

# Sustainability Report 2020/21



康業控股有限公司  
Hong Yip Holdings Limited



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## Introduction of Sustainability Report

Hong Yip Service Company Limited and its subsidiaries (“Hong Yip” or the “Group”) are pleased to present the Group’s 2020/2021 Corporate Sustainability Report, focusing our valuable achievements on environment, employees, customers, suppliers and community in the period from 1 July 2020 to 30 June 2021. The Group has been in the property and facility management business for over 50 years, continuously improving service quality to ensure that it can exceed customer expectations and maintain a leading competitive edge in the industry. The Group’s commitment and efforts have paid off, not only resulting in steady business growth, but also unanimously recognized by customers, business partners and other related project personnel.

As businesses and operations expand, Hong Yip is fully aware of its impact on the environment, the local community and management responsibilities. As a socially responsible enterprise, the Group must incorporate sustainability responsibility into its business strategy. Corporate social responsibility goes far beyond operating business and providing excellent and high-quality service to customers by adhering to ethical concepts. The Group is also responsible for making progress in employee participation, community investment, volunteer activities and environmental protection. All of them depend on the hard work of all parties to make it happen.



## Message from Sustainability Committee

The committee is pleased to share the Group's "2020/2021 Sustainability Report" to report our progress on sustainability over the past year.

To review the past year, the 2019 coronavirus epidemic has brought unprecedented challenges to the Group and the entire society. Although the Group's business has inevitably been affected in varying degrees, we embraced the challenges to ensure normal business operation is maintained and worked with stakeholders to tide over the economic ups and downs. All rely on our team spirit and the support from our business partners which help management effectively address the current challenges. Adhere to the core value of "Serving Customers with Heart", Hong Yip insists on developing high-quality properties and providing excellent services to customers, tenants, residents, employees and community in order to create sustainable value. We continue to strengthen our own environmental, social and economic resilience in pursuit of sustainable growth, synchronizing with SHKP's development and goals and contributing to the United Nations Sustainable Development Goals.

In a year full of challenges, the Group, as always, adhered to its commitment to providing excellent services. Since 2014, we have carried out a series of reforms to bring innovative life experience to our residents and keep pace with the new technology development. We can maintain effective two-way communication with customers through the mobile apps (SoProp), and through the property management team, we are committed to providing customers with professional and considerate services.

Hong Yip focuses on building a green living environment to meet future environmental challenges such as climate change. So far, 45 of its properties have been certified by the Hong Kong Green Building Council with the "Building Environmental Assessment Method" ("BEAM") (existing buildings). Among them, 11 properties were rated as BEAM Plus. In addition, to promote sustainable development, Hong Yip launched the "Solar Photovoltaic Panel Energy Conservation and Emission Reduction Plan", and installed more than 7,700 solar photovoltaic panels in 19 of its managed properties.

In order to mitigate the impact of the epidemic, we have introduced a number of considerate measures to our customers, employees and those in need. We have established a management-led task force to ensure that major incidents can be responded quickly and systematically. During the year, we made donations to disadvantaged groups hit by the epidemic, including donating face masks in cooperation with St. James' Settlement, PeaceBox Blessing Action organized by our Group, donating materials to 10,000 families / people.

## Our Businesses

### About Hong Yip Service Company Limited

Hong Yip Service Company Limited, a wholly-owned subsidiary of Sun Hung Kai Property Development Company Limited ("SHKP"), was established in 1967. Since its establishment, Hong Yip has been committing to innovation, and has also promoted the local property management to reach the international level. At present, it manages about 1,600 properties, including premium private housing estates, commercial buildings, shopping malls, government properties, tertiary institutions and facilities, which constitute the largest community in Hong Kong and are trusted by all walks of life.

Hong Yip always adheres to the parent company's spirit of "Building Homes with Heart" and concept of "Serving Customers with Heart". Working together to tackle every challenge and build a better home, a premium lifestyle and a harmonious community.



#### **Vision**

"To Be Asia's Best and Most Innovative Property and Facilities Management Company".



#### **Mission:**

"To Deliver the Most Ideal and Advanced Management Services Catering for Customer's Lifestyles and Needs".



#### **Value:**

"Customer Focus, Innovation, Quality Service and Best Value".

### Core Value

The Group always adheres to the commitment of "Serving Customers with Heart" and strives for providing excellent and premium services to residents. We strongly advocate the motto of Excellent Service is the Core, which is a solid foundation for our continuous improvement and development. We will continue to inherit this excellent service culture and build a beautiful home for the residents.

Serving Customers with Heart	Provide premium property and facility management service and build beautiful homes for residents.
Investigate Strictly, Inquire Politely, Decline Gently	Implement "strict investigation, polite inquiry and polite refusal" to improve the security service continuously.
Be proactive, Smile, Be Kind, Greeting	Think what customers think and win the hearts of residents.
Follow through the complaint, take action, get the result, result must be good	Enhance the customer complaint system, turning crises into opportunities.

## Corporate Governance

### Governance Philosophy

"Serving Customers with Heart" is the belief of Hong Yip in providing services to our customer. We commit to ensuring that environmental, social and corporate governance (ESG) factors are taken into account in the decision-making process of operations and business. We maintain our sustainable development and create value to our stakeholders based on good corporate governance strategy and related sustainable policies. In addition to seizing opportunities to promote sustainable development, we also promote communication with our stakeholders, build trust and enhance transparency with our customers, employees and the community through continuous and positive dialogue.

A high level of corporate governance is an important message to stakeholders to ensure that a company has good management, ethical conduct, openness and transparency. We have put in place a comprehensive set of corporate policies and guidelines to ensure that the Group maintains good corporate governance and has established Whistleblowing Policies and channels for reporting misconduct. We have also established a solid risk management framework to respond to the different situations that may arise in the rapidly changing business environment.

With a high level of corporate governance, Hong Yip ensures that the rights and interests of its stakeholders, including customers, employees, suppliers and the community, are fully protected. We adhere to the principles and policies of good corporate governance and clearly demonstrate our commitment to social responsibility to the stakeholders.

### Governance System

We have always complied with regulatory requirements and are committed to maintaining integrity as our core value. There are many regulatory provisions in the property management industry, and we need to strictly comply with Building Management Ordinance (Cap. 344), Property Management Services Ordinance (Cap. 626), Deed of Mutual Covenants, Occupational Safety and Health Ordinance (Cap. 509), etc., to carry out our management work.

