



First Shanghai Investments Limited

Stock Code: 227



2019

Environmental,
Social and
Governance Report





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ABOUT FIRST SHANGHAI

First Shanghai Investments Limited (the “Company”) and its subsidiaries (collectively “First Shanghai” or the “Group”) are engaged in integrated businesses, which mainly include financial services, property and hotel, medical and healthcare and direct investment business. The Company wholly owns a number of financial services, hotel and property development companies in Hong Kong, Mainland China and overseas.

In 2019, the Group has completed the construction of a new 4-star golf hotel in Paris, France, and commenced trial operation in June of the same year. The International Medical Centre of the Group also expanded our service scope to rehabilitation and wellness and dental services in 2019, and conducted our business cooperation with doctors, medical professionals, insurance companies and business partners so as to enlarge our market penetration.



Faced with various uncertainties and challenges, the Group will remain attentive to the market development and trends to devise means to manage over a variety of risks and uncertainties. Meanwhile, the Group will focus on financial services and continue to expand our medical and healthcare business, and look for different direct investment opportunities on both business sectors. Please see the 2019 annual report of the Company for details.

ABOUT THIS REPORT

This “Environmental, Social and Governance Report” (the “Report”) allows all stakeholders to understand the progress and development direction of the Group in sustainable development issues by reporting on the environmental, social and governance policies, measures and performance of the Group during the Year. The Report has been prepared in both Chinese and English and is available on the website of The Stock Exchange of Hong Kong Limited (the “Stock Exchange”) and the Group’s website (www.firstshanghai.com.hk) under “Corporate Social Responsibility — ESG Report”.

SCOPE OF THE REPORT

The Report presents the Group’s environmental, social and governance performance during the financial year from 1 January 2019 to 31 December 2019 (the “Year”). In addition to covering the Group’s financial services and property and hotel business, medical and healthcare business is also included in the Report during the Year. The revenue from the above places of business accounted for more than 60% of the Group’s total revenue. Places of business (collectively referred to as “Each Place of Business” herein) include: :

Financial Services

- Headquarter office in Hong Kong ^[1]

Property and Hotel

- Office of Wuxi Sunshine Real Estate Limited ^[2]
- DoubleTree by Hilton Hotel Wuxi ^[2]
- Boutique hotel, clubhouse and golf course of L’Isle Adam, Paris ^[3]

Medical and Healthcare

- Hong Kong International Medical Centre ^[4]

^[1] “Hong Kong Headquarter”.

^[2] The property investment of the Group was operated by Wuxi Sunshine Real Estate Limited (“Wuxi Sunshine”), whose place of business is the “Wuxi Property Investment Office”; and the “First Shanghai Plaza” located at Wuxi, Jiangsu Province, PRC is invested and developed by Wuxi Sunshine of the Group, which has two buildings where the DoubleTree by Hilton Hotel Wuxi (“Wuxi Hotel”) is located, and its operation has been entrusted to the Hotel Manager (“Hotel Manager”) by the Group; Wuxi Property Investment Office and Wuxi Hotel are collectively referred to as “Wuxi Property Investment Office and Hotel”.

^[3] A boutique hotel (“Golf Hotel”), a golf course and a clubhouse (“Gold Club and Golf Course”) are operated by the Group in L’Isle Adam, Paris, France; the boutique hotel, club and golf course are collectively referred to as “L’Isle Adam, Paris”.

^[4] Hong Kong International Medical Centre is located in Central, Hong Kong (“Hong Kong International Medical Centre”).

ABOUT THIS REPORT

The Report has not covered all businesses (excluding property development and direct investment). Looking forward, the Group will review the scope of the Report and improve the collection and management of internal information on a regular basis, and gradually expand the scope of disclosure based on substantive principles to provide investors and relevant stakeholders with more comprehensive information.

REPORTING STANDARDS

The Report is prepared in accordance with the “Environmental, Social and Governance Reporting Guide” (the “Guide”) in Appendix 27 to the Listing Rules issued by the Stock Exchange with the following four reporting principles as the basis of preparation.

Reporting principles	Definitions	Application of reporting principles
Materiality	The Report shall reflect the organization’s significant influences on economy, environment and society, or aspects that substantively affect stakeholders’ assessment and decision on the organization.	The Group determines the impact of various environmental, social and governance issues on the Group’s operations through questionnaire by the Board of Directors and senior management. Based on the results of the questionnaire, the Group identifies material environmental and social issues and makes key disclosures.
Quantitative	The key performance data shall be measurable, and clearly state the standards and methods of measurement.	The Group records and estimates quantitative data and entrusts external consultants to conduct carbon assessments, which adopts national and international standards such as guidelines issued by National Development and Reform Commission of the People’s Republic of China, international standards such as ISO 14064–1 and the Greenhouse Gas Inventory Protocol. The quantitative data of social key performance indicators in the Report is derived from the statistical records of relevant departments.
Balance	The organization shall prepare the Report in an unbiased manner, to ensure it gives a clear picture of positive and negative impacts, enabling stakeholders to reasonably evaluate the overall performance of the organization.	The Report is reported in an objective and unbiased manner to ensure that the information disclosed gives a true picture of the overall performance of the Group in environmental, social and governance aspects.
Consistency	The environmental, social and governance report shall be prepared in a consistent manner (including disclosure of methodologies), so that relevant data indicators can be compared to understand the performance of enterprise.	The Group adopts consistent methodologies, and provides historical data, if practicable, for comparison.

CONFIRMATION AND APPROVAL

All information herein is sourced from the Group's official documents and statistics, and has been reviewed and approved by the Board of the Group in July 2020.

OPINION FEEDBACK

The Group values the opinions and recommendations from stakeholders. If you are in doubt or have any recommendations concerning the contents or reporting form of the Report, you are welcome to send us your advice via the following methods:

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MESSAGE FROM THE CHAIRMAN

From 2019 to early 2020, the Group faced various challenges, including the impacts of climate change and the COVID-19 outbreak and political uncertainties, which had a significant impact on the world. In view of different environmental and social issues, as an investment company with diversified businesses, the Group was required to identify and manage various risks and uncertainties of investment projects in order to prepare for changes, avoid missing opportunities and mitigate risks.

The Group is dedicated to maintaining high level of corporate governance. The Board plays a leading and regulatory role in the business development and risk management of the Group, and provides guidance and approval for various business strategies, policies and performance to ensure the continuous development of the business. The Group has also set up the Risk Committee to oversee the design, implementation, monitoring and evaluation of the risk management framework to identify and oversee various operational risks and formulate relevant countermeasures. As the increasing concern of stakeholders on sustainable development issues, the Group intends to further improve the sustainable development work, incorporate environmental and social issues into the risk management system, and enhance sustainable development governance.

As an investment company with diversified businesses, the Group expects to make positive contributions to the society by improving business operation management for each business. In the whole business process from procurement, sales of products and services to provision of after-sales service, the Group is dedicated to maintaining high level of ethical standards and product and service quality, as well as communication and cooperation with customers and partners to establish mutually beneficial and longstanding relationships. The Group values employees by proactively providing employees with a good working environment, and a sound employment and training system to help them grow together with the Company.

Stakeholders' opinions will help the Group to review our performance and further improve our business development and management. The Group conducted a questionnaire for the Board and senior management during the Year to identify issues that have a significant impact on the Group's operations, which will also help to develop strategies in the future. Looking forward, the Group will continue to strengthen the communication with stakeholders, so as to gain an in-depth understanding of their expectations and opinions, and further enhance the performance of sustainable development to create value for shareholders and stakeholders.

