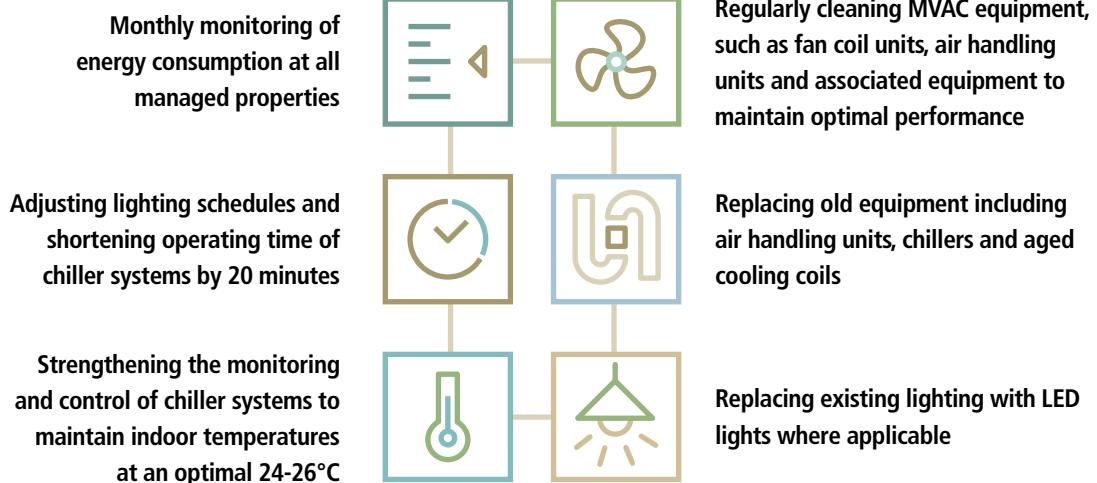
Recognising the ever-increasing global threat posed by climate change, Henderson Land is committed to reducing our carbon footprint by implementing effective strategies and initiatives throughout our development projects and operations. We support the Hong Kong Government's Climate Action Plan 2030+ and have set targets to reduce our energy consumption.



In 2017, the Group set a target of reducing energy consumption by 10% by 2025 in the common areas of 14 of our commercial properties managed by Goodwill, with 2015 as the baseline year.

Our performance towards this target has been satisfactory, and we achieved 4.59% energy reduction in 2019

thanks to various efficiency measures that we have implemented. These include:



We will continue to closely monitor progress and review the target as necessary.



Actions for Energy Saving and Emissions Reductions

In our development projects, we are committed to achieving energy efficiency and emissions reduction starting at the project design phase and subsequently throughout the construction process.

As stated in our Environmental Policy, we aim to attain sustainable building standards in all areas of our operations so as to promote local community sustainability. During the year, we again adopted innovative designs and incorporated smart building features in our development projects to achieve energy efficiency and promote low-carbon lifestyles to our customers. Examples of these designs are:

- Solar thermal panels to harvest renewable energy
- Solar responsive façades
- Efficient lighting in lobbies and corridors
- Electric vehicle charging facilities
- Installation of monitoring sensors to control lighting and power usage
- Tinted or double window glazing
- Innovative desiccant dehumidification for a healthier and energy efficient environment
- Hybrid ventilation for energy saving

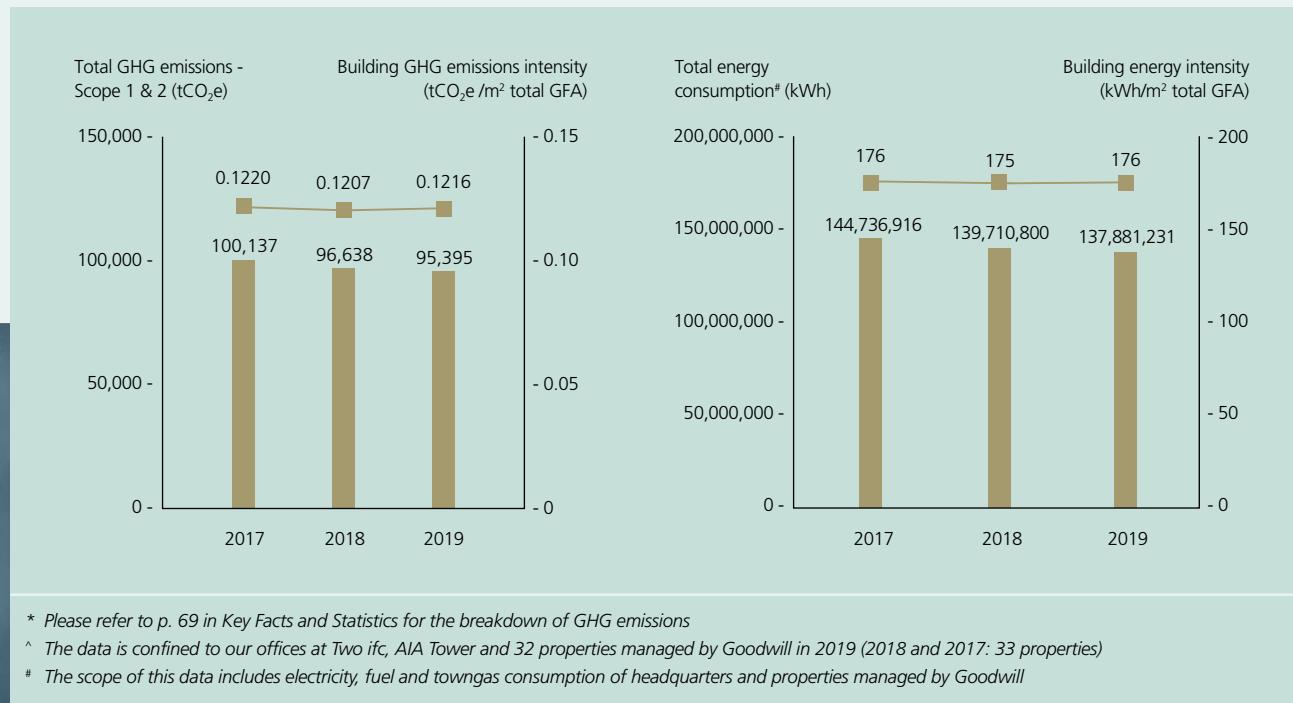
Our Construction Department strictly adheres to the Environmental Instruction, which monitors the energy usage throughout the construction process in accordance with the requirements of ISO 14001:2015. We also carefully consider site planning, which includes the logistics of delivery and lifting of site materials, in order to save energy, cost and time. We continued to increase the use of renewable energy and all tenders have to follow our requirements on energy efficiency and emission reduction as stated in the tendering documents.

Well Born and Hang Yick are guided by an environmental protection policy stipulated in their Integrated Management System which gives direction on promoting energy saving at the properties they manage. A Green Committee regularly monitors the energy performance and energy audits are conducted to assess opportunities for further improvement.

At the Group's offices, we constantly monitor power consumption to identify energy saving opportunities. We also continued to use energy saving lighting fixtures.

OUR ENVIRONMENT

GHG Emissions* and Energy Consumption of our Headquarters and Properties Managed by Goodwill[^]

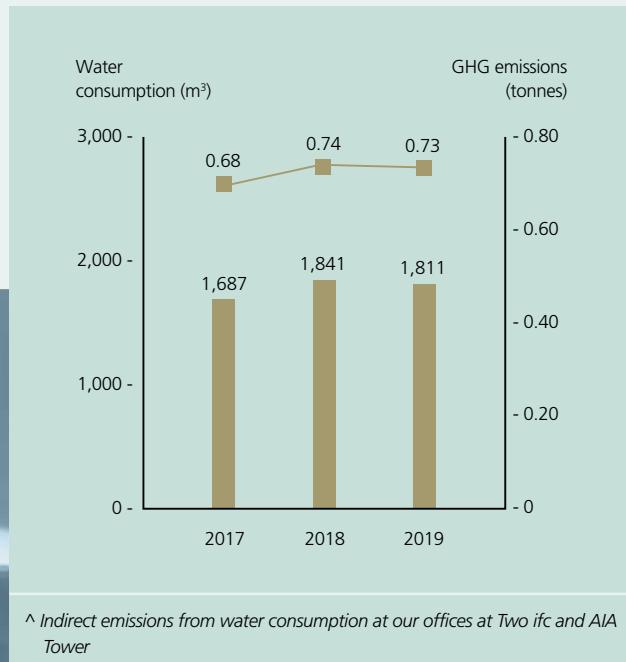


Water Conservation and Management

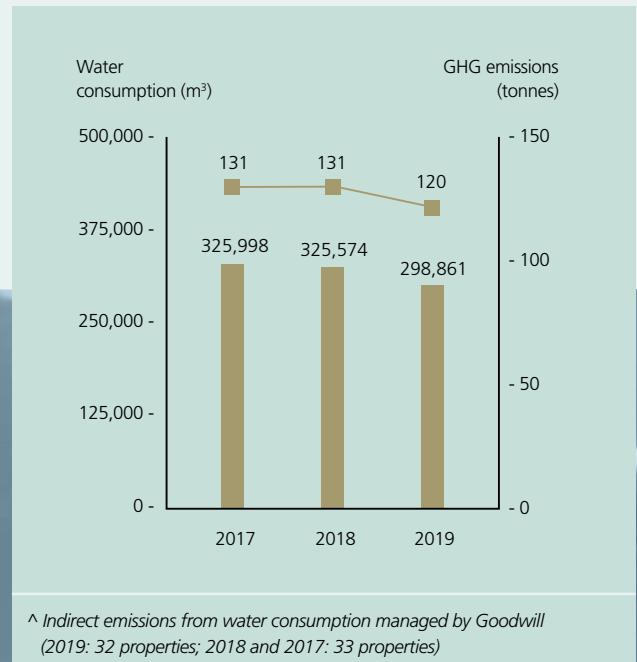
Acting to protect water is a global imperative for us all. Water is used throughout our operations and recognising that it is a shared resource, we are diligent in our efforts to reduce water usage wherever possible. We assess our exposure to water-related risks and while Hong Kong's current water supply remains stable, we endeavour to do our part to protect one of earth's most precious resources.

For our development projects, various measures have been incorporated to increase water efficiency, including rainwater harvesting, flow regulators and dual flushing toilets. During the design stage, project managers set targets using green building standards, and progress is closely monitored during construction. Some of our projects, including Harbour East, have achieved an annual water savings of 30% as stipulated by the provisional green building ratings. Our Construction Department issues an Environmental Risk Assessment Report

Water Consumption and Corresponding GHG Emissions[^] of our Headquarters



Water Consumption and Corresponding GHG Emissions[^] of Properties Managed by Goodwill



that assesses the impacts on water quality and the impact of wastewater discharged from construction sites. This report is reviewed annually for improvement opportunities.

Water consumption is closely monitored at the properties that Well Born and Hang Yick manage. Monthly water consumption reports are compiled so that usage can be tracked. Freshwater and flushing tanks are cleansed regularly in accordance with applicable regulations and guidelines.

Where appropriate, water devices are replaced with more efficient models.

Waste water that is discharged from our offices and property premises is flushed through municipal drainage systems, while that discharged from our construction sites is treated according to respective regulatory requirements.

OUR PEOPLE

Our employees are the heart of our business and are key to Henderson Land's track record of developing, building, delivering and managing award-winning properties. Attracting and retaining engaged and motivated employees form a key pillar of our sustainability strategy that enables us to continue to deliver the quality our customers expect.



The Group was honoured to be awarded Forbes' World's Best Employers 2019 – Top 500.