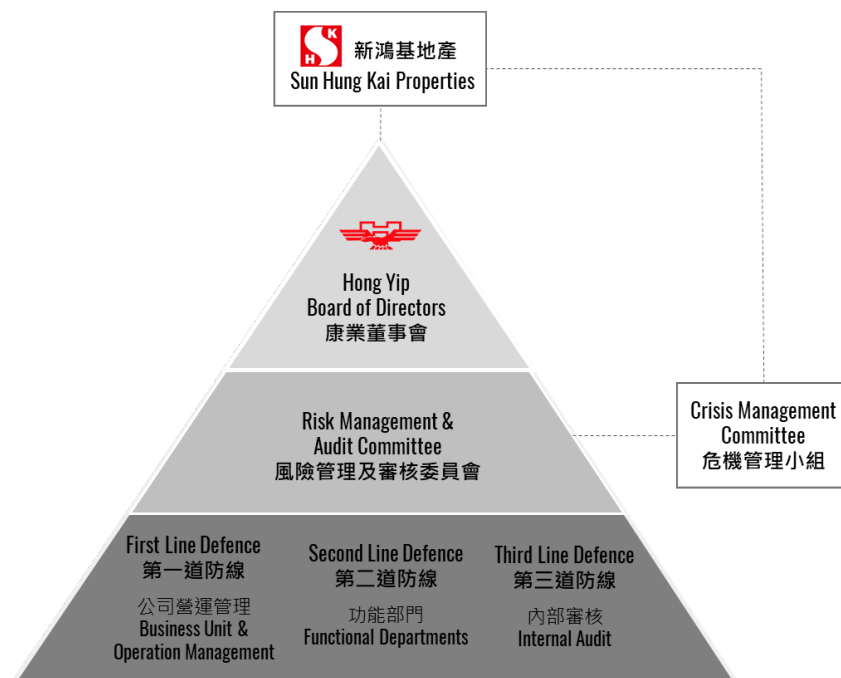
The Board of Directors reminds subsidiary and department heads to comply with all regulatory requirements through executive meetings and strategic committee meetings. It is the responsibility of all subsidiary and department heads to closely monitor the performance of employees to ensure compliance with the Code of Conduct. They should report the investigation result to the Human Resources and Administration Department and then submit the report to the Board of Directors if any impropriety is found. Any employee found to have violated the Code of Conduct will be subject to disciplinary action, including dismissal. We also work with business partners and customers to monitor the ethical conduct of our workforce.

## Risk Management

Hong Yip stresses great importance on risk management, continues to establish and maintain a robust risk management and internal control system to strengthen the Group's future business development and create long-term value for stakeholders.

The Group's risk management procedures cover all departments and business units, which are closely related to each employee. Risk management is an ongoing process, which is not only an integral part of the Group's day-to-day business operations but also part of the Group's culture.

The Group's risk governance structure is guided by the "Three Lines of Defence" model as shown below:



## Board of Directors

The Board of Directors is Hong Yip's highest governance body and has the overall responsibility for establishing and maintaining sound and effective risk management and internal control systems. The Board is responsible to evaluate and determine the nature and extent of the risks it is willing to take in achieving the Group's strategic and business objectives.

## Risk Management and Audit Committee

The Risk Management and Audit Committee under the Board of Directors is responsible for overseeing the overall risk management of the Group. The Committee reviews the risk management and internal control systems of the Group regularly and recommends the Group's risks and corresponding control measures to the Board of Directors and assists the Board of Directors for final approval. The Committee consist of members from senior management including Heads of Business Units and Heads of Functional Departments of the Group.

## First Line of Defence

Each business unit has the duty to manage its own risks in the course of its daily operations. Heads of Business Units are responsible for establishing their own risk management measures for identifying, measuring, mitigating and monitoring the risks in their business units.

## Second Line of Defence

As the second line of defence, Heads of Functional Departments are responsible to review and assess risk and internal controls of all business units and provide support and guidance to them. They propose any enhancements to risk management and internal control systems for consideration by the Risk Management and Audit Committee.

## Third Line of Defence

The Internal Audit Department is primarily responsible for performing independent review and audit to evaluate the proper functioning of the risk management and internal control systems. Results of risk assessment and room for improvement are reported to the Risk Management and Audit Committee for consideration. The Internal Audit Department also put forward any risk action plans for implementation by relevant business units and functional departments concerned.

## Crisis Management Committee

The Crisis Management Committee is established to deal with crises and major emergency events, such as natural disasters, human errors, or social events which may seriously affect the operation, business, legal rights and reputation of Hong Yip. To minimize the impact of the crises or emergency events to the Group, the committee will immediately launch the "Red, Yellow and Green Three Level" alarm sign and provide timely support to relevant business units from head office, including resource re-allocation, strategies adjustment, legal guidance, or human resources cooperation, etc. The committee will also provide a comprehensive review and lessons learned after each case closed.

Crisis Management Committee members include Directors, Head of Community and Public Relations (Convener), Mayer Brown & Associates (Legal Counseling), World Union PR Consultant, SHKP Corporate Communications Department, SHKP Legal Department. Other SHKP and Hong Yip departments or subsidiaries will also be invited to attend the meeting if necessary.



## Integrity Management

The Group focuses on establishing a corporate culture that emphasizes employee integrity and ethics. New employees are required to receive comprehensive mandatory training, and regularly participate in refresher training and promotion activities to ensure that they understand the Group's requirements.

The Group undertakes that all business units will comply with relevant local legislations and regulations in the markets where we operate. The Group's Employee Code of Conduct provides guidelines for employees' norms of behaviour, such as equal opportunities, fair dealing, monitoring and reporting, conflicts of interest and prevention of corruption. All employees of the Group are expected to follow the principles set out in the Employee Code of Conduct; any violation will be subject to disciplinary action.

The Group firmly requires employees and business partners to abide by the provisions and spirit of the "Prevention of Bribery Ordinance" when conducting business. The Group strictly prohibits employees from bribery, solicitation and acceptance of illegal benefits from customers, suppliers, contractors, regulators, legislatures, and other business partners.

The Group's Employee Code of Conduct promotes the core value of probity and integrity, which helps us continue to strengthen anti-fraud control measures in line with the Group's ethical culture. According to the "Employee Code of Conduct", the Group is committed to preventing, detecting and reporting any misconduct that has occurred or is suspected of deceit, fraud, or similar irregularities, while also adopts a zero-tolerance approach to all cases of corruption and fraud.

## Whistleblowing Policy

The Group has a Whistleblowing Policy for employees to report any cases of suspected misconduct, fraud, inappropriate, unethical or unfair treatment. Especially about conduct that violates the Employee Code of Conduct or undermines the Group's principles of business ethics. The Whistleblowing Policy provides formal reporting channels and guidelines for reporting suspected misconduct. Special personnel will be responsible for the investigation of authenticated cases of wrongdoing or misconduct. The Group will promptly report any violation of bribery prevention and anti-corruption Policy or any anti-competitive conduct to the appropriate law enforcement agency.

## Training and Awareness

All employees are required to receive training on the anti-corruption and "Employee Code of Conduct". The orientation training for new employees also covers relevant content.