LO Yuen Yat
Chairman
First Shanghai Investments Limited



ENVIRONMENTAL, SOCIAL AND GOVERNANCE

Sound corporate governance is essential to the success of the Group. The Board of the Group is responsible for the leadership, strategic development and risks and controls assessment of the Group. The Group has adopted various measures to ensure that a high level of corporate governance is maintained, so as to lead the Group to establish and achieve long-term strategies and objectives, and safeguard the interest of its stakeholders.

In daily operations, the Group invests resources to promote sustainable development, develop management systems and measures for key issues and risks of different businesses, such as establishment of compliance manual, measures to attract and retain talents, and respective departments will also convene meetings from time to time to discuss how to implement and review measures. As the increasing expectations of regulators and stakeholders for the Group's sustainable development governance, the Group will further improve its sustainable development governance. The Board will play the role of leading, supervising and reviewing its effectiveness, and also be responsible for reviewing the management policies and strategies related to the sustainable development of the Group to ensure effective management.

RISK MANAGEMENT AND INTERNAL CONTROL STRUCTURE

The Board is responsible for overseeing the risk management and internal control system of the Group and reviewing its effectiveness. The Board is also responsible for formulating our risk management strategies and building a risk management and internal control management structure with clear lines of responsibility and limit of authority. With the support of the Audit Committee, the Board is responsible for reviewing and assessing the risk management and internal control policy and process of the Group to ensure it is appropriate and effective on an ongoing basis.

Risk Management Process



The senior management of the Group's operating units is responsible for identifying and assessing significant risks during operation, and establishing risk mitigation strategies under the Group's designated practices and guidelines, carrying out risk mitigation activities and monitoring the daily operations. Meanwhile, the results of risk assessment are recorded and reported to the Risk Committee from time to time for re-assessment. The Risk Committee shall meet regularly to oversee the design, implementation, monitoring and evaluation of the risk management framework and shall submit the overall risk assessment report to the Audit Committee to ensure the effective operation of the risk management system.

The Group is aware that the existing risk management and internal control system do not fully cover operation-related sustainable development issues. Looking forward, the Group will incorporate sustainable development issues into its risk management system to manage risks on related issues.

STAKEHOLDER ENGAGEMENT

The Group's stakeholders represent the entities and individuals who can exercise an important effect on, or will be affected by, its operations, including, without limitation to, directors, shareholders, employees, customers, business partners, suppliers, regulators and communities. The Group continuously communicates with stakeholders to understand their concerns, opinions and expectations on sustainable development issues, which will help the Group to review its own performance and potential risks, and develop more comprehensive sustainable development policies and measures, as well as further improve business development and management.

Key stakeholders and communication channels			
Investors and Shareholders	<ul style="list-style-type: none"> • Annual general meeting • Company's website • Announcement and notice • Annual and interim statements • Sustainable development report 	Customers	<ul style="list-style-type: none"> • Customer's opinion collection box and complaint mechanism • Questionnaire • Customer service hotline
Directors and Employees	<ul style="list-style-type: none"> • Internal communication • Organization of employee activity • Board meeting • Symposium • Dining with senior management • Company's email and other social platforms • Performance evaluation 	Business Partners	<ul style="list-style-type: none"> • Regular report on hotel business by Wuxi Hotel Manager • Dinner parties for communication • Seminar for industry players
Suppliers	<ul style="list-style-type: none"> • Routine review mechanism of suppliers • Regular communication and meetings • Bidding and procurement process 	Regulators	<ul style="list-style-type: none"> • Seminars • Regular Reporting
Communities	<ul style="list-style-type: none"> • Volunteer activities • Company's website 	Non-governmental Organizations	<ul style="list-style-type: none"> • Incentive plan and charter • Sponsorship and Donation

MATERIAL ENVIRONMENTAL AND SOCIAL ISSUES

In order to collect more stakeholders’ opinions, during the Year, the Group expanded the scope of materiality assessments by conducting questionnaire for the Board and senior management to identify the most important environmental, social and governance issues in business operations. According to the results of the questionnaire, among the 12 environmental and social issues, the Group has identified 6 material issues (marked yellow), which will be highlighted in the Report and used as the basis for development of future strategies.

Category of Issues	Sustainable Development Issues
Responsible Operation	Anti-corruption
Employee Care	Health and Safety
Employee Care	Employment
Responsible Operation	Product Responsibility
Employee Care	Development and Training
Environmental Protection	Use of Resources
Employee Care	Labour Standards
Community Participation	Community Investment
Responsible Operation	Supply Chain Management
Environmental Protection	The Environment and Natural Resources
Environmental Protection	Climate Change
Environmental Protection	Emissions

Looking forward, the Group will continue to strengthen the communication with stakeholders and expand multiple communication channels (such as conducting questionnaire or focus groups with employees, customers, partners and community stakeholders) to gain a more comprehensive understanding of the opinions and expectations of the stakeholders on the Group, thereby improving the relevant policies and measures.

RESPONSIBLE OPERATION

In the whole business process from procurement, sales of products and services to provision of after-sales service, the Group is dedicated to maintaining high level of ethical standards and product and service quality, as well as communication and cooperation with customers and partners to establish mutually beneficial and longstanding relationships.

ANTI-CORRUPTION

The Group has always upheld a high level of corporate ethics and maintained a culture of corporate integrity. The Group has adopted a zero-tolerance attitude towards any corruption, extortion, fraud and money laundering. Each Place of Business has formulated a series of anti-corruption policies and internal and external control measures to establish an integrity business framework. The Group has “Policy against Bribery and Anti-Money Laundering”, “Prevention of Fraud and Blackmail Policy” and “Compliance Manual” in place, which prohibits any bribery, money laundering, fraud and extortion, and regulates commercial gifts. Meanwhile, employees are required to strictly abide by the relevant code of conduct for staff, and must not claim or accept benefits including gifts, loans, fees, rewards, positions, contracts, services, preferential treatment, etc.

In respect of the financial services, the Group prohibits staff from accepting any gifts from customers and counterparties for personal or family interests and affecting their independence. The staff are required to comply with the “Guidelines on Combating Money Laundering and Terrorist Financing” of the Hong Kong Securities and Futures Commission (the “SFC”). In respect of the hotel business, according to the “Staff Handbook” of Wuxi Hotel, unless approval by the Hotel Manager, the staff shall not establish benefit connection with enterprises, units or individuals whom they have dealings with, nor shall bribe civil servants or customers in any name. In case of serious violations, the Hotel Manager has the right to dismiss the relevant employees immediately.

Corruption Whistle-blowing and Handling Procedures

In order to prevent corruption such as fraud and extortion, the Group has set up a complaint channel for employees to report pursuant to the “Prevention of Fraud and Blackmail Policy”. The management will notify the compliance department of the reported information and conduct an investigation. During the investigation, the whistleblower and related information will be kept confidential. If the reporting is confirmed to be true, the Group will take appropriate disciplinary actions, including but not limited to the dismissal of relevant employees or calling the police.

Integrity Training

In order to strengthen the cognition and awareness of anti-corruption among the employees of the Group, Each Place of Business of the Group provides employees with various anti-corruption trainings, where appropriate, to learn laws and regulations on anti-corruption and methods of handling potential corruption.