7,804

Full-time staff in Hong Kong

as of 31 December 2019



61

Training courses



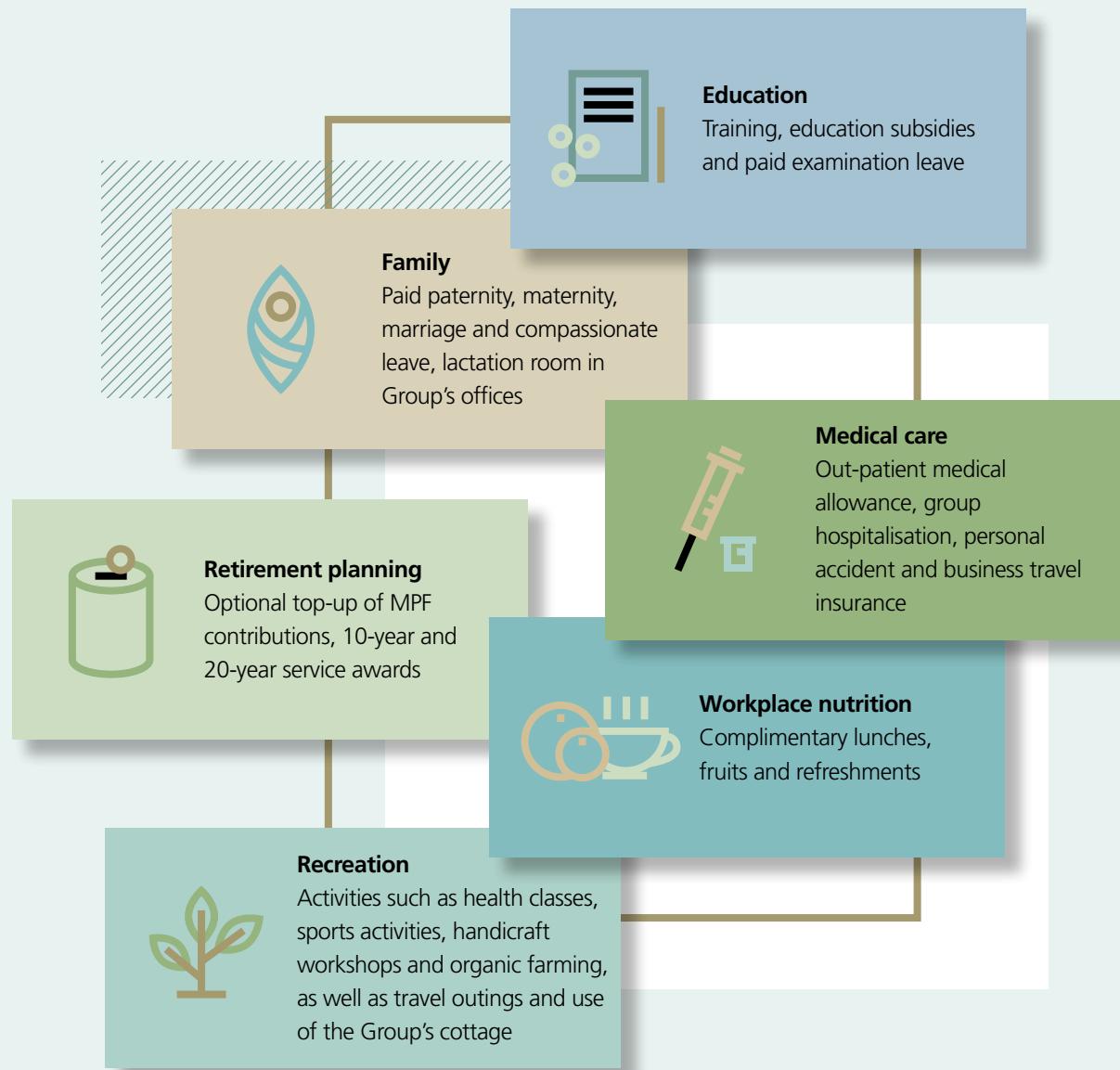
178,000

Training hours

Employment and Employee Welfare

We recognise the importance of fostering a sense of belonging among our workforce to support the long-term development of our Group. We strive to be an employer of choice by engaging our staff through various channels, encouraging them to maintain a healthy work-life balance and offering a range of employment benefits for them to enjoy.

Benefits provided to full-time staff include:



Note: Extent and types of benefits vary according to different operations and staff grading.

OUR PEOPLE

Our Employee and Remuneration Policy ensures that our staff are remunerated based on their skills and experience in accordance with industry standards. Discretionary year-end bonuses are payable to employees based on individual performance. Details are specified in our Employee Handbook which is provided to all employees.

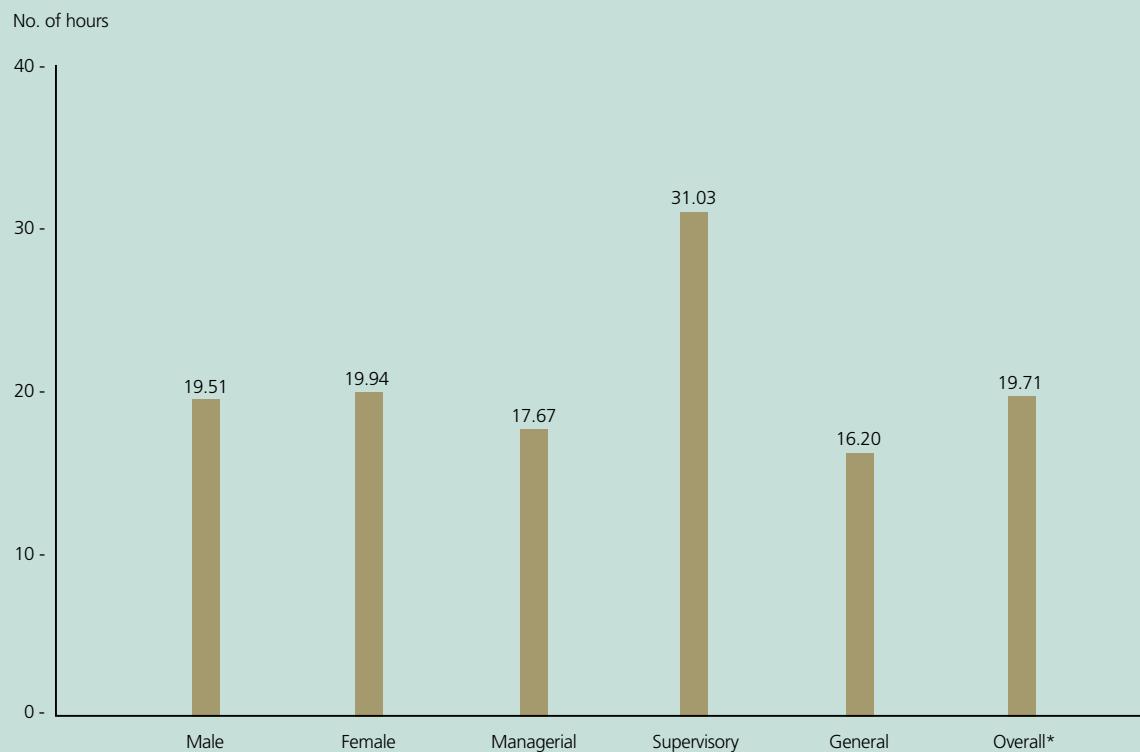
Training and Development

We regularly design and arrange training courses for our employees which provide them with continuing educational and personal development opportunities. We host in-house seminars, training workshops and talks, as well as

supporting staff who wish to attend external opportunities. New employees receive orientation training within 60 days of joining to understand our values, strategy, purpose and corporate culture.

During the year, our Human Resources Department organised training related to internet security, first aid, business management, languages, law and China trade. Also, four graduate engineers from our Engineering Department participated in "Scheme 'A' Graduate Training" with the Hong Kong Institution of Engineers in order to develop the qualities that are required in a professional engineer.

Average Training Hours per Employee by Gender and Employee Category



* The "Overall" number comprises all full-time and part-time employees of the Group in Hong Kong including those working at our headquarters, construction, property management and other subsidiaries

Equal Opportunity and Diversity

Solving complex challenges in the workplace is best achieved through innovation and the sharing of different perspectives by a diverse team of individuals in an environment that encourages the free expression of views and opinions. Our Equal Employment Opportunity Policy ensures that the Group adheres to the principle of staff equality and that we do not allow any discrimination of any form. The Group also fully complies with the Equal Opportunities Commission's Code of Practice and relevant laws and regulations.

All employees can report any concerns regarding discrimination or other grievances confidentially through our intranet or by email to the Vice Chairman.



In 2019, our employees participated in "Dialogue Experience – Silence Workshop" to promote the concepts of diversity and inclusion, during which a group of hearing-impaired trainers guided them through a series of team tasks in a silent environment.

Occupational Health and Safety

Stringent measures are employed throughout our business to ensure employee safety. We enact a Group-wide approach to occupational health and safety (OHS) that is implemented divisionally so that each business can initiate programmes and activities best suited to their needs.

Construction sites

Our Construction Department has established an OHS management system for all safety matters on our construction sites, which outlines our commitment to managing OHS risks and applies to all staff and workers involved in construction activities. We involved workers' representatives in evaluating the development, implementation and effectiveness of the management system. In 2019, we reviewed and updated the Safety Policy to better protect our staff and workers.

OUR PEOPLE

We have two OHS-related committees in place:

Roles	Composition	Meeting Frequency
Safety and Environmental Committee	<p>Oversees all safety matters and is responsible for improving environmental performance on all our construction sites and monitors performance</p>	<p>Chaired by the Deputy General Manager of Construction Department, includes a range of staff such as technical managers, purchasing manager, safety and environment manager as well as strong attendance by worker representatives</p>
Site Safety Committee	<p>Closely monitors all health and safety issues at individual construction sites One Site Safety Committee for each construction site</p>	<p>Led by the construction manager of each site, members include various site staff, project coordinator, electrical and mechanical engineer, safety and environment officer and site workers' representatives</p>

Site staff and workers receive site safety induction training, job specific training courses as well as tool box talks and other forms of instruction in order to improve their ability to identify and respond to any hazardous situations. Staff are also able to access OHS information at any time through the company intranet, while posters and other informative materials are available at head office and on site.



E Man employees attended an Automated External Defibrillator (AED) training course in 2019.

The ability to identify risks is crucial to ensuring a healthy and safe workplace. We have established a Site Safety Subgroup which carries out weekly inspections to ensure that any identified safety issues are addressed promptly. This practice is above and beyond the minimum regulatory requirements. During the year, 156 safety inspections were conducted with 936 issues raised. Safety Officers at each site closely monitor safety related issues and implement effective measures swiftly whenever necessary. We also evaluate our safety effectiveness by performing semi-annual independent safety audits. Site staff and workers are encouraged to report risks via different channels including informing the Safety Officer, attending meetings of the abovementioned two Committees and using suggestion boxes.

If risks are identified on any site, our Safety and Environment Officer will apply a hierarchy of controls to mitigate the hazard, and the workers can remove themselves from the task without any consequence if they have concerns. Control measures include ensuring that workers use proper personal protective equipment and that all equipment used is inspected by qualified persons prior to use and is operated by registered professionals.

If a work related incident occurs, the Safety and Environment Officer will conduct a formal inspection with relevant parties to document the case including details and causes of the accident as well as preventative recommendations and follow-up actions, which will be communicated during the Site Safety Committee meetings.

Should a serious injury occur, a senior executive will be delegated as the Case Manager to provide immediate assistance to the worker for medical and health care needs, and support the worker's family in terms of their psychological and financial needs. In mid-2019, a fatality occurred at a Group's construction site involving the Main Contractor's worker. A Case Manager was appointed immediately to offer help and support to the worker's family. Immediately after the incident, a special safety meeting was conducted by various parties to ensure all site safety measures were in place and efficient. We also conducted additional site safety inspections, and instructed

the Main Contractor to provide additional safety training for site workers. The case is still under investigation by relevant authorities.

For more information on how we prevent and mitigate the safety risks of our suppliers and business partners, please refer to Our Value Chain section.