We not only actively promote the Employee Code of Conduct and Whistleblowing Policy to all employees, but also regularly deepen employees' understanding of the relevant principles to ensure that business operations comply with regulatory requirements.

## Anti-competitive Practice

In our Employee Code of Conduct, we commit to complying with all laws and regulations regarding anti-competitive practice. In order to reflect the Group's core values, the Employee Code of Conduct also provides guidelines for employees to understand the legal requirements, the importance of compliance, and the disciplinary and legal responsibilities for non-compliance.

In addition, we closely monitor the development of the "Competition Ordinance" and report to management any significant impact of the amendments to the Ordinance on the Group.

## Protection of Intellectual Property

All employees must respect copyright and comply with all applicable laws and regulations; infringement is strictly prohibited. We also require suppliers to respect intellectual property rights. In case of any infringement of intellectual property rights, suppliers must protect the Group and be liable for compensation.

## Diversity, Equal Opportunity and Anti-Discrimination

We have been unwavering in the promotion of equal opportunity, committed to eliminating all forms of discrimination in employment, complying with the anti-discrimination regulations in recruitment, remuneration, compensation, benefits, promotions, transfers, training and dismissals in the jurisdictions in which we operate. We don't tolerate any employment discrimination based on age, gender, sexual orientation, race, color, religion or political belief, marital status, ethnic background or social origin.

We value a diverse work team and are committed to encouraging women to join the property management industry. We help them grow and retain in the team. In addition, we are active in providing employment opportunities and support to people with disabilities and older persons.

In order to promote harmony in the workplace, we have established an investigation mechanism for discrimination-related complaints and appointed appropriate colleague as Equal Opportunities Officer to ensure that the entire process is fair, independent, and respectful.

## Sustainability Policy

Adhering to the core values of our parent group Sun Hung Kai Properties “Building Homes with Heart” and “Serving Customers with Heart”, Hong Yip adopts the management principles of quality services, technology integration and green management to ensure its sustainable development and foster long-term value creation for customers, employees, partners and community.

As a property management service provider, Hong Yip strives to achieve its sustainability goal of "Service for the Future", which is driven by seven core values of "SERVICE", being the acronym for Social, Environment, Risk Management, Vendor, Innovation, Customer and Employee.

With these seven core values, we would continue to strengthen our environmental, social and economic resilience in pursuit of sustainable growth, synchronizing with SHKP's development, with a view to providing a better living environment, creating a better lifestyle, building a more harmonious and healthier community.

Hong Yip places great emphasis on environmental, social and corporate governance. While sustainability plays a decisive role in our corporate planning and decisions, four major directions have been set out for sustainable development, via "Caring for the Community", "Synergetic Partnership", "Sustainable Environment" and "Innovative Heritage", and risk management in order to achieve the goal of sustainability through our good practice of corporate governance.

## Caring for the Community

Hong Yip is committed to contributing to the long-term stability and prosperity of the society. We work with different stakeholders in the community through our social welfare platform and encourage participation of our employees, partners and customers to support community services together. By connecting all sectors of the community, we aim to help more needy people and bring positive energy to the society in the long run.

### Synergetic Partnership

Hong Yip aims to build a healthy, long-term and mutually beneficial partnership with our stakeholders by advocating interactions and collaborations, understanding our customers' expectation and responding to the community's needs. We also actively communicate with our suppliers and contractors to consolidate a sustainable supply chain and create shared value.

### Sustainable Environment

Hong Yip advocates the concept of "Sustainable Green City" to improve the living environment. In addition to continuous promotion of greenery, we set strict environmental standards for our properties to enhance environmental performance and energy efficiency. We aim to create a green and comfortable living environment for customers and contribute to the achievement of the United Nations Sustainable Development Goals.

### Innovative Heritage

With our Company's core value of “Serving Customers with Heart”, we always welcome innovation and embrace the future. We constantly anticipate customer's needs and integrate smart technological elements in our daily management to provide high quality and caring property management services to customers, promoting the development of smart city and moving towards a more harmonious community in the long run.

## Sustainability Elements

Hong Yip adheres to the belief of “Serving Customers with Heart” to ensure that decision-making process for business operations will consider sustainable development factors.

This policy is the basis for sustainable development and creates common value for stakeholders. The Group’s sustainable development policy is based on five core pillars, including the environment, employees, customers, supply chain and community. We will continue to maintain close ties with our stakeholders to explore and seize opportunities to promote sustainable development.

### Legal Compliance

Strictly follow or operate with a higher standard of applicable laws, environmental codes of practice and social standards.

### Environment

- Improve the efficiency of energy, water and resources use in business operations, avoid pollution and minimize impacts on biodiversity
- Encourage customers and tenants to use resources responsibly

### Employee

- Create a people-oriented, helpful and inclusive working environment, advocate diversity and equal opportunities
- Put employees’ health and safety first, enhance their physical and mental health
- Strengthen talent development and provide adequate support for employee development

### Customer

- Provide premium properties and considerate services that exceed expectations
- Support innovation and technology and continuously improve product and service quality

### Supply Chain

- Practice sustainable sourcing, prioritizing environmentally and socially responsible suppliers
- Establish communication mechanisms and procedures to allow suppliers, contractors and business partners to propose improvements
- Ensure the health and safety of construction workers on site

### Community

- Listen to the needs of the community and support the community by organizing charity activities
- Consistently support disadvantaged groups
- Encourage employees to care the community and environment during and after office hours

### Governance and Reporting

Hong Yip actively cooperates with SHKP in reviewing the relevant goals of sustainable development, and strives to continuous improvement and report the sustainability performance to the SHKP quarterly. The Sustainability Committee also holds regular meetings to review and enhance the policy according to the current situation.

## Sustainability Goals

### Environment



Hong Yip innovatively introduced the “Concept of Sustainable Green City” to improve the living environment. In addition to continuing to promote landscaping, it also continues to set strict environmental standards for its properties, including pollution control, air quality management, waste recycling, energy conservation, use of environmentally friendly materials, and environmental protection promotion and education, etc. to improve environmental performance and energy efficiency with the aim of providing residents a green and beautiful living environment.

### Employee



Hong Yip advocates diversity and concerns the health and safety of our employees and is committed to creating a people-oriented working environment. We nurture our employees with equal opportunities and adequate support to help them develop as an outstanding team.

### Customer



Hong Yip adheres to the belief of “Serving Customers with Heart” and strives to provide premium properties and considerate services that exceed expectations. We think about what our customers need, safeguard their rights, protect their health and safety, keep pace with the innovation and technology development.

### Supply Chain



Hong Yip is committed to building a supply chain that is sustainable in environment, social and governance. We actively communicate and implement management with suppliers and contractors to establish long-term and mutually beneficial partnerships.

### Community



Through the participation of employees, business partners and residents, Hong Yip connects the community and help those in need and bring positive energy to the community.