PRODUCT RESPONSIBILITY

As a responsible enterprise, the Group values product and service quality. Each Place of Business has implemented policies and measures related to the management of product health and safety, service quality, and protection of customer privacy, including “Product Safety, Product Risk Disclosure, Advertisement and Client Data Privacy Policy” and “Environmental Social and Client Management Policy”, continuously improving service quality and customer satisfaction.

Product Health and Safety

The Group is dedicated to providing customers with high-quality services and products, and has formulated various monitoring policies and measures for different businesses, of which special attention is paid to investment product risks and interests of customers, property quality and safety, food safety, and professional medical services to protect the safety and interests of customers.

Business	Focus and Management Policy
<p>Financial services</p>	<p>Investment product risks and interests of customers</p> <p>The Group’s financial services are mainly securities investment and margin financing products. As investment products involve risks, the Group is required to provide customers with clear and accurate information and risk disclosure, so that customers can make appropriate investment decisions based on their investment objectives and risk appetites. The Group complies with the requirements of relevant laws and regulations and provides services on the principles of fairness, equality, honesty and trustworthiness. According to the “Product Safety, Product Risk Disclosure, Advertisement and Client Data Privacy Policy”, employees of the Group are required to provide customers with comprehensive information in accordance with the “Operational Manual” and “Compliance Manual”, including product features, terms and conditions, and related risks and charges, so that customers can have sufficient information to make appropriate decisions. In order to protect the interests of customers, the Group has also set up new procedures for due diligence and customer suitability assessment of various financial products to provide the most suitable services and products according to the needs of customers.</p>
<p>Property investment</p>	<p>Guarantee of property quality and customer safety</p> <p>The quality of properties is an important part of ensuring the safety of customers. According to the “Product Supervision and Management Policy”, Wuxi Sunshine conducts annual inspection and provides maintenance for the property and its elevator equipment, as well as repairs works of the building exterior wall in question to ensure the safety of occupants.</p>
<p>Hotel operation</p>	<p>Regulation of hotel shall safeguard food safety</p> <p>In order to improve the quality and hygiene standards of food and beverages in the hotel business, Wuxi Hotel Manager of the Group and L’Isle Adam, Paris have respectively established “Food Safety Procedures Handbook” and “Health and Safety Policy for Product Services” to manage food safety and hygiene standards. Wuxi Hotel Manager and L’Isle Adam, Paris also conducted unannounced inspections on food safety on a regular basis to ensure compliance with relevant hygiene and quarantine standards. In addition, Wuxi Hotel Manager also implemented the food safety critical control (HACCP) to regulate the processing in kitchen and has formulated countermeasures for the risk of harm to ensure the achievement of food safety standards and reduce the risk of harm to diners’ health.</p>
<p>Medical and healthcare</p>	<p>Professional treatment services</p> <p>According to the “Environmental Social and Client Management Policy”, the Hong Kong International Medical Centre is required to ensure that all employees are offered professional trainings and pass the competency assessment test, and each floor is also supervised by registered nurses to ensure professional treatment services for patients. Moreover, the Group has also established rights and responsibilities guidelines for patients to protect their rights.</p>

RESPONSIBLE OPERATION

Customer Satisfaction

The Group adopts diversified communication channels to maintain good relationships with customers. The Group regularly collects opinion feedback from customers and follows up related inquiries and complaints to understand customers' expectations and requirements and improve customer satisfaction.

Communication channels with customers	Customer service handling procedures
<ul style="list-style-type: none">• Telephone• E-mail• Questionnaire• Independent customer service department• Customer complaint mechanism	<ul style="list-style-type: none">• Reply to customers' inquiries and questions as soon as possible• Remedy for complaints or dissatisfaction• Regular internal review

During the Year, the hotel operations of the Group in Wuxi and Paris received 24 complaints, which mainly related to the quality of service. The Group has followed up and handled complaints in accordance with the procedures in place and formulated resolution measures. No complaints about products or services were received from other businesses.

Protection of Customer Privacy

Protection of personal privacy of customers is an important part of establishment of mutual trust between the Group and customers. In accordance with policies such as the "Environmental Social and Client Management Policy", "Product Safety, Product Risk Disclosure, Advertisement and Client Data Privacy Policy", the financial services and medical and healthcare sectors of the Group are required to ensure that the customers' messages are handled in a confidential manner and in compliance with relevant legal requirements. Meanwhile, the Group also collects, uses and stores customer information in accordance with the requirements of the "Personal Information (Privacy) Ordinance" (Chapter 468) in Hong Kong, and explains to the customer the purpose of collecting and using personal data, as well as the use of their personal data in each rules and terms.

In addition, Wuxi Hotel also offers a confidential check-in service to provide hotel guests with completely confidential measures, including that no phone call to guest's room, no messages, letters or parcels are accepted, and the hotel staff shall not disclose any information about the guest. L'Isle Adam, Paris also published the "Personal Data Protection Code" on its website based on the "Ethics Code", promising to protect customer's personal data in accordance with local laws.

Advertisement and Label

Each Place of Business of the Group also has strict requirements on advertisement. According to the "Product Safety, Product Risk Disclosure, Advertisement and Client Data Privacy Policy", financial services are required to comply with the code of conduct and guidelines on advertising of the SFC, so as to ensure that the content of the advertising is not untrue, biased, misleading or deceptive, and also contains appropriate warning. Moreover, all advertisements related to financial services are required to go through the review procedure of "Compliance Manual" to ensure such advertisements are in compliance with the requirements of laws and regulations.

The "Product and Service Advertising Policy" of L'Isle Adam, Paris already has requirements on product labels and contract terms, which shall be in compliance with local laws and regulations. In addition, Wuxi Hotel Manager also establishes the "Food Safety Procedures Handbook" to ensure that food packaging is marked with labels, specifying production and useful life, and to ensure that food is offered within the useful life, thereby reducing food safety risks and chances of accidentally ingested expired food by customers.

As intellectual property has no significant impact on the operation of the Group, the Group currently has no relevant policies.

SUPPLY CHAIN MANAGEMENT

The Group is dedicated to improving supply chain management and establishing long-term business relationships with suppliers. The Group has formulated various policies and measures to ensure the effective management of the supply chain.

Financial Services and Medical and Healthcare Sectors

According to the "Supply Chain Management Policy", a central procurement system is implemented to the financial services and medical and healthcare sectors of the Group. Through central procurement, the Group can calculate the needs of various departments in a more systematic manner and reduce the packaging and transportation of goods.

Supply Chain Management Policy

- Take into account the location of supplier, try to purchase locally
- Give priority to suppliers offering environmental-friendly products
- Choose products with environmental protection and sustainable development concepts, such as reducing fuel, water and packaging materials
- Purchase products with energy label certification, high performance and low carbon emission
- Choose products with higher durability

Since financial services involve a lot of online transactions and data support, the Group has considerable requirements for its network security and stability. The Group has formulated the "Supply Chain Environmental and Social Risk Management Policy (Computer Department)", setting out the standards for purchasing computer products to ensure that suppliers meet the legal requirements in finance, business ethics, information security and environmental protection. In order to protect the information security of the online trading platforms, the Group also requires service providers of online trading platforms to ensure the network security and stability of the system, and regularly update the security system of the system according to the requirements of the SFC. Such service providers are also required to ensure the privacy of the customer, and may not access the data of the trading platform and the customer's personal data without authorization.