Managed properties

Goodwill, which manages the Group's leasing properties, arranged various OHS-related training for their staff including courses for Certified Workers of Confined Spaces, Standard First-aid Certificate and Automated External Defibrillation (AED) Provider. A safety handbook on maintenance work is circulated to all onsite staff covering personal protective equipment, electrical safety and emergency procedures.

Goodwill also arranged a mental health training programme for its managerial staff in association with Hong Kong Red Cross in mid-2019. This programme will be continued and extended to site staff in 2020.

Well Born and Hang Yick, which manage the Group's residential properties, use an OHS management system that is OHSAS 18001-certified. An OHS Committee is responsible for reviewing any injury case and coordinating OHS-related issues. Regular safety inspections are conducted by an independent contractor. Inspection reports with recommendations are provided to estate managers for them to make appropriate rectifications.

To raise employees' awareness about OHS matters, all new staff of Well Born and Hang Yick are required to attend safety training that is part of their onboarding orientation. Employees are also encouraged to attend occupational health and safety training courses which are organised by the Labour Department. This year, Well Born and Hang Yick continued their staff mental health training programme in association with The Mental Health Association of Hong Kong. A series of anti-smoking activities were also launched to increase employees' awareness of the negative impacts of smoking.

OUR VALUE CHAIN



Our value chain extends across the whole of our vertically integrated property development process, from land acquisition, property planning, project design and management, and construction through to completion and property management. An exemplary standard at each stage of this process is key to our end goal of delivering a premier product to our customers and we work with various stakeholders to ensure this occurs.

Our Customers

We aim to create and maintain a trusted relationship with our customers by treating them fairly and providing reliable and honest services to them. Henderson Land's many different customers include home owners, office tenants, shoppers and retailers.

Quality Products and Services

Henderson Land is dedicated to providing excellent products to our customers. Our development projects frequently achieve leading industry standards and are recognised with prestigious awards. For example, in 2019 our Murray Road

project achieved WELL Platinum Level Pre-certification, three other projects achieved WELL Gold Level Pre-certification in previous years. WELL is an international verification standard comprising seven aspects related to the holistic wellness of building users, namely air, water, nourishment, light, fitness, comfort and mind. Being accredited to this standard reaffirms our efforts and success in providing high quality and healthy properties.

To ensure we constantly deliver high quality products, our Construction Department performs thorough site inspections and quality checks after the construction stage of a property is completed. Our inter-department handover team, which comprises representatives of the Project Management, Sales, Customer Service, Property Management and Audit departments, carries out a second round check to ensure high building quality and that any rectification works are completed before property handover.

Our customers count on receiving accurate and up-to-date information that helps them make informed purchasing decisions. All property sales activities are conducted in line with regulatory requirements, such as the Residential

Properties (First-hand Sales) Ordinance. Henderson Land's senior executives monitor the preparation of sales and marketing materials and all content must be approved by them. We also engage external professionals to review our sales brochures, show flats and other promotional materials to ensure accuracy and compliance.

During the year, there were no significant cases of non-compliance in relation to our products and services.

Recognising that property ownership is a life-time investment for many people, we are committed to providing top-tier property sales and property management services. A Customer Services Code of Conduct is in place that sets stringent standards for our staff and ensures service quality.

Our Customer Services Section maintains close communication with our customers throughout different stages of the development process:

Stages of Customer Service



Stage 1

Product Development Stage:

Input and feedback collected from customers on project design are provided to project management teams, who then share it with designers, architects and contractors.



Stage 2

Building Inspection Stage:

Our inter-department handover team conducts multiple inspections to ensure products meet customers' needs and expectations.



Stage 3

Product Delivery Stage:

Properties are introduced to our customers and checked for defects. Customer feedback is collected through on-site questionnaires and hotlines and acted upon.



Stage 4

After-sale Stage:

Our Customer Services Section is stationed within each property for the first year after completion to provide assistance and monitor maintenance works within the warranty period.

OUR VALUE CHAIN

Customer Health and Safety

The health and safety of all occupants of our properties are of paramount importance to the Group. All our projects comply with Hong Kong's relevant legislation, namely the Buildings Ordinance, Regulations and Codes of Practice, and Places of Public Entertainment Ordinance. To remain compliant, we appoint Authorised Persons, including Registered Structural Engineers and registered contractors to conduct compliance assessments. In our shopping malls

and office buildings managed by Goodwill, the facilities are regularly reviewed and upgraded to meet customer needs and ensure safety. Well Born and Hang Yick operate an OHSAS 18001 certified Occupational Health and Safety Management System in their managed residential properties. The system not only keeps employees safe, but also protects our customers and visitors from harm.

Percentage of Properties that Conducted Health and Safety Impact Assessment

Goodwill	100%
Hang Yick	100%
Well Born	100%

Customer Engagement and Satisfaction

Collecting feedback from our customers is very important to the Group as it enables us to gauge whether we are meeting customers' expectations. It also provides us with ideas and suggestions for improvements to our products and services. Our property management team carries out periodic surveys

to understand the customer satisfaction levels of our tenants and property owners. Engagement channels include online questionnaires, on-site staff communication, customer service hotline and e-mail communications. All feedback is carefully assessed and used to improve our performance.

Results of Customer Satisfaction Survey

	Goodwill	Hang Yick	Well Born
Number of responses	1,849	2,526	9,793
Overall customer satisfaction	98.0%	99.2%	98.0%



Customer Data Privacy Protection

The Group respects our customers' legal right to privacy when collecting, sorting, using and transmitting personal data and we comply with the requirements of the Hong Kong Personal Data (Privacy) Ordinance. When customer data is collected for operational purposes, we ensure customers know what personal data is being collected and how it will be treated, as outlined in the Group's corresponding Personal Information Collection Statement. Corresponding guidelines also exist to keep staff of our

businesses and subsidiaries informed on how to handle customer data properly.

At any time a customer may request to access and correct their own personal data in any of our records by contacting our Personal Data Privacy Officer.

During the year, we did not receive any verified complaints concerning breaches of customers' privacy.

OUR VALUE CHAIN



Our Suppliers

Our procurement activities have an impact on the economy, and can create environmental and social impacts across the value chain. The Group has developed a comprehensive management system to ensure that each of our suppliers aligns with our expectations in respect of compliance, integrity and sustainability.

Supply Chain Management

For construction projects, requirements and standards are clearly stipulated during the tendering and procurement process. We maintain a record of preferred partners on our Internal Subcontractor Registrar who possess the required qualifications and accreditations, as well as complying with our social and environmental terms and conditions. All subcontractors are required to be registered through the Construction Industry Council's Subcontractor Registration Scheme. Our tendering and supplier selection process is standardised, fair and transparent, and is monitored by our Audit Department.

Our suppliers are periodically reviewed against environmental, social and OHS standards and compliance. If any supplier does not comply with our requirements during a period of service, they may be suspended from tender lists and their contract terminated.

Our Supply Chain Portfolio

Our major suppliers provide goods and services that range from professional consulting and building materials to construction, maintenance and operational support. To create economic value in the local community and reduce carbon emissions arising from the transport of materials and products, we are committed to using local suppliers wherever possible. In 2019, our supply chain comprised over 4,200 suppliers, representing over HK\$7.1 billion of expenditure.

Percentage of Expenditure on Different Types of Suppliers for Project Management, Construction and Property Management



8.8% Consultants

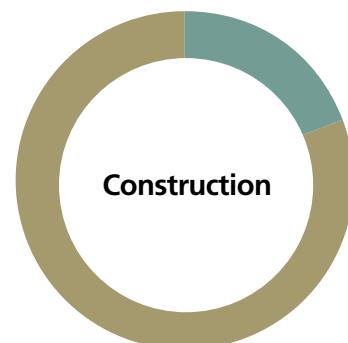
(Architects & Authorised Persons, design architecture, structural engineering, building services engineering, quantity surveying, interior design, sustainability consultancy, etc.)

90.2% Contractors

(Ground investigation, demolition, foundation and superstructure, etc.)

1.0% Others

(Rendering, model production, printing, etc.)



19.4% Suppliers

(Building materials)

80.6% Subcontractors

(Fabrication, installation works, construction workers, etc.)



0.8% Consultants

(Building surveying, assessment, etc.)

83.9% Contractors

(Cleaning services, security services, facilities maintenance, etc.)

6.7% Suppliers

(Maintenance materials, uniforms, etc.)

8.6% Others



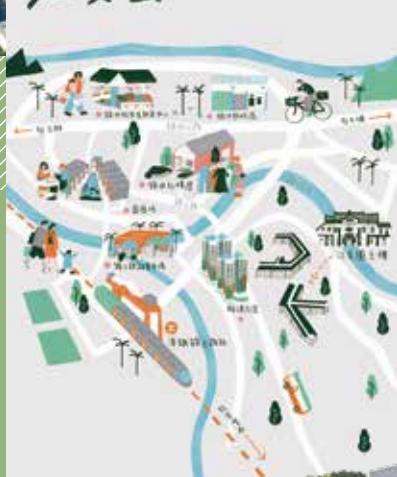
CASE STUDY

LENDING OUR SUPPORT TO HONG KONG'S SINGLE LARGEST MODULAR SOCIAL HOUSING PROJECT

Kam Tin, Yuen Long

Kam Sheung Road Station

江夏圍





As one of Henderson Land's ongoing CSR commitments, we are making a significant contribution by actively collaborating with the Government and NGOs to deliver urgently needed transitional housing.

In 2019, the Group provided a 428,000-square-foot parcel of land in Kong Ha Wai, Kam Tin to the Government for seven years to build around 2,000 modular housing units. This is Hong Kong's single largest community housing project, with a goal of accommodating approximately 40,000 people from around 10,000 families.

We carefully considered the location of the site in respect of its appropriateness and convenience for future residents. Situated just 15 minutes' walk from MTR Kam Sheung Road station, the site is located close to a market, bazaar, and other facilities, which will cater to the daily needs of the residents. Community facilities will also be included in the estate which will help to build bonds between residents and create a sustainable community.



Additionally, we will revitalise the nearby Kong Ha Wai Mansion to provide social space and a network of community services to underprivileged students and residents. This Grade 3 Historic Building was built in the 1930s and we are considering keeping its architectural design and preserving its original Hakka style.

Henderson Land is also providing voluntary assistance with the project's initial planning work, such as submitting the planning application to the Town Planning Board, preparing building plans and site formation works. NGOs will be responsible for the construction, selection of residents, and daily management.

Mr Lee Ka Shing, Martin, Chairman of Henderson Land Group and our Corporate Social Responsibility Committee, said, "Henderson Land is leading our sector in supporting community housing in Hong Kong. We hope to help grassroots families with this pressing need, relieving their life burden and improving their living conditions."

The green concept of modular social housing, involves free-standing completed units prefabricated using MiC technology delivered to construction sites for installation. By adopting this technology, construction time and costs can be lessened. This latest project follows the Group's 2018 initiative of providing an 8,000-square-foot redevelopment site in Sham Shui Po to be used for transitional housing for 90 families for a two-year term. The project is at its final stage and is expected to be ready for families to move in by 2020.



OUR COMMUNITY

As a responsible business, we acknowledge our duty to effect positive change in the communities in which we operate. We endeavour to make a lasting contribution to present and future generations through our operations and community investment initiatives. In doing so, we actively pursue close relationships with our stakeholders so that we respond to community needs in a beneficial and sustainable manner.

Our CSR Committee is responsible for overseeing and reviewing our community investment strategy, direction and implementation every year to ensure the social impact of our community initiatives is creating positive long-term outcomes.



Since 2017, the Group has supported "Wi-Fi.HK", an initiative of the Government to offer public Wi-Fi services. To-date, four of our malls including MCP Central, The Trend Plaza Shopping Arcade, KOLOUR • Tsuen Wan and KOLOUR • Yuen Long have joined this scheme.