## Regular Communication with Stakeholders

Hong Yip conducts regular questionnaires with residents, carry out random home visits, sets up a 24-hour complaint hotline, develop customer mobile apps, QR codes, etc. and extensively listens to the opinions of the residents. With the policy of “Follow through the complaint, take action, get the result, result must be good”, Hong Yip also regularly organizes activities to enhance communication with residents, publishes estate newsletters to improve the transparency of estate management.

Hong Yip continues to:

- Maintain close contact and communication with stakeholders through different channels, understand their expectations and opinions and continuously improve the our sustainability
- Collaborate with business partners and external organizations to promote the best practices for sustainable development
- Conduct regular employee surveys and enhance the staff communication through the Group’s mobile apps WeCom



## Recognition in the field of sustainability



Hong Yip has been striving forward in sustainable development and has been recognized by many professional organizations. As of 30 June, 2021, 45 of our properties obtained BEAM Plus Existing Buildings by the Hong Kong Green Building Council. 1 property was obtained Excellent Rating and 11 properties were obtained Excellent Rating in management aspect. Other recognitions and charter are as follows:

BEAM Plus Existing Buildings Certification		
Excellent-Energy Use	Excellent-Management	Good-Management
1	11	33

Hong Kong Awards for Environmental Excellence			
Hong Kong Green Organisation Certification			
150			
Wastewi\$e Certificate	Energywi\$e Certificate	IAQwi\$e Certificate	Carbon Reduction Certificate
369	337	3	4

Charter or Scheme by the Environment Bureau or Electrical and Mechanical Services Department			
Charter on External Lighting	Glass Container Recycling Charter	Energy Saving Charter	IAQ Certification Scheme
216	131	295	48

### BOCHK Corporate Environmental Leadership Awards 2019

Valais and Wonderland Villas awarded the BOCHK Corporate Environmental Leadership Awards 2019 - Services Sector, silver and bronze award respectively.



### Outstanding Promotional Partner Commendation Scheme

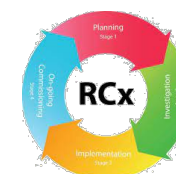
We comply with the environmental policies and continue to implement Green Property Management.

Aria, Century Link and Imperial Cullinan awarded in the Outstanding Promotional Partner Commendation Scheme. Mikiki, Tsuen Wan Plaza(SA), Century Link, Manhattan Hill and Wonderland Villas also awarded Certificate of Merit.



### Retro-commissioning (RCx)

Hong Yip have more than 10 operation and management staffs who have registered as RCx Practitioner or RCx Professional under the RCx Training and Registration Scheme. We successfully registered as the first RCx facility management company (Type A - RCx Facility Management Firms) in Hong Kong this year.







# Caring for the Environment



Hong Yip introduces “Sustainable Urban Concept” to promote and develop the community towards a greener and eco-friendly one for our future generations. We formulate strict environmental standards to improve environmental performance and enhance energy efficiency in order to create a green living environment.



## Strategies and Management

Adhering to our philosophy of Building Homes with Heart, we endeavor to contribute to the development of sustainable cities while supporting the SDGs. We achieve this by strictly abiding legal and environmental standards. We also strive to make great efforts to enhance the environmental performance of our existing buildings.

- We will comply with environmental legislation to prevent pollution and make the best use of resources to minimize the generation of waste.
- We will pragmatically implement our energy objectives and management plans in order to improve and increase energy efficiency continually.

## Environmental Commitment

Hong Yip promotes sustainable development following to the government policy, i.e. Hong Kong's Climate Action Plan 2050, regarding building energy efficiency and green building, waste management and green transport, and the relevant through the corporate headquarters level and building management level strategies for achieving carbon neutrality by 2050.



2030 Reduction the scope 1 and 2 carbon emission by 25% comparing with Base Year 2020

## Governance

Specialized committee has been formed within the Group to monitor specific areas of concern. The committee comprises 20 technical and management specialists to overseeing energy consumption, identifies areas for improvement and share best practices.

### Environmental Policy

Hong Yip has several policies in place to guide our sustainability effort. Our Environmental Policy outlines our overarching approach to environmental challenges such as the use of resources, climate change and carbon management.

### Environmental Management System

Our buildings and sites hold ISO 14001 Environmental Management System certifications while several properties have ISO 50001 Energy Management System certifications. We regularly review the effectiveness of our environmental management systems, both internally and externally in order to achieve continual improvement.

### Sustainability Data Management System

Our Sustainability Data Management System, introduced in 2014, facilitates data collection across our operations and enhances monitoring of our environmental and social performance. The system is regularly reviewed and upgraded to meet new demands and standards.

## Developing Our Green Portfolio

We strive to achieve green certification for all properties for more efficient use of resources and enhance the sustainability of our properties.

A high-quality team is key to our sustainability performance. During the reporting year, we employed 9 accredited Hong Kong Building Environmental Assessment Method Professionals (BEAM Pro), allowing us to innovate and respond to market needs through innovation and technological enhancement. We continually leverage innovative green technology to improve our energy efficiency, material use and waste management. As a result, we have been awarded 45 green-building-related certificates in Hong Kong.



- Hong Yip endeavour to achieve green certifications for our buildings so as to ensure that resources are effectively deployed and to maintain the sustainability of our properties.

Pledging to enhance our green building commitment, Hong Yip signed a Memorandum of Understanding with the Hong Kong Green Building Council and BEAM Society. Under the effective environmental management and monitoring by the Group during the reporting year, Sun Hung Kai Centre further obtained the 'Excellent' rating in Management under the Selective Scheme of BEAM Plus Existing Buildings V2.0 in addition to a previous 'Excellent' rating in Energy Use. Harbour Centre, 26 Nathan Road, 909 Cheung Sha Wan Road and Grand City Plaza also achieved 'Excellent'.

During the year, Park Central, Tsuen Wan Plaza, Mikiki, Port 33, Valais and Imperial Cullinan were awarded 'Excellent' rating in Management in the Selective Scheme of BEAM Plus Existing Buildings V2.0. More than 30 of our commercial, industrial and residential buildings earned 'Good' ratings.

In recognition of our continued commitment, Hong Yip received 5 accolades at the 2019 Hong Kong Awards for Environmental Excellence (HKAEE). In addition, Mikiki and Sun Hung Kai Center received RCx Merit Award at the EMSD's Energy Saving Championship Scheme Award 2019.

During the reporting year, we earned a total of 369 Wastewi\$e certificates, 337 Energywi\$e certificates, 3 IAQwi\$e certificates and 4 Carbon Reduction certificates of HKAEE scheme.

## Enhancing Energy Efficiency and Minimizing Carbon Emissions

To expedite the transformation of our businesses to a low-carbon and climate-resilient economy, the Group has taken the impact of climate change into account in the course of developing energy management strategies for our property portfolio. We also support external initiatives, including the Government's Climate Action Plan 2030+ and the Energy Saving Plan for Hong Kong's Built Environment 2015~2025+.