Property and Hotel Sector

As the main suppliers of hotel business are the suppliers of ingredients and hotel supplies, and large-scale procurement is required on a regular basis, the Group has entrusted Wuxi Hotel Manager to formulate various supplier management policies and act as a supervisor to supervise the operation mode of the Hotel Manager, and the hotel's environmental and social performance; and the Hotel Manager selects, manages and evaluates suitable suppliers based on the responsible procurement policy. L'Isle Adam, Paris also implements the "Supply Chain Policy Related to Environmental Risk Management", "Supply Chain Policy Related to Social Risk Management" and "Ethics Handbook", in particular, the manager of golf course has implemented the "Golf and Environment" charter to protect the environment during the operation.

Wuxi Sunshine has stipulated environmental procurement policies and processes and related responsible procurement commitments, of which, "Responsible Procurement Policy" stipulates various requirements, including: compliance, procurement practices, fair trade, information protection, anti-corruption, diversity, human rights, animal welfare and commitments to the environment. In purchasing products, Wuxi Sunshine considers environmental factors, including the product's environmental specifications and environmental labels, and evaluates the performance of suppliers in environmental specifications according to the "Supplier Checklist" to select the suppliers that meet the specifications and offer the lowest price. Wuxi Sunshine regularly provides environmental protection and sustainable development information to the engaged suppliers, and regularly assesses whether the suppliers continue to meet the standards established by the Company.

Looking forward, the Group will strengthen supply chain management, identify and examine the environmental and social risks of the supply chain and continue to improve the performance of suppliers.

EMPLOYEE CARE

The success of the Group depends on the efforts and dedication of our employees. The Group is committed to providing employees with a sound employment system and a healthy and safe environment, and to ensuring that employees are offered adequate training and promotion opportunities.

HEALTH AND SAFETY

The Group maintains a safe and healthy working environment through a safety management system to mitigate the adverse impact of operations on the health and safety of employees. The Group and Each Place of Business have formulated various occupational safety policies and occupational safety and health prevention and emergency measures to ensure that employees work in a healthy and safe environment and are free from occupational disease hazards.

Hong Kong Headquarter	The Group's headquarters in Hong Kong has formulated safety measures based on the "Occupational Safety and Health Policy", such as conducting various office tests and assessments, equipping with adequate indoor ventilation equipment and office equipment to avoid muscle strain or occupational diseases, and offering regular occupational safety and health lectures and arrangements for employees to participate in fire drills held in the building.
Hotel	Based on the "Employee Health and Safety Policy", Wuxi Sunshine stipulates measures to keep employees safe and healthy. Meanwhile, to reduce the impact of security incidents on hotel business, the Hotel Manager has formulated a "Crisis Management Manual" and various solutions to deal with security incidents, including accident emergency and rescue, injury treatment, epidemics and infectious diseases, medical assistance, fire and other safety accidents, which help to minimize the impact when the accident occurs. Meanwhile, L'Isle Adam, Paris has formulated a "Safe Working Environment and Prevention Policy", which stipulates that the Group should protect employees in such aspects as working environment, work-related accidents and occupational disease hazards in accordance with local labor laws. Each year, L'Isle Adam, Paris prepares internal risk assessment documents, formulates relevant safety procedures, and provides protective equipment. In addition, L'Isle Adam, Paris commissioned an external inspector to inspect the hotel's operating equipment in a regular manner and perform repairs or equipment replacement to ensure safe and smooth operation.
Hong Kong International Medical Centre	The Group provides employees with a sound working environment in accordance with the "Occupational Safety and Health Policy". Simultaneously, in response to individual work needs, the Group has also formulated work codes and distributed occupational safety guidelines to employees to ensure the safety of employees and patients.

During the Year, there were no death cases in the Group. However, 13 cases of work-related injuries occurred in the Group, which were mainly due to hotel and restaurant accidents. In response to the safety accidents above, the Group will strengthen employee occupational safety trainings and remind employees of relevant safety risks during daily operations.

PHYSICAL AND MENTAL WELL-BEING

The Group values the physical and mental well-being of employees. The formulation of various measures enables employees to better balance work and life, and enhances their sense of belonging to the Group, creating a harmonious working environment.

A series of measures in connection with financial services and medical and healthcare have been formulated in accordance with the "Policy Concerning the Physical and Mental Health of Employees", such as employee activities, weekly fruit days, psychological counseling and medical services. Wuxi Property Investment provides employees with an annual physical examination in accordance with the "Employee Health and Safety Policy", and organizes employee travel and gathering activities through the union of employees. L'Isle Adam, Paris also monitors the health condition of employees in a regular manner in accordance with the "Safe Work Environment and Prevention Policy" to ensure the health of employees.

EMPLOYMENT SYSTEM

The Group believes that a sound employment system can attract and retain talents. Each Place of Business has formulated the following employment policies in accordance with local laws and regulations to regulate employee recruitment and dismissal, salary and promotion, working hours, vacations, equal opportunities, diversity, anti-discrimination, benefits and other treatments.

Employment Policy of Each Place of Business

Recruitment and dismissal	The Group recruits the most suitable talents according to their personal abilities when recruiting. The Group and employees can propose termination of employee contracts as needed, and employees shall apply according to the procedures of relevant employment policies.
Remuneration and promotion	The Group is committed to maintaining the market competitiveness of remuneration and determines employee remuneration based on factors such as the academic qualifications, work experience, professional qualifications, position and performance of employees. The Group offers different promotion opportunities for employees who have performed well, made significant contributions to the Group, or obtained professional qualifications after further studies.
Working hours and holidays	The working hours of the employees of the Group should comply with local laws and regulations. In addition to statutory holidays, the employees of the Group also enjoy various paid holidays in accordance with the policies of individual place of business, including annual leave, wedding leave, maternity and paternity leave, examination leave and birthday leave. The employees of the Group also enjoy different days of annual leave according to the length of service and qualification.
Welfare	<p>The Group attaches great importance to employee welfare, and Each Place of Business has formulated relevant welfare policies in accordance with the relevant requirements of local laws to provide employees with various benefits, including meal allowances, professional membership fees and examination allowances, and various employee insurances, including medical insurance, life insurance, work injury compensation and personal accident insurance.</p> <p>In addition, the Group commends employees with outstanding performance for employee service awards. The Group also issued long-term service awards to employees of the Group for long-term service, thanking them for their loyalty and service to the Group.</p>
Equal opportunity and diversity	<p>The Group is committed to creating a diverse and inclusive corporate culture for its employees. The Group's "Equal Opportunity Policy" and "Diversity Policy" stipulate that employees and applicants have equal opportunities and rights in employment, promotion and training, and are not subject to race, colour, gender, age, sexual orientation, family role, disability or nationality.</p> <p>In order to take care of female employees who need to breastfeed after returning to work after childbirth, the Group provides a private space at headquarter in Hong Kong to allow them to arrange breastfeeding hours during working hours.</p>
Anti-discrimination and prevention of sexual harassment	The Group adopts a zero-tolerance attitude towards offensive discrimination and sexual harassment. The Group has formulated the "Prevention of Discrimination and Harassment Policy". Affected employees may make complaints in writing or via email. The relevant cases will be investigated and followed up by the department head or the human resources department.

Employee Complaint Mechanism

The Group has a relevant complaint mechanism for employees. Any employee can make a complaint when needed through appropriate procedures to ensure fair and effective handling. Employees can first make a complaint to the head of their department, or they can directly refer the complaint to the human resources department as needed. The relevant departments of the Group will investigate the incident fairly and impartially and take measures to deal with the complaint. If the complaint is true, the Group will impose disciplinary actions on the employee who violated the regulations, and the employee who violated the regulations shall bear civil and criminal liability.