Care for life

The Group's Chairman Dr Lee Ka Kit, Peter, is a respected philanthropist who devotes much of his personal time and efforts to caring for the poor and needy. To-date, Dr Lee's charity "Peter KK Lee Care for Life Foundation" has enabled more than 25,000 children with congenital heart disease in mainland China to undergo life-saving treatment.



Community Initiatives

Henderson Land's community investment initiatives are continually evolving. Working with trusted NGO partners, we support programmes in the four priority areas that we focus on: poverty relief, environmental stewardship, arts and culture, and youth development.

We continually evaluate current social needs and the effectiveness of our programmes, and seek ways to strengthen our contribution to community development and well-being. In 2019, the Group supported and participated in more than 100 community initiatives. Below are highlights of some of these programmes, all of which are demonstrating measurable impact and contributing to a sustainable future.

Poverty Relief



Community Housing Schemes

Henderson Land was the first large enterprise to participate in community housing schemes in Hong Kong, and has supported nine projects to-date, contributing a total of nearly 230 temporary vacant units in urban areas. More than 1,000 people from some 270 low income families benefit from this low-cost transitional housing over a two-year term. Launched in 2017, Community Housing Schemes are facilitated by the HKSAR Government and implemented by HKCSS and various NGOs.

Modular Social Housing Schemes

In 2019, Henderson Land initiated the single largest modular housing scheme in Hong Kong by lending a 428,000-square-foot site in Kong Ha Wai, Kam Tin in the New Territories for the purpose of transitional housing over a seven-year period. The scheme was facilitated by the HKSAR Government and implemented by NGOs.

The site can accommodate around 2,000 modular housing units, which will provide transitional housing for approximately 40,000 people, all of who are from 10,000 underprivileged families applying for public housing. We also voluntarily took care of the initial site preparation including its planning application, preparation of the building plans submission and site formation works.

The first modular housing scheme supported by Henderson Land was an 8,000-square-foot redevelopment site on Nam Cheong Street in Shum Shui Po, which we provided in 2018. The site provides 90 transitional housing units over a two-year term, benefitting around 360 disadvantaged people.



OUR COMMUNITY

Poverty Relief



Commission on Poverty “Future Stars – Upward Mobility Scholarship” Programme

Since 2014, we have offered scholarships to financially disadvantaged students who achieve academic excellence, with the aim of supporting them to continue their studies and pursue their aspirations. During the year, 210 students were awarded scholarships and, cumulatively, over 1,140 ‘future stars’ have benefitted from the programme, setting them on the right track to become high achievers.

Hong Kong Community Network – Kwai Tsing Ethnic Minority Programme

Recognising the importance of fostering a caring and equal society, we have been donating to this programme since 2014 to help ethnic minorities and low-income groups receive effective assistance and support. The programme’s diverse features include promoting education and employment, and assisting with integration into the community. Cumulatively, more than 650,000 people have received support from this initiative since the Group became its sponsor.



Warmth Giving Project

Established in 2011, the Warmth Giving Project brings our staff and members of the community together in outreach activities for the underprivileged. This year, Henderson Land and Henderson Club volunteers knitted around 1,300 scarves and hats for the elderly and less-privileged families, and engaged with them in various events, activities and home visits. Cumulatively, the project has benefitted more than 74,600 elderly and economically disadvantaged people.

Environmental Stewardship



Plantation Enrichment Programme

Since 2007, we have supported the plantation of tree seedlings in Hong Kong. From 2017 to 2019, we sponsored the five-year tree planting programmes of Friends of the Earth (HK) and The Green Earth, respectively, in support of the AFCD's "Plantation Enrichment Programme." This year, we invited the staff of Henderson Land, Goodwill, Well Born and Hang Yick to participate in the tree planting. Together with the

efforts of our NGO partners, nearly 10,000 seedlings have been planted in these programmes since 2017. To-date, our participation in these activities has resulted in the plantation of nearly 39,000 tree seedlings in Hong Kong.

Green Power Hike

Since 2006, Henderson Land has supported this annual fundraising event for Green Power's ongoing educational initiatives. During the year, the Group repeated its role as Title Sponsor of the Hike and recruited staff to participate. Over the years, the event has been attended by a total of 45,000 runners.



OUR COMMUNITY

Environmental Stewardship



Photo provided by WWF-Hong Kong

World Wide Fund For Nature Hong Kong ("WWF-Hong Kong") Walk for Nature @ Mai Po

The annual Walk for Nature at the birdwatchers' paradise in Mai Po Nature Reserve is a meaningful activity which combines appreciation of nature with fundraising. Henderson Land has sponsored this event since 2010. Since we commenced our sponsorship, more than 23,500 individuals have participated, providing essential funding for WWF-Hong Kong to continue its important conservation and educational activities.

Eco-Drive x The Hong Kong New Youth Energy Think Tank "Enough Plastic" Campaign

Launched in 2019, the campaign aims to tackle the growing issue of single-use plastic which plays a large part in environmental pollution, by raising the awareness of the general public. Our malls supported the campaign in May 2019 by distributing over 1,300 key visual tent cards to tenants, displaying advertisements on TV walls, LED screens and other channels, as well as erecting prominent signage near umbrella bag holders to encourage shoppers to reduce the use of those bags. Well Born and Hang Yick also displayed the campaign posters and advertisements in our residential buildings.

The campaign successfully generated public awareness on plastic waste, with over 12,000 campaign posters displayed throughout Hong Kong at F&B outlets, and around 800,000 user engagements on social media.



Youth Development



HKSAR Government Space Sharing Scheme for Youth

As a joint collaboration between the business sector, non-government organisations and the Government, the Scheme aims to provide areas that can be used for co-working spaces or studios to support youth development in Hong Kong. In 2019, Henderson

Land offered six units at The Globe in Cheung Sha Wan for use by the Hong Kong Arts Development Council and Arts with the Disabled Association Hong Kong at a HK\$1 monthly rent over a six-year term. The units are expected to be leased to local artists, as well as becoming a training centre for people or artists with disabilities. We also subsidised the cost of the fit-out of the units operated by Arts with the Disabled Association Hong Kong, which amounted to around HK\$1.2 million.

The units rented by Arts with the Disabled Association Hong Kong will commence operation in early 2020. During 2020, 950 training hours will be provided to around 130 Artists with Disabilities (AWDs) and 300 practitioners for inclusive art. Also, 300 members of the public will benefit from ten art programmes held by the AWDs.

HKSAR Government Scheme on Corporate Summer Internship on the Mainland and Overseas

Henderson Land has supported the internship scheme since it was first launched by the HKSAR Government in 2018. It aims to nurture young talent in Hong Kong and to help them grasp a better understanding of workplace culture and career prospects in different places and to give them an international perspective. In 2019, we provided 12 students with eight-week training placements at our commercial properties in Beijing, Shanghai and Guangzhou, through which they gained hands-on experience of leasing operations and the Mainland market. Cumulatively, we have provided 24 placements.



OUR COMMUNITY

Youth Development



Summerbridge Hong Kong

We have repeated our pledge to support the provision of tuition-free, summer and after-school enrichment programmes for financially disadvantaged young students. During the year, another 300 students and 120 student teachers benefitted from this initiative which brings our cumulative total to over 3,600 students and 1,400 student teachers that have benefitted since Henderson Land became an active donor in 2006.

Arts & Culture

District Arts and Cultural Activities

Henderson Land is an active supporter of district arts and cultural activities, such as "The Central and Western District Festival", which has attracted over 112,000 visitors since we became the patron in 2010; "Tsuen Wan Festival Lightings and New Year Countdown", which has attracted more than 2,700,000 visitors since we commenced sponsorship in 2007; and "The Yuen Long Arts Festival", which has attracted around 30,000 visitors since we became sponsor in 2017.



Le French May

Le French May is one of the largest cultural events in Asia. Henderson Land began sponsoring this event in 2008 and was once again the Grand Patron of the 2019 event. The festival has been enjoyed by millions of people in Hong Kong and Macau these past years.

During the year, Henderson Land again supported various NGOs and educational institutions through the provision of free or discounted exhibition space at our venues. A total of over 90 charitable events were held in our shopping malls during the year, with subsidised venue rentals for these charitable events amounting to about HK\$4,940,000.

LIVING ART FOR ART LIVING – ARTLANE

Henderson Land's ARTLANE in Sai Ying Pun has become a must-see, instagrammable attraction for locals and tourists alike. By collaborating with **15 LOCAL AND INTERNATIONAL ARTISTS**, we have turned the streets into a mural neighbourhood, with building exteriors, stairs and alleyways used as their painting canvases throughout the neighbouring areas.



Their colourful murals have helped to create a fresh, hip and vibrant community. The previously quiet neighbourhood has also received a facelift with refuse strewn pedestrian walkways cleaned up, the refurbishment of pavements and stairs, new lighting, and the removal of dangerous unauthorised structures.

CASE STUDY

COMMUNITY HOUSING SCHEMES



Over 260,000 applicants were waiting for public housing in Hong Kong at the end of 2019. Many of these are low income families who typically wait over five years, while living in poor conditions such as sub-divided flats and cage homes. To provide relief, the Government initiated a Community Housing Movement in 2017 that pools together readily available community resources for transitional housing. The Movement has received widespread support from various sectors after launch, including private property owners and enterprises offering their idle units at nominal rents, NGOs taking responsibility for implementing and operating each scheme, building and construction related associations voluntarily refurbishing old premises, and charitable funds such as The Community Chest providing financial support. As of September 2019, some 620 community housing units had been made available for eligible families. Henderson Land was the first property developer to participate in the Movement and we remain the largest provider of units among all participating property owners, with our contributions benefitting around 1,200 people from 270 families to-date.

Community Housing Schemes

Henderson Land's contributions

Participated in
9
community
housing schemes

Provided nearly
230
temporary vacant units

Voluntarily refurbished
>50 units

Complimentary
cooking
ranges and
water heaters
contributed by
Towngas for
some units

**7 SHOP
SPACES**
for supporting services

FAMILY A: AN EXAMPLE OF MAKING A DIFFERENCE

Family A comprises a grandmother, her daughter (a single parent) and her two children. They were paying almost 40% of their monthly household income to rent a 120 square-foot sub-divided flat in Kowloon while waiting for public housing. In 2019, they were assigned a 350 square-foot unit provided by Henderson Land at a greatly reduced monthly rent for two years as part of our involvement in a Community Housing Scheme managed by Lok Sin Tong Benevolent Society Kowloon. Today, not only have Family A's living conditions improved, but they also have more disposable income for food and education. Family A is hopeful that they will be granted public housing in 2020.



OUR COMMUNITY

Volunteering

We actively promote a culture of volunteerism by encouraging our employees, customers and other stakeholders to invest their time in voluntary services for the targeted community groups in need, with the aim of creating value for the communities and business. With the dedication of our teams of volunteers, we organised more than 410 activities, contributing a total of over 147,000 volunteer hours in 2019.

**5 volunteer teams
under the Group**

**Altogether
147,000+
service hours reached**

**Altogether
4,500+
volunteers**

**Altogether
410+
volunteer activities
in 2019**

OUR COMMUNITY



Henderson Warmth Volunteer Team

Henderson Warmth Volunteer Team organises wide ranging community service programmes every year. During 2019, the Team devised a range of innovative and engaging community activities to enhance the engagement and enjoyment for both volunteers and beneficiaries. Examples during the year included volunteering as "Story Ambassadors" for the Government's "Discover and Share the Joy of Reading" campaign, a health talk on dementia, and a coastal eco tour for young people. These activities received an overwhelming response from volunteers and participants. The Team again received the Gold Award for Volunteer Service (Organization) from the Social Welfare Department.