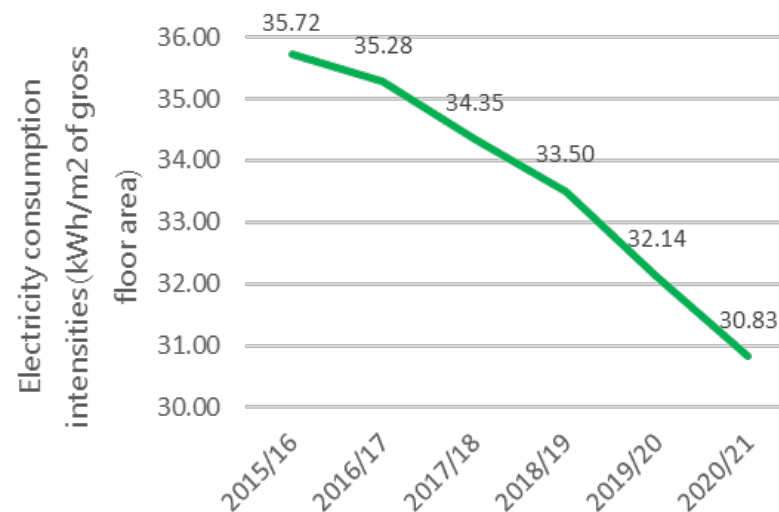
In 2014/15, The Group established a Group-wide energy reduction target to reduce electricity consumption intensity by 10% by fiscal year 2019/20. In 2019, we have accomplished our five-year target and achieved an electricity consumption intensity of 24.5 kWh/m<sup>2</sup> gross floor area, in a result of a reduction of 10.02% since 2014/15.

With the intention of replicating such encouraging results, we commit to further reducing the electricity consumption intensity of buildings by 13% by fiscal year 2029/30 compared to 2019/20. We will continue to share best practices on energy management among buildings managed by Hong Yip.

The Group has adopted a host of measures in achieving energy-consumption reductions and improving energy efficiency in specific buildings. We have carried out retro-commissioning in some of our existing buildings to improve overall energy efficiency, such as replacing and retuning chiller plants, faulty sensors, flow meters and heat exchangers, and introducing LED lightings. Existing systems, such as water pumps and air-conditioning, were adjusted to ensure optimal use of energy.

To remain at the forefront of the market, we actively introduce digital technologies and solutions to promote building sustainability. At our BEAM-certified Sun Hung Kai Centre, for example, we have introduced the IoT network to allow real-time monitoring and analysis on energy consumption patterns for better management, as we have done for our other commercial and residential buildings. We have employed a smart system which automatically selects the most efficient combination of chillers and pumps needed to match a building's load to optimize the overall operational efficiency and save energy. We have also adopted a protocol to automate the control of power systems of equipment, allowing better communication of data for improved energy efficiency.

## Electricity Consumption Intensity of Major Properties, 2014/15-2019/20



By adopting a variety of energy conservation measures, Sun Hung Kai Centre has achieved an aggregate energy reduction of over 46 million kWh and about 37,000 tonnes of carbon emissions have been saved since 2005. Mikiki also achieved a significant 30% reduction in electricity consumption compared with the opening of the mall in 2011. Both properties won the RCx Merit Award in the Energy Saving Championship Scheme organized by the Environment Bureau in recognition of its efforts.

The Group has developed a number of plans to promote the use of renewable energy. For example, the installation of solar panels on the roof of Brill Plaza and Sun Hung Kai Centre, which are both in progress, fully demonstrates our support for the use of renewable energy and active participation in the Renewable Energy Feed-in Tariff Scheme.

In support of reducing carbon emissions to mitigate climate change, Hong Yip has joined the Carbon Audit • Green Partner and since 2009 and signed up to the BEC Low Carbon Charter in 2019.

## Case Study: Installation of Solar PV Panels

To promote renewable energy and reduce carbon emission, Hong Yip launched the Solar PV Panel Energy Saving Scheme during the reporting year. More than 7,700 solar panels would be installed on the rooftops of over 14 managed buildings; a project expected to be completed by mid-2022. An estimated 14,400,000 MJ of renewable energy will be generated annually – equivalent to the annual consumption of 1,000 households in Hong Kong, which is equivalent to reduction of 2,840 tonnes annual emission of CO<sub>2</sub> or removal of CO<sub>2</sub> by 13,000 nos. of tree.



• Europa Garden



• Hoi Luen Industrial Centre

Solar energy is more environmentally sustainable. Energy that is produced by solar panels is clean, renewable and has zero-emissions. 11 properties managed by Hong Yip have installed solar panels, including Sun Hung Kai Centre, Brill Plaza, Grand City Plaza, Europa Garden, Valais, Scenery Court, Hoi Luen Industrial Centre etc. Brill Plaza is recognized as one of the “Ultra-low Emission” industry and commercial buildings in the district.

### Brill Plaza:



Brill Plaza joined CLP's Renewable Energy Feed-in Tariff (FiT) scheme last year and achieved zero tariffs for months. It has become one of the scheme's largest-scale of ultra-low emission industrial and commercial buildings in the district.

Using renewable energy can greatly enhance the overall energy efficiency of the buildings. Apart from solar PV panels, we have been actively applying solar technology in various fields, such as the use of solar spike light, solar wall mounted outdoor lights, and solar powered security cameras. In addition, solar powered mosquito lamps and smart irrigation controllers have also been installed.

Hong Yip will continue to invest resources in researching any feasibility of applying solar power to buildings, to create green communities for customers and build a sustainable living environment.



## Reducing Waste

To support Government's waste-management plans, such as the 'Hong Kong Blueprint for Sustainable Use of Resources 2013-2022', and achieve sustainable waste management across our operations, we adhere to the three-tier approach which prioritizes waste avoidance over waste reduction and recovery. Recognizing that construction and demolition waste from our construction work and general waste produced from our properties are the major waste sources of the Group, we aim to go beyond compliance and ensure effective waste management practices are in place.

Hong Yip seeks to introduce measures of responsible consumption at our managed properties and shopping malls and encourages our tenants and customers to practice the same to minimize the amount of waste being sent to landfills. We promote recycling and collect recyclables beyond the three common types across our buildings and malls, and have installed reverse vending machines to encourage plastic bottle recycling. We also participate in Greeners Action's Beverage Cartons Clean Recycling Pilot Programme by placing recycling bins at a number of our malls. Over 100 residential buildings, shopping malls, commercial and industrial buildings have signed the Environmental Protection Department's Glass Container Recycling Charter to show their commitment to raising public awareness on glass container clean recycling and source separation.