EMPLOYEE CARE

DEVELOPMENT AND TRAINING

The Group attaches great importance to vocational skills trainings for employees and provides various knowledge and skills training opportunities according to the needs of employees and enterprises. The Group has formulated employee training policies such as the “Employee Training Policy” and “Employee Training and Development Policy” at Each Place of Business to strengthen employees’ skills and give full play to their strengths in their jobs.

Financial Services	Medical and Healthcare
<p>The finance industry is developing rapidly, and employees of the Group holding relevant licenses are required to receive continuous trainings as required by the Hong Kong Securities and Futures Commission every year. During the Year, the Group’s financial services sector provided its employees with trainings on compliance of licensed companies, accounting and taxation, corporate governance, insurance plans, and on environment, society and governance.</p> <p>In order to encourage employees engaging in financial services to actively pursue further education and obtain professional qualifications, the Group provides course fee assistance and examination leave as employee benefits for further study.</p>	<p>The Group regularly provides internal trainings for employees to improve their medical knowledge. The trainings during the Year include emergency response, drug and vaccine application. In addition, the medical and healthcare business also teaches its employees about customer service, teamwork, and language training to increase other operational skills.</p> <p>The Group encourages employees to actively study and obtain professional qualifications, and provides course fee subsidies and exam vacations for employees who have received external training or participated in external professional examinations.</p>
Wuxi Property Investment Office	Hotel Business
<p>The training department will provide induction training for new employees. The internal and external trainers of Wuxi Property Investment hold monthly department meetings to review the training progress and jointly formulate employee training programs for the next month.</p>	<p>Wuxi Hotel has a departmental training system, formulates annual training programs based on training needs, and provides different training courses according to departmental themes, including induction trainings, customer relationship management, room management, language, first aid, fire, and emergency.</p> <p>For L’Isle Adam, Paris, the department head provides daily trainings for employees in a regular manner, including the use of various types of work software, etc. Employees may also participate in professional trainings organised by training partners.</p>

During the Year, 373 employees (which represents 62% of the total employees) of the Group received trainings. The average training hours per employee in the Year was 41.7 hours.

LABOUR STANDARDS

The Group strictly prohibits the employment of child labor or forced labor and has set up the “Policy on Prevention of Child Labor or Forced Labor”. Each Place of Business has formulated relevant policies in accordance with the requirements of local laws and regulations to ensure employees satisfying statutory working age. The human resources department must check the identity card of the applicants for the purpose of reviewing the age during recruitment. If there are any applicants under the legal working age, the Group will disqualify his/her application. The Group prevents forced labor behavior, and sets out the relevant compensation provisions for overtime work of employees in the Staff Handbook. Employees who work overtime can receive salary subsidies or supplementary vacations, and reimbursement of meal and transportation expenses during overtime hours. Employees may freely terminate labor contracts according to their personal needs.

ENVIRONMENTAL PROTECTION

The Group is committed to promoting environmental protection in a diversified business process. The Group has formulated various environmental policies and measures in accordance with the nature of our business to manage emissions and the use of resources and reduce the impact of our operations on the surrounding environment. The Group is also responsible for monitoring the environmental measures and performance of Wuxi Hotel to ensure that Wuxi Hotel Manager effectively implements relevant policies to enhance operational efficiency.

USE OF RESOURCES

The Group is committed to making good use of various resources and formulating various conservation policies and measures at Each Place of Business to avoid waste. Currently, the Group mainly uses such resources as natural gas, petrol, heat, electricity, water, paper and hotel supplies.

In addition, in order to strengthen hotel energy management, Wuxi Hotel Manager has also established a hotel energy management committee to implement energy conservation. The committee has formulated energy management systems in accordance with national and regional energy management policies, guidelines, regulations and standards. The committee holds meetings in a regular manner to report energy consumption and supervise daily maintenance.

In order to practice corporate sustainable development, the Group's L'Isle Adam, Paris has participated in Accor's "Our Planet 21 Sustainable Development Program", which focuses on measures in four major areas: the efficient use of earth resources, combating sexual exploitation of children, environmental-friendly design, and healthy and sustainable catering.

Resources Management Measures

Energy	<ul style="list-style-type: none"> • Use LED lights, T5 light tubes or energy-saving lamps; • Choose energy-saving appliances; and • Use frequency control elevator.
Water	<ul style="list-style-type: none"> • Install a water-saving device on the faucet, or use an inductive faucet and water-saving shower head to reduce water consumption; • Regular inspection and maintenance of water pipes and faucets to reduce waste caused by long-term leakage; • Install rainwater collection systems and devices; and • Water plants with drinking water that is no longer to be used.
Paper	<ul style="list-style-type: none"> • Use recycled paper (FSC paper); • Distribute information and monthly statements to customers via email; • Set the computer printing function to double-sided printing; and • Reuse waste paper and internal office envelopes.
Hotel supplies	<ul style="list-style-type: none"> • Use environmental-friendly alternatives to replace disposable plastic straws, towels and cotton swabs; • Use recycled toilet paper and recycled cardboard as packaging for bathroom supplies; and • Use cloth dry-cleaning bags instead of plastic bags.

ENVIRONMENTAL PROTECTION

Data of Resources Used

The total energy consumption of the Group is 21,066 MWh. The major source of energy consumption is electricity, which accounts for 38% of the total energy consumption, and steam accounts for approximately 37% of the total energy consumption. The geothermal system of L'Isle Adam, Paris provided total energy of 4,355 MWh during the Year.

Energy							
Type of energy	Hong Kong Headquarter	Wuxi Property Investment Office and Hotel	L'Isle Adam, Paris	Hong Kong International Medical Centre	Total consumption	Unit	
Natural gas	0	435.8	0	0	435.8	MWh	
Patrol	1.3	50.7	97.4	0	149.4	MWh	
Diesel oil	0	0	189.8	0	189.8	MWh	
Geothermal	0	0	4,355.2	0	4,355.2	MWh	
Electricity	227.8	4,721.5	2,089.8	1,034.9	8,074.0	MWh	
Steam	0	7,861.6	0	0	7,861.6	MWh	
Total energy consumption	229.1	13,069.6	6,732.2	1,034.9	21,065.8	MWh	
Energy intensity (in floor area)	0.15	0.17	0.01	0.26	0.03	MWh/m ²	

ENVIRONMENTAL PROTECTION

During the reporting year, the Group consumed a total of 244,478 m³ of water resources (the water consumption intensity is 0.37 m³ per m²) and about 8.3 tonnes of paper. None of the places of business of the Group has difficulty in sourcing water. The business operations of the Group do not involve any use of packaging materials.

Water Resources	Hong Kong Headquarter	Wuxi Property Investment Office and Hotel	L'Isle Adam, Paris	Hong Kong International Medical Centre	Total consumption	Unit
Consumption	196	96,104	144,835	3,343	244,478	m ³

Paper	Hong Kong Headquarter	Wuxi Property Investment Office and Hotel	L'Isle Adam, Paris	Hong Kong International Medical Centre	Total consumption	Unit
Consumption	3.8	2.6	0.6	1.3	8.3	tonnes

Complete and accurate data helps us review the effectiveness of existing measures on a regular basis. The Group will continue to record its environmental data and develop environmental objectives and work plans for the next year.

EMISSIONS

The Group is concerned about the environmental impact of emissions from operation. Each Place of Business has formulated various emission management policies to regulate the discharge of air pollutants, greenhouse gases, waste and wastewater.