Towngas Volunteer Service Team

Towngas Volunteer Service Team comprises more than 900 volunteers who contributed over 87,000 service hours in 2019. The team received the Champion of the Highest Service Hour Award (Private Organizations – Best Customers Participation) from the Social Welfare Department for the 12th consecutive year. This year, the team again organised "Rice Dumpling for the Community" activity. Through this annual signature community programme, nearly four million rice dumplings cumulatively have been provided to the elderly and families in the community.





Goodwill Volunteer Team

Goodwill Volunteer Team supported and participated in various voluntary services such as charity hikes, elderly visits and children's services during 2019, accounting for over 1,300 service hours in total. The Team again received the Gold Award for Volunteer Service (Organization) from the Social Welfare Department, marking over ten years of successfully achieving this Award.



Team of Care

Hang Yick and Well Born's Team of Care comprises over 3,000 volunteers, including employees and their family members, housing estate residents and business partners. In 2019, the Team actively participated in various community projects and volunteer activities which benefitted disadvantaged groups such as the elderly, ethnic minorities, and low-income families. The Team also supported the "Big Little Things" programme organised by "Business for Social Good", and completed a pioneering project to help a single elderly man who lives in a sub-divided flat renovate his home to improve his living conditions.



Hong Kong Ferry Corporate Volunteer Team

Hong Kong Ferry Corporate Volunteer Team is dedicated to serving youth, seniors and low-income families. In 2019, the Team participated in over 20 volunteer activities and contributed more than 400 service hours.



AWARDS, EXTERNAL INITIATIVES AND MEMBERSHIPS

Sustainability Awards 2019



Murray Road project*



1



2

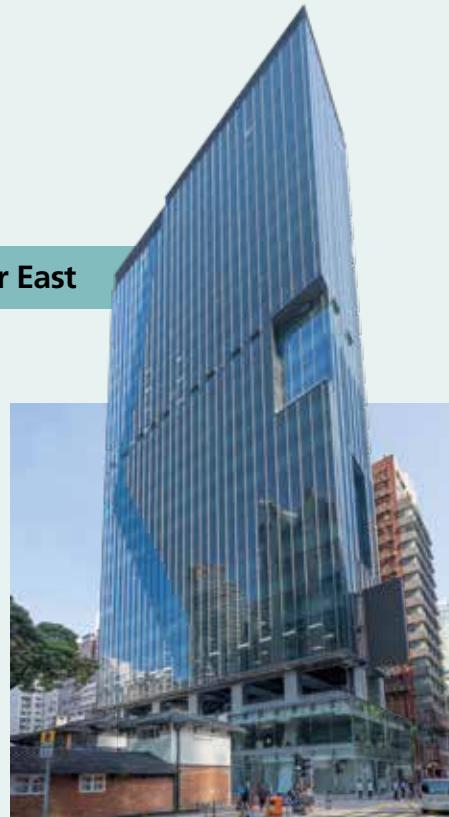


Harbour East



3

4



* The project images are artist's impressions

Square Mile*^



5

ARTLANE*



6



7

Various projects in Hung Hom*



8



9



10

H Code

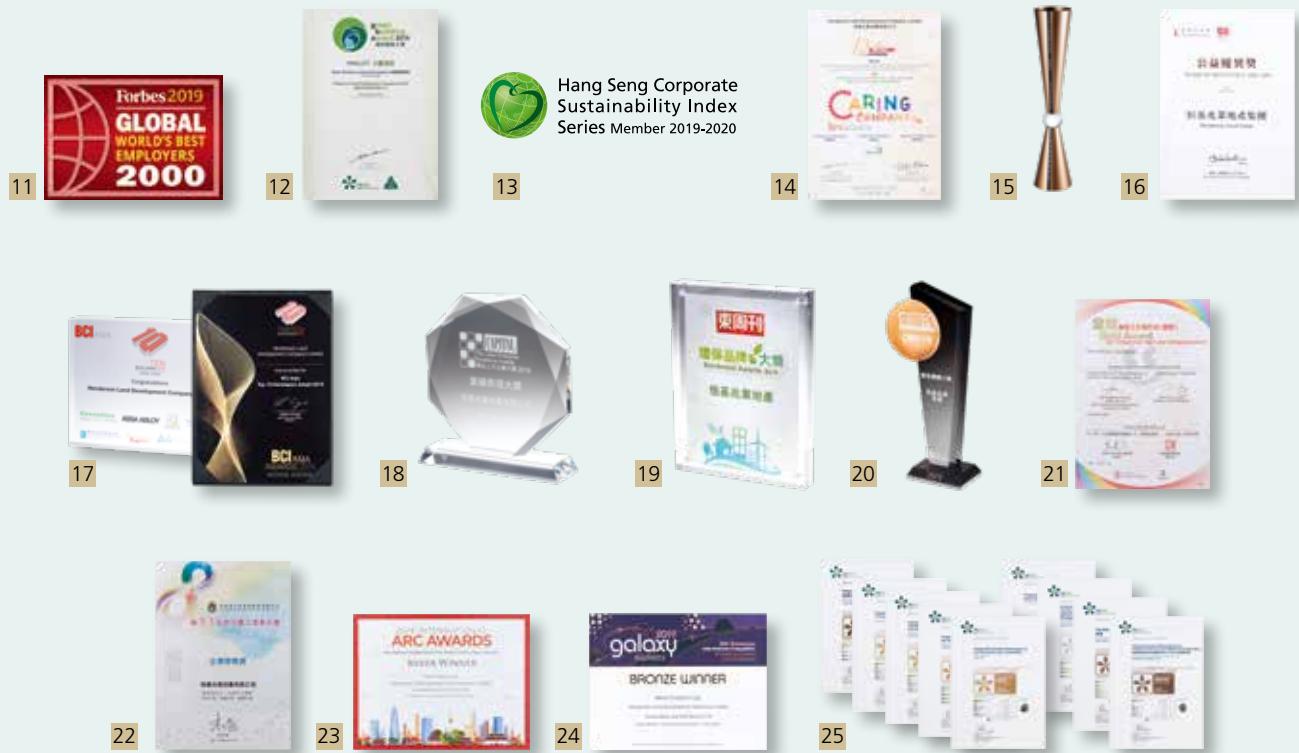


[^] Square Mile – 38 Fuk Chak Street's artist impression

AWARDS, EXTERNAL INITIATIVES AND MEMBERSHIPS

Sustainability Awards 2019 (Continued)

Henderson Land



Goodwill



Hang Yick and Well Born



34



35



36



37



38



39



40



41



42

E Man



43

AWARDS, EXTERNAL INITIATIVES AND MEMBERSHIPS

Sustainability Awards 2019 (Index)

Murray Road project

1 Leadership in Energy and Environmental Design (LEED)
U.S. Green Building Council
Platinum Pre-certification (Core & Shell)

2 WELL Building Standard
International Well Building Institute
Platinum Level Pre-certification

Harbour East

3 China Healthy Building Design Label
China Society for Urban Studies
3-Star Rating

4 Asia Property Awards 2019

PropertyGuru

Best Commercial Green Development (China - Hong Kong) – 5-Star Winner

Best Office Development (China - Hong Kong) – 5-Star Winner

Best Green Office Development (Hong Kong) – Winner

Best Office Development (Hong Kong) – Winner

Best Universal Design Development (Hong Kong) – Highly Commended

Square Mile

5 Asia Property Awards 2019

PropertyGuru

Best Commercial Green Development (China - Hong Kong) – 5-Star Winner

Best Mixed Use Development (China - Hong Kong) – 5-Star Winner

Best Green Mixed Use Development (Hong Kong) – Winner

Best Mixed Use Development (Hong Kong) – Winner

Best Universal Design Development (Hong Kong) – Highly Commended

ARTLANE

6 Asia Pacific Property Awards 2019-2020
International Property Awards
Residential Development Hong Kong – Award Winner

7 Asia Property Awards 2019
PropertyGuru

Best Universal Design Development (China - Hong Kong) – 5-Star Winner

Best Boutique Condo Development (Hong Kong) – Winner

Best Universal Design Development (Hong Kong) – Winner

Various projects in Hung Hom

8 Asia Pacific Property Awards 2019-2020
International Property Awards
Mixed-use Architecture Hong Kong – Award Winner

H Code

9 Project Management Achievement Awards 2019
Hong Kong Institute of Project Management
Construction / Engineering Category – Winner

10 2019 AIA Hong Kong Honors and Awards
The American Institute of Architects Hong Kong Chapter
Merit Award for Architecture

Henderson Land

11 World's Best Employers 2019 – Top 500
Forbes

12 Green Building Award 2019
Hong Kong Green Building Council and Professional Green Building Council
Green Building Leadership Category (Developer) – Finalist

13 Hang Seng Corporate Sustainability Index Series
Hang Seng Indexes Company Limited

Constituent Company

14 Caring Company 2019/20

Hong Kong Council of Social Service
10 Years Plus Caring Company 2019/20

15 Hong Kong Arts Development Awards 2018

Hong Kong Arts Development Council
Honourable Commendation

16 Award of Distinction 2018/2019

The Community Chest of Hong Kong

17 BCI Asia Top 10 Awards 2019

BCI Asia
Top 10 Developers Award

18 The Listed Enterprise Excellence Awards 2019

CAPITAL WEEKLY
Outstanding Corporate Results Performance Award

19 Eco-brand Awards 2019

Eastweek

20 Hong Kong Service Awards 2019

Eastweek
Caring Organization Award

21 Gold Award for Volunteer Service (Organization)

Social Welfare Department

22 The 22nd Outstanding Volunteer Awards

Hong Kong Sheng Kung Hui Welfare Council
Corporate Caring Awards

23 International ARC Awards 2019

MerComm, Inc.

Silver Award (Specialized A.R.: CSR – Corporate Social Responsibility Report)

24 Galaxy Awards 2019

MerComm, Inc.

Bronze Award (Annual Reports – Print: Sustainability Report – Asia/Pacific)

25 BEAM Plus (New Buildings)

Hong Kong Green Building Council

Final Bronze Rating (Mega Cube)
Provisional Gold Rating (1-19 Chung Ching Street, 456-466 Sai Yeung Choi Street North and 50-56 Wong Chuk Street, New Kowloon Inland Lot No. 6562, Kai Tak and New Kowloon Inland Lot No. 6565, Kai Tak)
Provisional Silver Rating (38 Fuk Chak Street and Tuen Mun Town Lot No. 547 (Castle Peak Road, Castle Peak Bay, Area 48, Tuen Mun, New Territories))
Provisional Bronze Rating (The Addition and The Richmond)

Goodwill

26 Caring Company 2019/20

Hong Kong Council of Social Service

10 Years Plus Caring Company 2019/20

27 Gold Award for Volunteer Service (Organization)

Social Welfare Department

28 The 10th Hong Kong Outstanding Corporate Citizenship Awards

Hong Kong Productivity Council

The 10th Hong Kong Outstanding Corporate Citizenship Logo (Enterprise Category)

29 BOCHK Corporate Environmental Leadership Awards 2018

Federation of Hong Kong Industries

3 Years + EcoPioneer (25 awarded properties in total)

EcoPartner (28 awarded properties in total)

30 Happiness at Work Promotional Scheme 2019

Promoting Happiness Index Foundation

Logo of "Happy Company"

31 Hong Kong Green Awards 2018

Green Council

Green Management Award – Service Provider (Large Corporation) – Bronze (AIA Financial Centre)

32 Excellence in Facility Management Award 2019

The Hong Kong Institute of Facility Management

Excellence Award (Office Building) (AIA Financial Centre)

33 Hong Kong Green Shop Alliance

Hong Kong Green Building Council and Construction Industry Council

The Power Partner Award – Shopping Mall (17 awarded properties in total)

Hang Yick and Well Born

34 2019 International Customer Relationship Excellence Awards

Asia Pacific Customer Service Consortium

Best Use of Knowledge Management of the Year 2019 (Property Management)

Best Corporate Brand of the Year 2019 (Property Management)