- Hong Yip continues to implement Green property management



- Hong Yip actively promote green practice with our customers

In addition, the Group has proactively responded to the Government's 'A Food Waste & Yard Waste Plan for Hong Kong 2014-2022' since 2018 by promoting food waste separation and recycling at our properties. Selected shopping malls have partnered with their restaurant tenants to send the collected food waste to the Organic Resources Recovery Centre for energy recovery. Park Central, in particular, has partnered with tenants and residents to promote and collect food waste for recycling at the EcoPark.

Residential properties such as Wonderland Villas further converted food waste into fertilizer and use for organic farming. Successfully attract residents to participate in the food waste recycling program and has achieved remarkable results.

## Utilizing Resources Efficiently

We incorporate environmental considerations into our procurement and prioritize the use of sustainable materials. We minimize unnecessary consumption through careful decision and close monitoring.

### Considering the Environment While Sourcing

In order to enhance the Group's environmental management system and environmental performance, a guideline on green procurement has been formulated for reference. The purpose is to consider purchasing environmentally friendly products or services as far as practicable and to raise employees' awareness of green procurement. Clauses or specifications related to environmental protection are included in our property management's procurement process to help source goods or services that are better for the environment. Purchasing guidelines require employees to consider the production, delivery or provision of the product or service before purchasing, at least but not limited to the following factors: (1) Manufactured without hazardous substances; (2) Recyclable or waste reduction; (3) Environmentally friendly and energy-saving; (4) Compliant with all relevant environmental and energy efficiency ordinances and codes of practice (such as: ISO 14001 and ISO 50001).

## Efficient Water Consumption

Most of our businesses are not water-intensive. Nonetheless, we are committed to enhancing water management, reducing wastage and raising conservation awareness across our operations. To better conserve water, Hong Yip supports the Water Supplies Department's Let's Save 10L Water 2.0 Campaign. Promote free installation of flow controllers at water taps and showers to encourage households to promote water conservation.

### Utilizing Technology to Minimize the Use of Resources

Hong Yip actively explores opportunities in the deployment of multiple technological solutions at our managed properties to minimize the use of resources. To reduce paper consumption at our managed sites, we use mobile application developed by ourselves, such as Nitrol, SoProp, SoPropBiz, WeCom and CRM for transformation into a paperless workflow.



## Raising Public Environmental Awareness

Hong Yip takes a proactive role in educating the public about sustainable and green-living, as well as promoting environmental protection in local communities. Wonderland Villas promotes the concept of green living through organizing various activities. Like story-telling and book crossing program, we invited our Green Living Volunteers as the storytellers to enhance the environmental awareness of residents. Since the outbreak of the Coronavirus last year, we turned to deliver the green messages such as clean recycling through online and posted on our Facebook.

In order to reduce the waste at source, we recycle the citrus plants discarded after the festival season and replant in our gardens every year. Up-to-date, we have already regrown more than 150 potted of citrus among the estate. In addition, we utilize our corridor of Art Gallery at Sports Complex as an exhibition area for showing the ecology of butterflies and other species found in our estate, as well as the “Big Waster” exhibition to foster the sense of “Think Green. Live Green” between our residents



- Wonderland Villas promotes the concept of green living through organizing various activities.



- Our green activities have been supported by many residents

Hong Yip also participated in WWF Earth Hour for the 12th consecutive year by mobilizing over 150 commercial and industrial buildings, shopping malls and residential estates to switch off their lights for an hour, promoting awareness on sustainable living and energy conservation. We encourage people to use more environmentally friendly electric vehicles and has installed a total of 236 electric vehicle charging stations at over 58 commercial and residential properties over the years.

We are also dedicated to promoting green measures and co-building a sustainable environment through active tenant engagement. For example, Tsuen Wan Plaza apply greenery concepts to new tenants and new mall designs to encourage different stakeholders to embrace greener lifestyles.

Two of our managed sites were awarded the "BOCHK Corporate Environmental Leadership Awards 2019" in October 2020, and won the silver and bronze awards respectively.

# Employee Caring



Our Group adheres to the belief of “Serving Customers with Hearts” and is committed to providing excellent and premium property management and caring services. We always meeting with our customers’ need and keep pace with the times through the application of innovation and technology.





## Employee Caring

### Talent Strategy and Management

We have always adhered to the belief of “People-Oriented, Talent-Forward”. The Group deeply believes that it is important to promote “individual value” to each employee, develop “creative management” and ensure “quality service” to customers, so that the Group’s business continues to expand.

In line with the Group’s development direction, there are two main strategic priorities:

1. Improve talent quality: recruit outstanding talent through diversified channels, regularly review the performance and contribution-based compensation system to retain talent, encourage their continuous learning and innovative ideas in order to improve the Group’s talent quality.
2. Pursue creative thinking management: encourage employees to actively learn new technologies and skills through “Breakthrough and Innovative Corporate Culture”, keep pace with the trend of digital transformation, utilize creative management to improve overall service quality, work safety level and employee competency.

We value and support fair employment practices and ensure legal compliance with relevant local labor laws and regulations. Human Resources & Administration Department is responsible for reviewing, monitoring and formulating human resources policies, as well as existing and new trends related to health and safety. Through regular review, the potential risks of daily operations are minimized. In addition, we have implemented the “Diversity and Inclusion Policy”, “Equal Opportunity Policy” and “Occupational Health and Safety Policy”, which are regularly reviewed based on business strategies and opinions. Through these policies, we are committed to creating a safe, equal and friendly working environment for all employees.

## Talent Acquisition

Attracting and acquiring talents from all services is the key to business development.

The Group has always been recruiting talents, including outstanding talents with innovative ideas and aggressive mindsets in order to maintain business competitiveness and reserve talents for its future development. There are two main points in talent acquisition:

### I. Human Resources Strategies and Management

#### Talent Acquisition & Retention

We have established a wide-range of employment practices, including family-friendly policies, competitive remuneration packages, etc. to create a satisfactory and attractive working environment for employees.

Full-time employees in Hong Kong are entitled to various benefits, including maternity leave, paternity leave, medical and dental insurance, education allowance and performance-based year-end bonus, childbirth medical assistance and employee assistance services. Eligible employees are also entitled to children’s education funding, which enables their children receive scholarships for overseas exchange programs and enter local universities. At the same time, we have developed family-friendly measures for employees who need to take care of their families, including flexible working hours. Employees can also be entitled to special leave such as marriage leave, compassionate leave and other temporary leave.

Group will keep abreast of the labor market trend to review and adjust the compensation and benefits as necessary.

## **Employer Brand Building**

Enhancing publicity strategy to create outstanding employer brand, Hong Yip actively cooperates with different universities/colleges, non-profit making organizations, training institutes and Vocational Training Council to recruit talents through various internship/workplace attachment programmes such as the "Internship First, then Employment", Industry Partner Scheme with Hong Kong Baptist University, Work-Integrated Education (WIE) signed with The College of Professional & Continuing Education (CPCE) of PolyU, Child Development Initiative Alliance, Employees Retraining Board and The Hong Kong Management Association, etc. This helps a lot to increase the employment opportunities of graduates. In addition, we have been participating in the career talks for local colleges and universities every year in order to introduce career development opportunity in property management industry to graduates.