Greenhouse Gas Emissions

During the Year, the Group continued to engage independent professional consultants to conduct carbon assessments to calculate greenhouse gas emissions generated from its operations. The quantification was made with reference to the guidelines prepared by the Environmental Protection Department and Electrical and Mechanical Services Department of Hong Kong¹, guides issued by National Development and Reform Commission of the People's Republic of China², international standards such as ISO 14064-1 and Greenhouse Gas Protocol.

¹ Guidelines to Account for and Report on Greenhouse Gas Emissions and Removals for Buildings (Commercial, Residential or Institutional Purposes) in Hong Kong.

² Guidelines for Accounting and Reporting Greenhouse Gas Emissions China Public Building Operation Units (Enterprises) (Trial).

ENVIRONMENTAL PROTECTION

The results of the assessment indicate that the operation within the scope of report of the Group generated a total of approximately 7,751 tonnes of CO₂e during the reporting year. In particular, indirect greenhouse gas emissions caused by the consumption of outsourcing electricity and outsourcing heat account for approximately 52% and 40% of the total carbon emissions, respectively. Due to its operational nature, carbon emissions from Wuxi Property Investment Office and Hotel operations accounted for about 82% of total carbon emissions. The Group has formulated policies relating to greenhouse gas emission at Each Place of Business to manage and reduce greenhouse gas emissions. As a hotel owner, the Group will also urge Wuxi Hotel Manager to implement policies to reduce greenhouse gas emissions. For more measures to reduce greenhouse gas emissions, please see the section on “Use of Resources”.

Greenhouse gas emissions	Wuxi Property Investment Office and Hotel				Hong Kong International Medical Centre	
	Hong Kong Headquarter	Wuxi Property Investment Office and Hotel	L'Isle Adam, Paris	Hong Kong International Medical Centre	Total Emissions	Unit
Scope 1: Direct greenhouse gas emissions ³	0.4	344.7	186.1	0	531.2	Tonnes of CO ₂ e
Scope 2: Energy indirect greenhouse gas emissions ⁴	184.5	5,993.7	117.0	838.3	7,133.5	Tonnes of CO ₂ e
Scope 3: Other indirect greenhouse gas emissions ⁵	69.2	6.0	0	11.1	86.3	Tonnes of CO ₂ e
Total greenhouse gas emissions	254.1	6,344.4	303.1	849.4	7,751.0	Tonnes of CO ₂ e
Greenhouse gas intensity (in floor area)	0.16	0.08	0.0005	0.22	0.012	Tonnes of CO ₂ e/m ²
Greenhouse gas intensity (in turnover)			19.3			Tonnes of CO ₂ e/ HK\$ million

³ Scope 1: It includes greenhouse gas emissions from the fossil fuel combustion from fixed and mobile sources, as well as the operations of equipment and systems.

⁴ Scope 2: It includes indirect greenhouse gas emissions generated from outsourcing electricity and outsourcing thermal energy consumption.

⁵ Scope 3: It includes indirect greenhouse gas emissions from waste paper disposal, water and sewage treatment in the office of Hong Kong Headquarter and International Medical Centre and business travel by air by the Group.

Clean Air Plan

In order to reduce the impact of carbon emissions on the surrounding environment, Wuxi Sunshine participated in the “Clean Air” plan of Hilton Hotel Group for hotel operations, and purchased “Carbon Credits” for conferences and events held by the hotel to offset energy consumption, food consumption and the negative environmental impacts of meeting venues, and supported climate and environmental protection projects in the Asia-Pacific region. During the Year, the hotel has purchased Carbon Credits equivalent to HK\$1,300.

Air Emissions

The air emissions of the Group are derived from combusting natural gas by hotel’s kitchen equipment and from nitrogen oxides, sulfur oxides and respirable suspended particulates produced by the use of vehicles for businesses. Combustion of petrol or diesel in various business vehicles is the main source of air emissions. The nitrogen oxide, sulfur oxides and respirable suspended particulates generated by it accounted for 81%, 52% and 94% of total nitrogen oxide, sulfur oxides and respirable suspended particulates emission, respectively.

Air Emissions Type	Wuxi Property Investment Office and Hotel				Hong Kong International Medical Centre	Total emissions	Unit
	Hong Kong Headquarter	L’Isle Adam, Paris					
Nitrogen oxides	0.1	66.8	272.3	0	339.2	kg	
Sulfur oxides	0.002	0.8	N/A ⁶	0	0.8	kg	
Respirable suspended particulates	0.01	1.4	17.6	0	19.0	kg	

In order to reduce gas emissions, Each Place of Business has implemented management policies on gas emissions to regulate the sources of gas emissions.

Air emissions measures

- Regulate the use of unleaded gasoline when using corporate vehicles
- Reduce employee trips and encourage the use of video conferencing instead
- Clean exhaust filters such as exhaust air and lampblack purification devices as well as air conditioners in a regular manner

⁶ The air pollutants were calculated based on the European Test and Evaluation Program /Air Pollutant Emissions List Guide 2019 of European Environment Agency. The emissions cannot be calculated as there is no emission factor of sulfur oxides produced by vehicles burning gasoline and diesel.

ENVIRONMENTAL PROTECTION

Waste Management

In order to ensure the proper disposal of business operation waste, Each Place of Business has formulated waste management policies to provide guidance for employees. All hazardous wastes (such as toner cartridges, fluorescent tubes, and waste batteries, etc.) are stored separately and arranged for collection and disposal by professionally certified recyclers. Among non-hazardous wastes, non-recyclable wastes are generally collected by the contractor and sent directly to garbage landfills, and the rest (such as waste paper, plastic bottles, metal, computers, furniture and computer supplies) will be recycled or donated to non-governmental organizations.

For hotel operations, L'Isle Adam, Paris employed professionally certified recyclers to dispose of the waste oil generated from the operation, and Wuxi Hotel Manager also provided staff with guidelines for the disposal of kitchen waste. In addition, medical wastes and medicines in the medical and healthcare business are infectious and dangerous, and the Group has to handle and store medical wastes in accordance with the safety procedures of local laws. All medical waste should be sealed in containers and packaging that have leak-proof and moisture-proof functions and will not rupture, and should be stored in a place with a biohazard symbol, until the medical waste collector collects the waste. Meanwhile, the Group has to record the weight of relevant medical waste for future professional processing and data verification.

During the reporting year, the Group produced a total of 149 tonnes of non-hazardous waste (including domestic waste, waste cartons and kitchen waste). In addition, each business operation generated 0.33 tonnes of hazardous waste, including 0.25 tonnes of medical waste generated by the Hong Kong International Medical Centre.

Waste generated in 2019							
Type of waste	Wuxi Property Investment				Hong Kong International Medical Centre	Total waste	Unit
	Hong Kong Headquarter	Office and Hotel	L'Isle Adam, Paris				
Hazardous Waste	0.02	0.03	0.03		0.25	0.33	Tonnes
Non-hazardous Waste	11.1	81.6	49.2		6.9	148.8	Tonnes

Wastewater Discharge

The "Wastewater Discharge Management Policy" of Wuxi Property Investment stipulates sewage discharge management. The Hotel Manager is required to treat sewage and rainwater pipes separately and clean the sewage and rainwater channels in a regular manner. Wastes, waste oil, waste chemicals and other hazardous substances are forbidden to discharge into the waterway. Every year, a monitoring agency is entrusted to test the sewage discharge of the hotel to ensure compliance with laws and regulations. The "Sewage, Hazardous and Non-hazardous Waste Management Policy" of L'Isle Adam, Paris also stipulates that wastewater must pass through the wastewater pre-treatment system before being discharged, and the hotel kitchen is equipped with grease traps to ensure the segregation of grease in the sewage before it is discharged into the public sewage canal. Since financial services and medical and healthcare businesses are in office-operating nature, the domestic sewage generated is mainly wastewater from toilets and pantry.