17 Consecutive Years of Participation (Well Born)

35 Caring Company 2019/20

Hong Kong Council of Social Service

15 Years Plus Caring Company 2019/20

36 Happiness at Work Promotional Scheme 2019

Promoting Happiness Index Foundation

Logo of "Happy Company 5 years+"

37 2018 Security Services Best Training Award

Vocational Training Council and Hong Kong Police Force Crime Prevention Bureau

Award of Gold (Licensed Security Company – Type I)

38 Highest Service Hour Award 2018

Social Welfare Department

1st Runner up (Private Organizations – Category 1)

1st Runner up (Private Organizations – Best Customers Participation)

39 2018-19 Good MPF Employer Award

Mandatory Provident Fund Schemes Authority

Good MPF Employer

E-Contribution Award

MPF Support Award

40 Hong Kong Awards for Environmental Excellence

Environmental Protection Department and Environmental Campaign Committee

10th Anniversary Special Award (Well Born)

41 Best Private Slope Maintenance and Landscaping Award

Geotechnical Engineering Office and Civil Engineering and Development Department

Merit Award (Hill Paramount) (Well Born)

42 2018-19 YDC School-Company-Parent Program – Jockey Club InnoMind®

Young Entrepreneurs Development Council

Best Performance of School-Company Partnership (Hang Yick)

E Man

43 HKCA Safety Award 2018

Hong Kong Construction Association

HKCA Proactive Safety Contractor Award (E Man, Heng Lai and Heng Shung)

HKCA Safe Person-in-charge Award (E Man, Heng Lai and Heng Shung)

HKCA Safe Supervisor Award (E Man, Heng Lai and Heng Shung)

AWARDS, EXTERNAL INITIATIVES AND MEMBERSHIPS

Project Accreditation in 2019

Accreditation	Development	Rating
Leadership in Energy and Environmental Design (LEED)	Murray Road project	Platinum Pre-certification (Core & Shell)
BEAM Plus	Mega Cube	BEAM Plus (New Buildings) – Final Bronze Rating
	1-19 Chung Ching Street	BEAM Plus (New Buildings) – Provisional Gold Rating
	456-466 Sai Yeung Choi Street North and 50-56 Wong Chuk Street	BEAM Plus (New Buildings) – Provisional Gold Rating
	New Kowloon Inland Lot No. 6562, Kai Tak	BEAM Plus (New Buildings) – Provisional Gold Rating
	New Kowloon Inland Lot No. 6565, Kai Tak	BEAM Plus (New Buildings) – Provisional Gold Rating
	38 Fuk Chak Street	BEAM Plus (New Buildings) – Provisional Silver Rating
	Tuen Mun Town Lot No. 547 (Castle Peak Road, Castle Peak Bay, Area 48, Tuen Mun, New Territories)	BEAM Plus (New Buildings) – Provisional Silver Rating
	The Addition	BEAM Plus (New Buildings) – Provisional Bronze Rating
	The Richmond	BEAM Plus (New Buildings) – Provisional Bronze Rating
China Healthy Building Design Label	Harbour East	3-Star Rating
WELL Building Standard (WELL)	Murray Road project	Platinum Level Pre-certification

External Initiatives

Initiatives	Organisation
4Ts Charter	Environmental Bureau and Electrical and Mechanical Services Department
Energy Saving Charter	Environmental Bureau and Electrical and Mechanical Services Department
Food Wise Charter	Food Wise Hong Kong Steering Committee, Environment Bureau
Good Employer Charter	Labour Department
Green Event Pledge	Environmental Protection Department
Hong Kong Green Shop Alliance	Hong Kong Green Building Council

Memberships

Organisation	Position
BEAM Society	Member of Development Sub-committee and various positions
Business Environment Council	Board Director and various positions
China Green Building (Hong Kong) Council	Executive Member and Corporate Member
Egret Research Group, the Hong Kong Bird Watching Society	Convenor
IUCN Heron Specialist Group	Member
HKSAR Advisory Committee on Recycling Fund	Member
HKSAR Appeal Tribunal Panel (Buildings)	Member
HKSAR Land and Development Advisory Committee	Member of Land Sub-Committee and Planning Sub-Committee
HKSAR Statistics Advisory Board	Member
Hong Kong Construction Association	Council Member
Hong Kong Green Building Council	Patron Gold Member and various positions
Hong Kong Housing Society	Member of Hong Kong Quality Building Assessment Panel
The Hong Kong Institute of Architects	Fellow member
The Hong Kong Institution of Engineers	Fellow member
The Hong Kong Institute of Planners	Council Member and Co-convenor of Education and Training Committee
The Real Estate Developers Association of Hong Kong	Vice President and various positions
Vocational Training Council	Chairman of The Real Estate Services Training Board

KEY FACTS AND STATISTICS

Approach to Defining Sustainability Disclosure

Engaging with Stakeholders

Regular stakeholder engagement is vital for ensuring that we understand and meet the needs of our stakeholders. It helps us prioritise topics and identify trends that we must manage, and disclose in this Report.

We engage a range of stakeholders throughout the year at regular intervals using channels best suited for them. The diagram below shows the various channels we use to engage our stakeholders:

Our Stakeholder Groups and Engagement Channels



Defining Material Topics and Boundaries

In the process of developing this Report, we engaged an external consultant to obtain feedback from Henderson Land's internal and external stakeholders including our senior executives, frontline staff, external consultant, journalist, NGO partner, professional body and supplier. Stakeholders were selected based on their expertise, working relationship with the Group and willingness to participate. Feedback was collected through individual face-to-face and telephone interviews, as well as an employee focus group.

To determine our sustainability topics for disclosure, we first reviewed external publications to assess emerging topics

and trends relevant to our areas of operation and industry, and changes to reporting requirements. Then, we prioritised the topics by discussing with stakeholders and engaged our senior management to confirm the list of material topics to be disclosed. The topics and corresponding impact boundary are reviewed regularly to ensure that they remain material to the Group.

As there were no significant changes to our business in 2019, there remain 20 topics that are considered to be high-priorities as shown in the table below.

Henderson Land's Material Sustainability Topics

Material topics	Within the Group	Outside of the Group			Corresponding report section
		Supply Chain	Customers	Communities	
Economic Performance	✓	✓		✓	About Our Group
Anti-Corruption	✓	✓			Corporate Governance
Materials	✓	✓	✓		Our Environment
Emissions	✓			✓	Our Environment
Compliance (Environment)	✓	✓	✓	✓	Our Environment
Energy Efficiency	✓		✓	✓	Our Environment
Waste Management	✓			✓	Our Environment
Water Management	✓		✓	✓	Our Environment

KEY FACTS AND STATISTICS

Henderson Land's Material Sustainability Topics

Material topics	Within the Group	Outside of the Group			Corresponding report section
		Supply Chain	Customers	Communities	
Employee Engagement	✓				Our People
Diversity and Inclusion	✓				Our People
Talent Attraction and Retention	✓				Our People
Occupational Health, Safety and Well-being	✓	✓			Our People
Training and Development	✓	✓			Our People
Information Privacy and Security	✓	✓	✓	✓	Our Value Chain
Customer Engagement and Satisfaction	✓		✓		Our Value Chain
Customer Health and Safety	✓		✓		Our Value Chain
Compliance (Product Responsibility)	✓	✓	✓	✓	Our Value Chain
Supply Chain Management	✓	✓			Our Value Chain
Marketing and Labelling	✓		✓		Our Value Chain
Community Investment				✓	Our Community

Response to Stakeholders from Engagement Exercises

During the stakeholder engagement exercise, some common themes and topics arose. These have been summarised in the table below, together with our responses:

Topics	Our response
Our Environment and Value Chain	
Contribute to smart city development by incorporating innovation and technologies in building design and enhancing customer experience	<p>The Group has been introducing smart design and technology into our developments to enhance customer experience and improve sustainability performance.</p> <p>The Group is also actively adopting innovative solutions in our managed properties. For instance, a cloud-based interactive network was deployed in some residential properties which provides multiple innovative value-added services to residents and enhances operational efficiency.</p> <p>In the future, we shall continue to look for opportunities for incorporating smart features in our development projects.</p> <p>For further details, please refer to Our Environment section.</p>
Community	
Demonstrate greater responsibility on broader community issues	<p>Apart from voluntary services, the Group is adopting a diversified approach to creating positive impact in the community. For instance, over the years we have supported various community housing and modular social housing schemes, and have offered spaces for social enterprises and non-profit organisations at nominal rent. The Group has a long-term commitment to community investment and will continue to support meaningful causes for the betterment of society.</p> <p>Please refer to Our Community section for details.</p>
Stakeholder Engagement	
Share the Group's sustainability updates via different channels	<p>The Group actively shares updates on its sustainability performance through various channels including the annual standalone Sustainability and CSR Report, corporate website, various customer communication channels and social media. We will continue to enhance our communication, especially through using social media platforms.</p> <p>Please refer to p. 62-63 of the current section for details.</p>

KEY FACTS AND STATISTICS

Aligning with Sustainable Development Goals

The United Nations Sustainable Development Goals (SDGs) address the global challenges we face, including those related to poverty, inequality, climate change, environmental degradation, peace and justice. Recognising the shared

responsibility of our Group as a global citizen, we aligned our operations with the SDGs in 2017 and committed to contribute to these ambitious global goals in future.

Goal	What this means for our business	Our approach to supporting this goal
Affordable and Clean Energy 	Increase energy efficiency and renewables	<ul style="list-style-type: none">Follow international green building standards to minimise energy use in new developmentsIntroduce smart design, energy efficient technologies and upgrading features in existing buildings to reduce energy useSeek renewable energy on construction sites and new development projects
Decent Work and Economic Growth 	Supporting decent working conditions for employees and those in the supply chain	<ul style="list-style-type: none">Screen subcontractors for compliance with labour standardsPublicly disclose health and safety information from our construction sitesEmpower our Safety and Environmental Committee to oversee occupational health and safety
Sustainable Cities and Communities 	Improving access to resilient buildings, transport, green spaces and utilities	<ul style="list-style-type: none">Design new developments with green facilities, such as social communal areasImprove local environment through road and street beautification, and providing transportation links

Goal	What this means for our business	Our approach to supporting this goal
Responsible Consumption and Production 	Closing material loops and conducting sustainability reporting	<ul style="list-style-type: none"> Follow our Environmental Policy and opt for green and recycled building materials Publicly disclose our sustainability data in our annual Sustainability and CSR Report since 2014
Life on Land 	Preventing degradation of natural ecosystems	<ul style="list-style-type: none"> Establish partnerships during planning and implementation of biodiversity offsetting Take a “design out” approach that minimises impacts on ecological value and resources Follow environmental impact assessments and town planning guidelines to develop sustainably Monitor all activities on our land that is located near or in ecologically sensitive areas

Source: United Nations' SDGs (www.un.org/sustainabledevelopment/sustainable-development-goals/)

KEY FACTS AND STATISTICS

Waste and Materials Used from Construction Sites 2019[^]

Non-hazardous waste (tonnes)	
General waste	8,363.81
Recycling and re-use	4,055.80
Total waste generated (tonnes)	12,419.61
Non-renewable materials (tonnes)	
Concrete	35,862.54
Steel	6,221.59
Aluminium formwork and other metal	97.92
Glass*	31.38
Prefabricated unit	2,000.00
Subtotal	44,213.43
Renewable materials (tonnes)	
Timber	370.44
Bamboo*	93.01
Paper*	401.99
Subtotal	865.44
Total material used (tonnes)	45,078.87

[^] Data includes only the construction sites of our own construction subsidiaries

* New data collected in 2019

Recycled Waste at Properties Managed by Goodwill[^]

	2019	2018	2017
Paper (tonnes)	1,083.01	1,134.63	1,532.86
Plastic (tonnes)	17.28	17.18	20.72
Metal (tonnes)	24.18	27.01	26.91
Total (tonnes)	1,124.47	1,178.82	1,580.49