- Every year, the Group organizes the "Innovative Suggestion Scheme" to allow employees to express their creativity and promote innovative ideas.

### **Case Sharing:**

#### **Application of Artificial Intelligence (AI) in Interview**

In the face of the global outbreak of the epidemic, many companies have to use information technology to change their daily operation mode to ensure that their business growth is not affected. In order to improve the efficiency of recruitment and training, the Group follows closely with its direction to boost business development with technology. From May 2021, the Human Resources and Administration Department has applied artificial intelligence (AI) in recruitment interviews, to replace traditional interviews and online numerical reasoning test, AI solutions help to simplify the talent recruitment process and improve recruitment and training efficiency. Generation Z have been exposed to the Internet and electronic technology since childhood. They are basically a group that grew up with high proficiency in technology. Therefore, the use of video interviews is very compatible with their habit. It is a win-win for both recruiters and job seekers. For enterprises, AI interviews can synchronize with the new generation, recruit and attract young talent as an ideal channel.

## II. Talent Cohesion and Management

We actively create a working environment where employees can develop their strengths and their talents can be fully developed. The goal is to cultivate a sustainable corporate culture, support employees to create shared value for different stakeholders, and equip the team to prepare for future career development. Therefore, in term of talent cohesion and acquisition, the Group emphasizes the following three areas:

### Enhancing Promotion System

Hong Yip has set up a comprehensive system of promotion boards, which aim to ensure the promotion of appropriate talents through well-established promotion criteria and processes that can tie in with employees' career planning and development. The purpose is ensure the provision of a stable supply of high performers to retain talents to match with the Group's continuous business development. In order to assess employee's ability, competency, experience and qualification, we have specially set up three different Internal Promotion Boards (according to the rank), which are scheduled to be held in January and July every year to evaluate promotion applications and interview nominated employees systematically. Only board members are satisfied with the promotion proposal, they will be approved for promotion.

### Inspiring Innovation

To continuously support and encourage employees in expressing their ideas creativity, Hong Yip launches the "Hong Yip Innovative Suggestion Scheme" annually. In this scheme, it aims to provide a platform for employees to think creatively and to share constructive feedback, such as the use of 5G and IoT applications in improving its service quality, work procedures and safety standard. Through the competition, those who are able to make effective use of existing resources and to provide valuable recommendations, will be awarded and implemented. This scheme can improve employee engagement and sense of belonging.

## Nurturing Talents

### Unleashing Full Potential

We provide employees with a variety of learning mechanisms, including systematic training programmes, on-the-job “Mentoring”, on-site practice and coaching after the classroom, on-site observation and learning, cross working units transfer, various e-learning platforms, etc., and supplemented by different auxiliary tools/materials. In order to make the full use of various learning methods, Hong Yip provides employees with tailor-made training programs to uplift their professional knowledge, skills, experience and work performance. We cultivate potential talents to cope with the Group's future development.



### Setting Up “Hong Yip People Development Academy”

Hong Yip established the “Hong Yip People Development Academy” (HYPDA) in 2007, with “Initiative, Proactive, Learning, and Experience” as the core values. Its set-up not only enhances our staff’s professionalism, but also provides them job skills and industry knowledge that enhance their career development and advance qualifications level.

The Board of Directors under HYPDA, chaired by our Chairman and Chief Executive Officer, is responsible for planning and formulating the direction, policy and action plan of the overall talent development and cultivation, so as to retain those high-quality talents to meet the Group's development and needs.

HYPDA also has a “Quality Management Committee” which is composed of senior professionals from the industry and academia to ensure that the quality and contents of the training programmes meet the needs of the industry and society. During the reporting year, HYPDA has organized more than 400 courses, lectures, online seminars and video trainings with over 127,000 training hours. We also subsidize employees to take external work-related training programmes, ranging from seminars to master's degree programmes.

## Diversified Training and Learning Experience

Hong Yip launched a self-developed mobile app “WeCom” in 2014, which has become one of the main communication platforms for the Group and employees. More than 400 training videos have been uploaded into WeCom, which are categorized into 30 “themes”. The contents and elements of the videos cover: business ethics, anti-corruption, equal opportunities, emergency handling, occupational safety and health, environmental protection, mental health, etc. On one hand, employees can click easily to watch all videos anytime anywhere that helps to enhance their work efficiency. On the other hand, invaluable property management experience, knowledge and skills are also being shared through this effective application of app platform.

To cope with the development of Innovative Technology as part of the corporate strategy, Hong Yip organizes a wide range of technology development and application training programmes. Hong Yip is the first company to introduce new training technologies, such as Virtual Reality (VR) and Augmented Reality (AR), in property management industry, which have been applied in various internal courses including Emergency Flooding, Arboriculture Safety, Work at Height, Fire Handling..., etc., to provide real experience in virtual world.



- Learning through VR application is added in our training programs.



- VR tools have been applied to facilitate better interaction during training.

## Enhancement of Professionalism through Promoting Qualification Framework

In view of the importance of nurturing talents, Hong Yip People Development Academy has been actively promoting the application of “Qualifications Framework” for its employees. In 2010, Hong Yip was the first company to introduce QF Recognized Level 1-3 in the industry and offer in-house QF Specifications of Competency Standards (SCS) based courses for our staff in the market. Hong Yip organized 20 numbers of QF recognized courses and issued nearly 5,500 QF certificates until now, accounting for the majority of QF-recognised programmes offered among all property management companies. Furthermore, Hong Yip was the first company signed MOU on Credit Accumulation and Transfer Agreement with various universities and institutions in the market as early as 2014, which establishes the recognition of qualifications and facilitate the learning progression from its own program to programmes offered by other universities/institutes without duplicate learning.

## Comprehensive Training of ESG Strategy

With an aim to implement the Group's ESG strategy, we commenced to regularly organize and arrange relevant training activities for our employees in recent years, including "Business Ethics Training Series", "Occupational Safety and Health Training Series", "Environmental Protection Training Series", etc. Especially in "Business Ethics Training Series", we covered topics and elements of business ethics, anti-corruption, fair competition which were arranged as mandatory training for all new joiners to ensure they are well aware of the Group's requirements on these important topics.

To ensure all employees at different levels are knowledgeable on ESG strategy, we arranged a comprehensive training session - "Director Training Programme" for senior management in April 2021, which is tailor-made by the Hong Kong Institute of Directors. Apart from that, senior management is also required to participate in "Hong Kong Stock Exchange (HKEX)" self-learning course, in order to enable them understand and keep updated on the relevant knowledge completely.