ENVIRONMENT AND NATURAL RESOURCES

Although the operation of the Group does not involve serious pollution, the Group understands that cherishing resources, choosing more environmental-friendly products and services, and proper disposal of waste throughout the entire operation process can also reduce the impact on the environment and natural resources.

- **Financial services:** According to the “Investment Screening Policy”, the Group undertakes to conduct environmental and social risk assessment and screening of investment projects.
- **Hotel operations:** The operation of Wuxi hotel will also generate hazardous waste, such as waste lamps, waste medicine bottles and chemical solvent containers, waste paint buckets, etc. If the Hotel Manager does not properly handle the hazardous waste in operation, it will have an impact on the surrounding environment. Therefore, the Hotel Manager has formulated countermeasures in accordance with the “Hazardous Waste Environmental Emergency Plan” to ensure timely control and reduction of environmental pollution in the event of deflagration, leakage and pollution accidents. In addition, L’Isle Adam, Paris shall comply with local laws during the operation. When using inevitable chemical products during the operation, they shall pay relevant pollution discharge taxes to the product suppliers.
- **Medical and healthcare business:** In the use of medical supplies and the generation of medical waste in operation, any medical waste leakage will endanger the surrounding environment. Therefore, the Group introduced environmental protection elements in its daily business in accordance with “Policies for Minimising the Significant Impact of the Operation on the Environment and Natural Resources” to reduce the impact on the environment.

COMMUNITY PARTICIPATION

The Group is committed to practicing corporate social responsibility and encourages employees to contribute to society. Each Place of Business has formulated various policies concerning community investment and public welfare. The Group focuses on environmental charity and community charity. The Group made donations and participated in volunteer services to different non-profit-making organizations and surrounding communities, which has a positive impact on society. During the Year, the Group donated a total of HK\$50,000, and the Group's volunteers participated in volunteer activities for 176 hours.

Mikania removal activity

The Group's Hong Kong financial services and medical and healthcare businesses continued to participate in the Mikania removal work organized by the World Wild Fund during the Year. The Group organised volunteers to remove invasive and climbing plants such as Mikania micrantha in the Mai Po Nature Conservation area, so as to improve the natural ecosystem of Mai Po and contribute to environmental protection.

"Wind Under the Wings" Growth Navigation Programme

The Group's Hong Kong financial services has been participating in "Wind Under the Wings" Growth Navigation Programme held by Hong Kong Playground Association since 2017. The employees of the Group serve as "Mentor" in their spare time and infuse youth through regular contact, communication and guidance with the correct financial management concepts and positive outlook on life to help them plan the future.

L'Isle Adam, Paris currently has no community investment data collection, but plans to improve its data collection system in the future to make more comprehensive data disclosure. Looking ahead, the Group will continue to increase different community investment projects and encourage employees to participate in different volunteer activities, which will have a positive impact on society.

MAJOR AWARDS



Labour Department

GOOD EMPLOYER CHARTER



*World Green Organization
Green Office and
Eco-healthy Workplace*



Silver Member
純銀會員2020/21

HONG KONG

*World Wild Fund
Silver Member*



*Hong Kong Council of Social Service
Caring Company
5 Years Plus Caring Company*

COMPLIANCE PERFORMANCE

Aspect	Relevant laws and regulations having significant impacts on the Group	Significant impacts on the Group	Approaches to ensuring compliance with these laws and regulations	Compliance disclosures for the Year
Anti-corruption	“The Prevention of Bribery Ordinance” and “Anti-Money Laundering and Counter-Terrorist Financing Ordinance” of Hong Kong	<ul style="list-style-type: none"> The Group makes every effort to combat bribery and money laundering. If the Group violates the relevant regulations, it will be subject to criminal liability, including imprisonment and huge fines. 	<ul style="list-style-type: none"> The Group regularly updates its compliance manual for ease of employees to comply with. The Group provides trainings for employees to keep them informed of the latest regulations and codes. The Group conducts due diligence on its customers. 	The Group did not violate relevant laws or regulations. The Group was not subject to any corruption lawsuits filed by any enterprise or employee.
Product Responsibility	“Securities and Futures Ordinance” and “Code of Conduct for Persons Registered with the Securities and Futures Commission” of Hong Kong	<ul style="list-style-type: none"> As a licensed corporation under the Securities and Futures Commission (SFC), the Group is only permitted to recommend investment products approved by the SFC to clients and must explain to client the nature of such products, the risks involved, and assess whether the client is suitable to invest in such products. If the Group violates relevant regulations, it may be subject to suspension of its licenses for securities trading and fines, and is potentially subject to civil claims and criminal liability. 	<ul style="list-style-type: none"> The Group regularly updates its compliance manual for ease of employees to comply with. The Group requires relevant employees to participate in relevant seminars and compliance training sessions. 	The Group did not violate any relevant laws or regulations.
Emissions	Waste Disposal (Clinical Waste) (General) Regulation (Cap. 354, section 33) of Hong Kong	<ul style="list-style-type: none"> If clinical waste is not properly handled, it will bring negative influence on the Group, such as: damage to reputation, loss of customer loyalty and fines imposed by government authority for violating the law. Clinical wastes that are not properly handled may lead to spread of diseases and potential harms such as cuts and needle stab wounds to contacts, thus posing a potential safety risk to employees, cleaners, waste handlers at the Group’s workplace and the public. 	<ul style="list-style-type: none"> The Group has established internal codes with which the employees shall comply. The Group has engaged qualified clinical waste recyclers to recycle the Group’s clinical waste. 	The Group did not violate any relevant laws or regulations.

In terms of employment, health and safety and labour standards, there are no relevant laws or regulations that have a significant impact on the Group.

OVERVIEW OF KEY PERFORMANCE INDICATORS

ENVIRONMENTAL PERFORMANCE

Environmental Key Performance Indicators	2019 ⁷	2018 ⁸	Unit
Emission categories and relevant emissions data			
Nitrogen Oxides	339.2	83.0	kg
Sulfur Oxides	0.8 ⁹	0.88	kg
Respirable Suspended Particulates	19.0	1.70	kg
Total GHG emissions			
Scope 1: Direct GHG Emissions	531.2	501.7	tonnes of CO ₂ e
Scope 2: Energy indirect GHG Emissions	7,133.5	8,132.7	tonnes of CO ₂ e
Scope 3: Other indirect GHG Emissions	86.3	75.8	tonnes of CO ₂ e
Total GHG emissions	7,751.0	8,710.2	tonnes of CO ₂ e
Intensity of GHG (in area)	0.01	0.11	tonnes of CO ₂ e/m ²
Intensity of GHG (in turnover)	19.3	24.6	tonnes of CO ₂ e/HK\$ million
Total hazardous waste			
Total hazardous waste	0.33	0.03	tonnes
Intensity of hazardous waste (in area)	0.0005	0.0004	tonnes/thousand m ²
Total non-hazardous waste			
Total non-hazardous waste	148.8	42.0	tonnes
Intensity of non-hazardous waste (in area)	0.224	0.544	tonnes/thousand m ²
Total energy consumption			
Non-renewable fuel (direct energy)	775.0	595.4	MWh
Renewable energy (direct energy)	4,355.2	0	MWh
Outsourcing energy (indirect energy)	15,935.6	17,710.6	MWh
Total energy consumption	21,065.8	18,306.0	MWh
Intensity of energy (in area)	0.03	0.24	MWh/m ²
Total water consumption			
Total water consumption	244,478	106,633	m ³
Intensity of water consumption (in area)	0.37	1.38	m ³ /m ²
Paper consumption			
Paper consumption	8.3	7.3	tonnes

⁷ The 2019 report includes the headquarter office in Hong Kong, the office of Wuxi Sunshine Real Estate Limited, the DoubleTree by Hilton Hotel Wuxi, boutique hotel, clubhouse and golf course of L'Isle Adam in Paris and Hong Kong International Medical Centre.