[^] The data is confined to 32 properties managed by Goodwill in 2019 (2018: 33 properties; 2017: 30 properties)

GHG Emissions and Energy Consumption[^] of our Headquarters and Properties Managed by Goodwill

Type	2019	2018	2017
Total Scope 1 emissions (tCO ₂ e)	811	837	852
Total Scope 2 emissions (tCO ₂ e)	94,583	95,801	99,285
Total GHG emissions – Scope 1 & 2 (tCO ₂ e)	95,395	96,638	100,137
Building GHG emissions intensity (tCO ₂ e /m ² total GFA)	0.1216	0.1207	0.1220
Total electricity consumption (kWh)	135,119,015	136,859,007	141,835,574
Total energy consumption [#] (kWh)	137,881,231	139,710,800	144,736,916
Building energy intensity (kWh/m ² total GFA)	176	175	176

[^] The data is confined to our offices at Two ifc, AIA Tower and 32 properties managed by Goodwill in 2019 (2018 and 2017: 33 properties)

[#] The scope of this data includes electricity, fuel and towngas consumption of headquarters and properties managed by Goodwill

Water Consumption and Corresponding GHG Emissions[^] of our Headquarters

	2019	2018	2017
Water consumption (m ³)	1,811	1,841	1,687
GHG emissions (tonnes)	0.73	0.74	0.68

[^] Indirect emissions from water consumption at our offices at Two ifc and AIA Tower

Water Consumption and Corresponding GHG Emissions[^] of Properties Managed by Goodwill

	2019	2018	2017
Water consumption (m ³)	298,861	325,574	325,998
GHG emissions (tonnes)	120	131	131
No. of properties	32	33	33

[^] Indirect emissions from water consumption

KEY FACTS AND STATISTICS

Total Workforce in Hong Kong by Employment Type[^]

	No. of employees	Full-time	Part-time
Group Headquarters	1,423	1,420	3
Construction	492	492	0
Property Management	3,366	3,143	223
Other Subsidiaries	3,751	2,749	1,002
Overall*	9,032	7,804	1,228

Employees in Hong Kong by Position Level, Gender and Age[^]

	Position level	No. of employees	Male	Female	Aged below 30	Aged 30-50	Aged over 50
Group Headquarters	Managerial	390	261	129	3	214	173
	Supervisory	643	352	291	75	441	127
	General	390	129	261	122	178	90
Construction	Managerial	4	4	0	0	1	3
	Supervisory	161	160	1	20	50	91
	General	327	220	107	42	108	177
Property Management	Managerial	148	116	32	1	96	51
	Supervisory	832	572	260	113	388	331
	General	2,386	1,415	971	369	551	1,466
Other Subsidiaries	Managerial	151	89	62	2	70	79
	Supervisory	433	229	204	72	179	182
	General	3,167	1,443	1,724	368	1,209	1,590
Overall*	Managerial	693	470	223	6	381	306
	Supervisory	2,069	1,313	756	280	1,058	731
	General	6,270	3,207	3,063	901	2,046	3,323

[^] As of 31 December 2019

Full-time Employee Turnover in Hong Kong by Gender and Age

	No. of employees	Male	Female	Aged below 30	Aged 30-50	Aged over 50
Group Headquarters	208	119	89	56	125	27
Construction	151	92	59	20	67	64
Property Management	1,031	602	429	215	377	439
Other Subsidiaries	1,510	761	749	183	579	748
Overall*	2,900	1,574	1,326	474	1,148	1,278

New Hires in Hong Kong by Gender and Age

	No. of employees	Male	Female	Aged below 30	Aged 30-50	Aged over 50
Group Headquarters	227	126	101	111	97	19
Construction	135	74	61	11	61	63
Property Management	1,367	800	567	412	382	573
Other Subsidiaries	1,717	918	799	254	642	821
Overall*	3,446	1,918	1,528	788	1,182	1,476

Average Training Hours per Employee by Gender and Employee Category

	No. of hours
Male	19.51
Female	19.94
Managerial	17.67
Supervisory	31.03
General	16.20
Overall*	19.71

Board of Directors Composition

By gender	
Male	89%
Female	11%
By age	
30-49	6%
50 or above	94%

* The "Overall" number comprises all full-time and part-time employees of the Group in Hong Kong including those working at our headquarters, construction, property management and other subsidiaries

KEY FACTS AND STATISTICS

Team of Professionals

Qualification	Number
BEAM Professional	22
Certified Arborist	4
Ecologist	1
GBL qualified manager	7
HKQAA Sustainable Building Index Verifier	2
LEED Accredited Professional	8
LEED Green Associate	2

Occupational Health and Safety Data 2019

	Direct employee ¹		Subcontracted worker ²	
	Male	Female	Male	Female
Work-related fatalities	0	0	0	0
Total hours worked	3,006,621	1,928,107	5,037,335	555,626
Total number of high-consequence work-related injuries ³	1	0	1	1
Rate of high-consequence work-related injury (per 200,000 hours worked)	0.07	0	0.04	0.36
Total number of recordable work-related injuries (including high-consequence work-related injury)	14	7	11	1
Rate of recordable work-related injury (per 200,000 hours worked)	0.93	0.73	0.44	0.36
Number of work-related ill health	0	0	0	0
Lost days due to work-related injuries and ill health	1,533	68	973	154

¹ Data includes only employees of the Group's headquarters, Goodwill and construction subsidiaries

² Data includes only subcontracted workers of our own construction subsidiaries

³ The main type of the above high-consequence work-related injuries is fracture involving the use of machinery or tools

Percentage of Expenditure on Different Types of Suppliers for Project Management, Construction and Property Management

Project Management		
Consultants (Architects & Authorised Persons, design architecture, structural engineering, building services engineering, quantity surveying, interior design, sustainability consultancy, etc.)		8.8%
Contractors (Ground investigation, demolition, foundation and superstructure, etc.)		90.2%
Others (Rendering, model production, printing, etc.)		1.0%
Construction		
Suppliers (Building materials)		19.4%
Subcontractors (Fabrication, installation works, construction workers, etc.)		80.6%
Property Management		
Consultants (Building surveying, assessment, etc.)		0.8%
Contractors (Cleaning services, security services, facilities maintenance, etc.)		83.9%
Suppliers (Maintenance materials, uniforms, etc.)		6.7%
Others		8.6 %

Overall customer satisfaction rate at our property management subsidiaries

Subsidiary	Aspect	Channel	Satisfaction result (%)
Goodwill	<ul style="list-style-type: none"> • Service Quality • Cleaning Quality • Security Quality <ul style="list-style-type: none"> • Maintenance Quality • Customer Service • Facilities & Activities 	Questionnaires & Interviews	98.0%
Hang Yick	<ul style="list-style-type: none"> • Customer Service • Security Service • Club House Service <ul style="list-style-type: none"> • Landscape Service • Carpark Management • Shuttle Bus Service • Communication 	Customer Services Survey	99.2%
Well Born	<ul style="list-style-type: none"> • Facility Management • Cleaning Service 		98.0%

GRI AND HKEX ESG CONTENT INDEX

GRI Standard	Disclosure Number and Title	HKEX ESG KPI (if applicable)	Remarks	Page No.
GRI 100: Universal Disclosures 2016				
GRI 102: General Disclosures 2016				
102-1	Name of the organisation		About Our Group	10
102-2	Activities, brands, products and services		About Our Group	10-12
102-3	Location of headquarters		About Our Group	10
102-4	Location of operations		About Our Group	10
102-5	Ownership and legal form		About Our Group	10
102-6	Markets served		About Our Group	10-11
102-7	Scale of the organisation		About Our Group	13
102-8	Information on employees and other workers	B1.1	Our People Key Facts and Statistics	28, 70-72
102-9	Supply chain	B5.1	Our Value Chain	38-39
102-10	Significant changes to the organisation and its supply chain		There were no significant changes to size, structure or ownership during the reporting period	/
102-11	Precautionary principle or approach		Corporate Governance	18-19
102-12	External initiatives		Awards, External Initiatives and Memberships	61
102-13	Membership of associations		Awards, External Initiatives and Memberships	61
102-14	Statement from senior decision maker		Message from Management	6-7

GRI Standard	Disclosure Number and Title	HKEX ESG KPI (if applicable)	Remarks	Page No.
102-16	Values, principles, standards and norms of behavior		Corporate Governance	19
102-18	Governance structure		Corporate Governance	18
102-40	List of stakeholder groups		Key Facts and Statistics	62
102-41	Collective bargaining agreements		The majority of Henderson Land's employees are in Hong Kong where there is no statutory recognition of collective bargaining agreements	/
102-42	Identifying and selecting stakeholders		Key Facts and Statistics	62-63
102-43	Approach to stakeholder engagement		Key Facts and Statistics	62-63
102-44	Key topics and concerns raised		Key Facts and Statistics	63-65
102-45	Entities included in the consolidated financial statements		About Our Group	11
102-46	Defining report content and topic boundaries		Key Facts and Statistics	62-64
102-47	List of material topics		Key Facts and Statistics	63-64
102-48	Restatements of information		Total energy consumption in 2018 and 2017, and building energy intensity in 2017 of our headquarters and properties managed by Goodwill have been restated due to an amendment in calculation	/
102-49	Changes in reporting		There are no significant changes from previous reporting periods in the list of material topics and topic boundaries	/

GRI AND HKEX ESG CONTENT INDEX

GRI Standard	Disclosure Number and Title	HKEX ESG KPI (if applicable)	Remarks	Page No.
102-50	Reporting period		About this Report	4
102-51	Date of most recent report		Our Sustainability and CSR Report 2018 was published in April 2019	/
102-52	Reporting cycle		About this Report	4
102-53	Contact point for questions regarding the report		About this Report	5
102-54	Claims of reporting in accordance with the GRI Standards		About this Report	5
102-55	GRI content index		GRI and HKEX ESG Content Index	74-81
102-56	External assurance		We did not seek external assurance for this Report	/

Material Topics

GRI 200: Economic Topics 2016

GRI 201: Economic Performance 2016

GRI 103 Management Approach 2016			About Our Group	12-13
201-1 Direct economic value generated and distributed			About Our Group	13

GRI 203: Indirect Economic Impacts 2016

GRI 103 Management Approach 2016		GD-B8	About Our Group	13
203-1 Infrastructure investments and services supported		B8.1, B8.2	About Our Group	13

GRI Standard	Disclosure Number and Title	HKEX ESG KPI (if applicable)	Remarks	Page No.
GRI 205: Anti-corruption 2016				
	GRI 103 Management Approach 2016	GD-B7	Corporate Governance	19
205-2	Communication and training about anti-corruption policies and procedures	B7.2	Corporate Governance	19
205-3	Confirmed incidents of corruption and actions taken	B7.1	Corporate Governance	19
GRI 300: Environmental Topics 2016				
GRI 301: Materials 2016				
	GRI 103 Management Approach 2016	GD-A2, GD-A3	Our Environment	20-23
301-1	Materials used by weight or volume	A2.5	Key Facts and Statistics	68
GRI 302: Energy 2016				
	GRI 103 Management Approach 2016	GD-A2, GD-A3	Our Environment	20, 24-25
302-1	Energy consumption within the organisation	A2.1	Our Environment Key Facts and Statistics	26, 69
302-3	Energy intensity	A2.1	Our Environment Key Facts and Statistics	26, 69
CRE1	Building energy intensity	A2.1	Our Environment Key Facts and Statistics	26, 69
302-4	Reduction of energy consumption	A2.3, A3.1	Our Environment Key Facts and Statistics	24-26, 69