⁸ The 2018 report includes the headquarter office in Hong Kong, the office of Wuxi Sunshine Real Estate Limited and the DoubleTree by Hilton Hotel Wuxi.

⁹ The air pollutants of L'Isle Adam, Paris were calculated based on the European Test and Evaluation Program/ Air Pollutant Emissions List Guide 2019 of European Environment Agency. The emissions cannot be calculated as there is no emission factor of sulfur oxides produced by vehicles burning gasoline and diesel.

OVERVIEW OF KEY PERFORMANCE INDICATORS

SOCIAL PERFORMANCE

Number of employees by region and employment type

Regions	Employment type	Total number of employees by region			
		Full-time	Part-time	2019	2018
Hong Kong	Hong Kong Headquarter	133	1	134	124
	Hong Kong International Medical Centre	78	3	81	—
Wuxi	Wuxi Property Investment Office	32	0	32	30
	Wuxi Hotel	253	0	253	247
Paris	Golf Hotel	69	0	69	—
	Gold Club and Golf Course	29	0	29	—
Total		594	4	598	401

Number of employees by gender, employee category and age group (2019)

Gender	Employee category	Age group				Total
		Below 30	30-40	41-50	Above 50	
Male	Senior management	4	6	10	15	287
	Middle management	23	26	16	10	
	General employees	93	41	28	15	
Female	Senior management	2	4	5	1	311
	Middle management	18	30	11	5	
	General employees	99	66	37	33	
Employees by age group		239	173	107	79	598
Ratio of male to female employees						0.92 : 1

Number and ratio of new employees by gender, employee category and age group (2019)

Gender	Employee category	Age group				Total
		Below 30	30-40	41-50	Above 50	
Male	Senior management	4	5	2	0	118 (41%)
	Middle management	10	9	4	1	
	General employees	55	15	4	9	
Female	Senior management	2	2	2	0	157 (50%)
	Middle management	5	11	4	1	
	General employees	70	40	12	8	
Total		146 (61%)	82 (47%)	28 (26%)	19 (24%)	275 (46%)

OVERVIEW OF KEY PERFORMANCE INDICATORS

Percentage of new employees by region

Regions		2019	2018
Hong Kong	Hong Kong Headquarter	22%	25%
	Hong Kong International Medical Centre	52%	—
Wuxi	Wuxi Property Investment Office	0%	0%
	Wuxi Hotel	51%	53%
Paris	Golf Hotel	99%	—
	Gold Club and Golf Course	21%	—

Number of employees' turnover and turnover rate by gender, employee category and age group (2019)

Gender	Employee category	Age group				Total
		Below 30	30-40	41-50	Above 50	
Male	Senior management	1	1	1	1	105 (37%)
	Middle management	9	3	2	3	
	General employees	53	18	9	4	
Female	Senior management	0	0	0	0	135 (43%)
	Middle management	6	4	3	1	
	General employees	53	34	20	14	
Total		122 (51%)	60 (35%)	35 (33%)	23 (29%)	240 (40%)

Percentage of employees' turnover by region

Region		2019	2018
Hong Kong	Hong Kong Headquarter	17%	23%
	Hong Kong International Medical Centre	47%	—
Wuxi	Wuxi Property Investment Office	0%	0%
	Wuxi Hotel	49%	52%
Paris	Golf Hotel	68%	—
	Gold Club and Golf Course	28%	—

Ratio of male to female average salary by region (2019)

Regions	Ratio of male to female average salary
Hong Kong Headquarter	2.41:1
Hong Kong International Medical Centre	2.67:1
Wuxi Property Investment Office	0.92:1
Wuxi Hotel	1.02:1
Golf Hotel	1.56:1
Gold Club and Golf Course	1.08:1

OVERVIEW OF KEY PERFORMANCE INDICATORS

Health and Safety of Employees

Regions	Number and percentage of work-related fatalities	Number of work-related injuries	Work-related injury rate	Lost days due to work-related injuries
Hong Kong Headquarter	0 (0%)	1	1%	10
Hong Kong International Medical Centre	0 (0%)	0	0%	0
Wuxi Property Investment Office	0 (0%)	0	0%	0
Wuxi Hotel	0 (0%)	3	1%	141
Golf Hotel	0 (0%)	8	12%	32
Gold Club and Golf Course	0 (0%)	1	3%	6
Total	0 (0%)	13	2%	189

Number and percentage of work-related fatalities

2019	2018	2017
0 (0%)	0 (0%)	0 (0%)

Number and percentage of employees trained by gender and employee category¹⁰

Gender	Employee category			Total
	Senior management	Middle management	General employees	
Male	8 (23%)	53 (71%)	117 (66%)	178 (62%)
Female	4 (33%)	41 (64%)	150 (64%)	195 (63%)
Total	12 (26%)	94 (68%)	267 (65%)	373 (62%)

Number and percentage of employees trained by region

Regions	2019	2018	
Hong Kong	Hong Kong Headquarter	67 (50%)	62 (50%)
	Hong Kong International Medical Centre	44 (54%)	—
Wuxi	Wuxi Property Investment Office	7 (22%)	0 (0%)
	Wuxi Hotel	253 (100%)	247 (100%)
Paris	Golf Hotel	2 (3%)	—
	Gold Club and Golf Course	0 (0%)	—

¹⁰ Percentage of relevant categories of employees trained = number of employees trained in the category / number of employees trained; percentage of male and female employees among trained employees: male (47.7%) and female (52.3%); percentage of trained employees by groups of different rank: senior management (3.2%), middle management (25.2%) and general employees (71.6%).

OVERVIEW OF KEY PERFORMANCE INDICATORS

Average hours of employees training by gender and employee category

Gender	Employee category			Total
	Senior management	Middle management	General employees	
Male	3.9	51.9	46.1	42.5
Female	3.0	50.0	40.6	41.1
Total	3.7	51.0	42.9	41.7

Average hours of employees training by region

Regions		2019	2018
Hong Kong	Hong Kong Headquarter	2.9	2.9
	Hong Kong International Medical Centre	2.7	—
Wuxi	Wuxi Property Investment Office	0.8	—
	Wuxi Hotel	96.0	96.3
Paris	Golf Hotel	0.4	—
	Gold Club and Golf Course	—	—

Number of suppliers

Regions	Regions where the supplier is located	2019
Hong Kong Headquarter	Hong Kong	50
Hong Kong International Medical Centre	Hong Kong	83
Wuxi Property Investment Office	The PRC	22
Wuxi Hotel	The PRC	260
Golf Hotel	France or EU regions	5
Gold Club and Golf Course	France or EU regions	61
	Total	481

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