GRI AND HKEX ESG CONTENT INDEX

GRI Standard	Disclosure Number and Title	HKEX ESG KPI (if applicable)	Remarks	Page No.
GRI 303: Water and Effluents 2018				
	GRI 103 Management Approach 2016	GD-A2, GD-A3, A2.4	Our Environment	20, 26-27
303-1	Interactions with water as a shared resource		Our Environment	26-27
303-2	Management of water discharge-related impacts		Our Environment	26-27
303-3	Water withdrawal	A2.2	Our Environment Key Facts and Statistics	27, 69
GRI 305: Emissions 2016				
	GRI 103 Management Approach 2016	GD-A1, GD-A3, A1.5	Our Environment	20, 24-25
305-1	Direct (Scope 1) GHG emissions	A1.1, A1.2	Our Environment Key Facts and Statistics	26, 69
305-2	Energy indirect (Scope 2) GHG emissions	A1.1, A1.2	Our Environment Key Facts and Statistics	26, 69
305-4	GHG emissions intensity	A1.2	Our Environment Key Facts and Statistics	26, 69
CRE3	GHG emissions intensity from buildings	A1.2	Our Environment Key Facts and Statistics	26, 69
305-5	Reduction of GHG emissions	A1.5, A3.1	Our Environment Key Facts and Statistics	26, 69
GRI 306: Effluents and Waste 2016				
	GRI 103 Management Approach 2016	GD-A1, GD-A3, A1.6	Our Environment	21-23
306-2	Waste by type and disposal method	A1.3, A1.4	Our Environment Key Facts and Statistics	21-23, 68
GRI 307: Environmental Compliance 2016				
	GRI 103 Management Approach 2016		Our Environment	20-27
307-1	Non-compliance with environmental laws and regulations	GD-A1	Our Environment	20

GRI Standard	Disclosure Number and Title	HKEX ESG KPI (if applicable)	Remarks	Page No.
GRI 400: Social Topics 2016				
GRI 401: Employment 2016				
	GRI 103 Management Approach 2016	GD-B1, GD-B4	Our People	28-33
401-1	New employee hires and employee turnover	B1.2	Key Facts and Statistics	71
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	GD-B1	Our People	29
GRI 403: Occupational Health and Safety 2018				
	GRI 103 Management Approach 2016	GD-B2, B2.3	Our People	31-33
403-1	Occupational health and safety management system	GD-B2, B2.3	Our People	31-33
403-2	Hazard identification, risk assessment, and incident investigation	GD-B2, B2.3	Our People	31-33
403-3	Occupational health services	B2.3	Our People	31-33
403-4	Worker participation, consultation, and communication on occupational health and safety	B2.3	Our People	31-33
403-5	Worker training on occupational health and safety	B2.3	Our People	31-33
403-6	Promotion of worker health	B2.3	Our People	31-33
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	B2.3	Our People	31-33
403-9	Work-related injuries	B2.1, B2.2	Key Facts and Statistics	72
403-10	Work-related ill health		Key Facts and Statistics	72
–	Lost days due to work injury	B2.2	Key Facts and Statistics	72

GRI AND HKEX ESG CONTENT INDEX

GRI Standard	Disclosure Number and Title	HKEX ESG KPI (if applicable)	Remarks	Page No.
GRI 404: Training and Education 2016				
	GRI 103 Management Approach 2016	GD-B3	Our People	30
404-1	Average hours of training per year per employee	B3.1, B3.2	Our People Key Facts and Statistics	30, 71
GRI 405: Diversity and Equal Opportunity 2016				
	GRI 103 Management Approach 2016	GD-B1	Our People	31
405-1	Diversity of governance bodies and employees	B1.1	Key Facts and Statistics	70-71
GRI 406: Non-discrimination 2016				
	GRI 103 Management Approach 2016	GD-B1	Our People	30-31
406-1	Incidents of discrimination and corrective actions taken	GD-B1	In the reporting period, we were made aware of one case, which has been reviewed and remedial actions have been taken	/
GRI 413: Local Communities 2016				
	GRI 103 Management Approach 2016	GD-B8, B8.1, B8.2	Our Community	42-43, 51
413-1	Operations with local community engagement, impact assessments and development programs	GD-B8, B8.1, B8.2	Our Community	40-53
GRI 416: Customer Health and Safety 2016				
	GRI 103 Management Approach 2016	GD-B6	Our Value Chain	36
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services		Our Value Chain	35

GRI Standard	Disclosure Number and Title	HKEX ESG KPI (if applicable)	Remarks	Page No.
GRI 417: Marketing and Labelling 2016				
	GRI 103 Management Approach 2016	GD-B6, B6.2	Our Value Chain	34-35
417-1	Requirements for product and service information and labelling	GD-B6	Our Value Chain	34-35
417-2	Incidents of non-compliance concerning product and service information and labelling	B6.2	Our Value Chain	35
417-3	Incidents of non-compliance concerning marketing communications		Our Value Chain	35
GRI 418: Customer Privacy 2016				
	GRI 103 Management Approach 2016	GD-B6, B6.5	Our Value Chain	37
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	B6.2	Our Value Chain	37
CRE8	Type and number of sustainability certification, rating and labelling schemes for new construction, management, occupation and redevelopment		Awards, External Initiatives and Memberships	54-60
GRI 419: Socioeconomic Compliance 2016				
	GRI 103 Management Approach 2016	GD-B4, GD-B5, GD-B7	Corporate Governance Our People Our Value Chain	18-19, 28-31, 34-39
419-1	Non-compliance with laws and regulations in the social and economic area	B7.1	During the year, there were no significant fines and non-monetary sanction for non-compliance with laws and/or regulations in the social and economic area	/

PHOTO ALBUM – COMMUNITY INVESTMENT AND ENGAGEMENT OF OUR GROUP

HENDERSON LAND

As a leading property developer, we acknowledge our important responsibility for contributing to building a more prosperous and sustainable society. The Group's broad range of established and continually evolving community initiatives address four priority areas of poverty relief, environmental stewardship, arts and culture, and youth development. In 2019, the Group supported and participated in more than 100 community projects and initiatives. The effectiveness of these programmes is thanks to close collaboration with our trusted NGO partners and the tireless commitment of our employees, customers and other stakeholders who invest their time in volunteering.

Hong Kong Laureate Forum launching ceremony



Assembling Ceremony for Nam Cheong Street Modular Social Housing Project





Summerbridge Hong Kong



The Green Earth Plantation Enrichment Project –
Tree Planting Day 2019

Knit for the Needy 2019

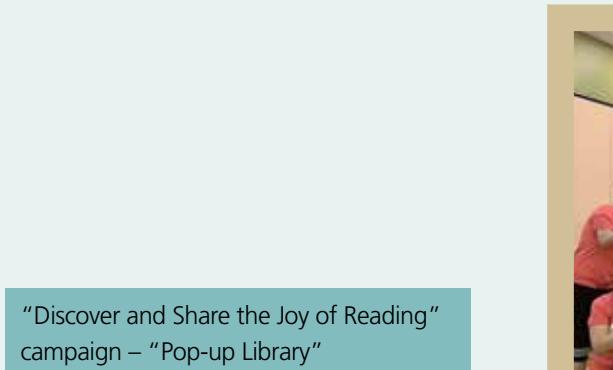


PHOTO ALBUM – COMMUNITY INVESTMENT AND ENGAGEMENT OF OUR GROUP

HENDERSON LAND



Volunteer Team's Chinese New Year celebration for the elderly



"Discover and Share the Joy of Reading"
campaign – "Pop-up Library"



A health talk on dementia
organised by our Volunteer Team
for the elderly



WWF – Hong Kong Eco Guided Visit
at Yuen Chau Tsai

Po Leung Kuk Youth Entrepreneurship
and Housing Support Services



Hong Kong Community Network –
Kwai Tsing Ethnic Minority Programme



The 25th Yuen Long Arts Festival

PHOTO ALBUM – COMMUNITY INVESTMENT AND ENGAGEMENT OF OUR GROUP

HONG KONG AND CHINA GAS

Hong Kong and China Gas' ethical and responsible business practices form the basis for its corporate, environmental and social activities. Following the formation of its Chef Anchor Volunteer Team in 2018 which specialises in home visits to mild cognitively impaired patients, this year Towngas established the MasterCraft Volunteer Team to deliver further meaningful community initiatives. Under its annual signature community programme of Rice Dumpling for the Community, the Company also organised a rice dumpling-making workshop for families with members spanning three generations to advocate inter-generation inclusion.

Chef Anchor Volunteer Programme





Mad Dog Café Charity Programme



MasterCraft Volunteer Team participated in "Big Little Things" programme

Towngas Volunteer Service Team 20th Anniversary luncheon and exhibition



We Can Cook – Rice Dumpling event



PHOTO ALBUM – COMMUNITY INVESTMENT AND ENGAGEMENT OF OUR GROUP

HONG KONG FERRY GROUP

To broaden the horizons of the younger generation, Hong Kong Ferry Group organised various activities which benefitted over 800 young people. These included harbour cruise parties, classic ferry rides, visits to the Hong Kong Sea School and the Hong Kong Shipyard, as well as work attachment programmes. The Company also participated in various community services to bring warmth and care to the needy.

Commission on Poverty “Life Buddies” Mentoring Scheme – Job Tasting Programme



Student Internship at Hong Kong Shipyard



"Loving Hong Kong Loving Home" Cruise Party



The Hong Kong Federation of Youth Groups Neighbourhood First – Rice-giving Scheme



The Hong Kong Federation of Youth Groups Jockey Club Ping Shek Youth S.P.O.T. visited Hong Kong Shipyard



Volunteers visited Sun Chui Lutheran Centre for the Elderly

PHOTO ALBUM – COMMUNITY INVESTMENT AND ENGAGEMENT OF OUR GROUP

MIRAMAR GROUP

Miramar Group is fully committed to fulfilling its corporate social responsibility and giving back to the society with diverse community initiatives that support those in need. Through voluntary services, donations and venue sponsorships, the Company strives to combine knowledge, resources, experience and the effort of its team members, business partners and community organisations to create a better community.



House of Joy & Mercy Dog Adoption Programme at the Mira Place X Citistore Secret Pet Garden Pop-up Store



Volunteers prepared meal boxes at Food Angel's Central Kitchen



“Through The Eyes of Van Gogh”
Drawing Competition



Volunteers visited Hong Chi District Support Centre (Kwun Tong West)

FOOD-CO Partners Recognition Ceremony 2019

Green Power Hike



Watoto Children's Choir performed at Mira Place

PHOTO ALBUM – COMMUNITY INVESTMENT AND ENGAGEMENT OF OUR GROUP

HANG YICK AND WELL BORN

Hang Yick and Well Born actively participated in community projects and volunteer activities to benefit the elderly, ethnic minorities, and low income families. These included sponsorship of the “Mini U for the Third Age” programme to fulfil the elderly’s dream of going to college, and the “Intergenerational Exchange Tour” to promote harmony across generations.

“Business for Social Good” – “Big Little Things” Programme



Opening Ceremony of Home Market's Tai Po store





Joyful Charity Run 18/19

Mini-U for the Third Age Programme
2019 Graduation Ceremony



Run Brave Charitable Competition 2019



AVS Run & Walk for Volunteering 2019



Green Power Hike

PHOTO ALBUM – COMMUNITY INVESTMENT AND ENGAGEMENT OF OUR GROUP

GOODWILL

Goodwill has established partnerships with local universities to offer internship opportunities for students at shopping malls and commercial buildings managed by the Company. It also frequently cooperates with charitable organisations to care for the elderly and children from underprivileged families.

Commission on Poverty's "Life Buddies" Mentoring Scheme – Job Tasting Programme



Volunteers visited Bliss District Elderly Community Centre



HeadStart@HKUST Programme 2019



North Point Happy Teens Club "Baking Fun" Activity



Summer Internship Programme 2019 for IVE Students



Green Power Hike

Shamshuiipo East Happy Teens Club visited the Holiday Farm





恒基兆業地產有限公司
HENDERSON LAND DEVELOPMENT COMPANY LIMITED