In addition, we proactively establish systematic training plan and all-round sharing sessions for our talents, including Mentorship Programme, District Instructors Scheme, VIP Serving Skills Programme, Brainstorming session and Departments Experience Sharing session. All schemes and programmes are tailor-made to meet specific training needs of employees and teams so as to unleash their potential for improving work effectiveness and efficiency.

## Succession Planning and Talent Development Programme

We are proud to be an employer of choice to attract and retain top talent. In addition to "Succession Planning" for Senior Management which helps to identify successors of senior leaders, we also established Talent Development Programme to cultivate potential employees and enhance the talent pool to support the sustainability and continuously growth of business. In order to achieve the Group's direction and meet with the needs of top talent, we continue to design tailor-made training plan including developing Competency Assessment Tool, establishing Meeting with Management sessions, and delivering training programmes such as Elite Leadership Development Programme, Team Building Workshops, e-Learning programmes, Management skills programme and Project Management, etc. All are designed to provide potential talents opportunities to uplift their professionalism, drive sense of engagement and allow a clearer way to plan for own career prospect.

## Mentorship Programme

Besides classroom training, Mentoring Program is one of the well-developed training mode in driving Hong Yip's operations. Experienced employees with outstanding performance served as the role of on-site mentors. They are responsible to observe employees' performance and areas for improvement in daily work, and to provide guidance, demonstration and on-the-job training helping new employees to adapt to new environment quickly to meet the Group's standard. In addition, to strengthen the effectiveness of the "Mentorship Programme" and to motivate employees' mindset with "Customer First", we go one step further to develop the "Senior Mentorship Programme" so as to improve overall customer service quality and enhance employees' required skills.

## Cultivating Talents with External Recognitions

With a comprehensive training spectrum and system, Hong Yip People Development Academy actively participates in the development of talents, and has won numerous awards over the years for our outstanding achievements :

### **Best Security Training Award**

Co-organized by the Royal Hong Kong Police Force and the Vocational Training Council Security Services Industry Training Committee, Hong Yip has participated in the Best Security Training Award competition in 2021 and won the Gold Award (over 500 people). At present, Hong Yip is the only company in the competition that has won the Gold Award for 11 consecutive years since its launch.



### **Excellent Industry Practitioners Election**

Organized by the "Hong Kong Institute of Certified Property Managers" in co-operation with a number of tertiary institutions, professional committees and other institutions, the purpose of this Election is to encourage and recognize the outstanding performance and extraordinary achievements of property management practitioners at all levels, and to enhance the image of the industry. We have participated in this election for 8 consecutive years, and thus for 49 Hong Yip employees have won awards in four categories (manager level, middle management, frontline staff and Golden Key Customer Service Award), and have been highly appreciated and recognized by various professional bodies, which is a testament to their commitment in providing professional and high-quality customer service.



- 49 Hong Yip employees won outstanding awards in four categories of outstanding practitioners, and are committed to improving service levels and expanding new services.

## **Employee Communication**

Understanding the importance of communication with our employees, Hong Yip establishes different channels for two-way communication to strengthen the relationship with all our employees.

### **Internal Sharing Sessions**

We regularly hold Brainstorm session with our Chairman & Chief Executive, Department Heads, Regional Managers and other managerial staff to encourage employees to think out of the box and to gather opinions for enhancing our products and service. Different project teams are formed to formulate a long-term corporate strategies. It not only provides great opportunities for communication among employees, but also enhances the cohesion and future development of Group.

In addition, "Departments Experience Sharing Session" is regularly held for staff working in different working units. During the sharing session, participants are able to share their experiences and insights with each other. It also acts as an interactive sharing and learning platform for exchanging ideas and conducting in-depth discussion.



## Employee Engagement

WeCom mobile app is one of our self-developed online platforms for employees in Hong Yip. The main role of WeCom is to enable all staff to receive all company's information at anytime and anywhere, which can hardly achieve in traditional way of communication. In WeCom mobile app, it also includes Chairman's message, internal training, company event highlights and employees' feedback, etc., allowing employees openly and thoroughly communicate within the Group. Meanwhile, WeCom serves as an important platform to build connection between management and employees so that all of us can contribute towards mutual values and missions to achieve the Group's goal.



- Self-developed online platform for employees in Hong Yip – WeCom, all employees can receive company's information at anytime and anywhere

## Employee Caring

To take care of the physical and mental needs of our colleagues during the epidemic, Hong Yip has sent out health tips and office safety information to them through our mobile apps and emails from time to time. The Group provides employees with face masks, anti-epidemic supplies (such as hand sanitizers and health drinks) and rapid antigen test kits on a timely and regular basis, so as to bring more protection, warmth and peace of mind to colleagues when the supplies were in shortage.

The Group has always cared about the health and well-being of its employees, but during the epidemic, it was difficult to carry out recreational and social activities for employees as originally planned. In order to continue to distribute health information to colleagues, the Group conducts online live broadcasts through "Zoom" for staff activities, like health talk in lunchtime and handicraft workshops, etc. and reminds colleagues to pay attention to physical and mental health and work-life balance. The Group also encourages colleagues to do some simple exercise during the epidemic to maintain a healthy lifestyle.

## Employee Activities

We have set up a “Hong Yip Staff Recreation Committee”, which consists of representatives from different departments, subsidiaries and regions, ranging from department heads, general managers to front-line staff, to promote communication among colleagues of different ranks and types through organizing various recreational, sports and travel activities.

Employees are always an important asset of the company. Outside of work, the Company pays much attention to their physical and mental health. It encourages and supports colleagues to participate in various sports and also participated in Sports-Friendly Program to demonstrate the Group’s care for employees. It regularly arrange large and small sports or recreational activities to realize the responsibility of caring for employees. In May this year, as in the past 10 years, our employees were arranged to participate in the 11th Hong Kong-wide “Joy of Inclusion Bowling Competition” hosted by the Hong Kong Sports Federation for the Blind and co-organized by Rotary International 3450. Despite the impact of epidemic, this year, a record-breaking 60 teams with a total of 240 people participated in the 11th year of the disability and health inclusive competition. The organizer assigned a visually impaired player from the Hong Kong Blind Sports Association to each team. The main purpose of this competition was to spread the message of inclusiveness and equal participation of the disabled and able-bodied in the society and promote the integration of the visually impaired into the society. Through the mutual encouragement and learning of everyone during the competition, good morale and friendship were built with each other and the activities had a more pleasant atmosphere.

## Epidemic Prevention Measures

### Contingency Measures

Due to the Covid-19 pandemic, Hong Yip has compiled “2019 Coronavirus Disease Contingency Guidelines” in response to the pandemic and has taken a series of preventive measures. The contents include the activation mode of emergency or disaster response mechanism, formulation of emergency response plans for incidents and disaster recovery, the attendance arrangement for all levels of employees, the appointment of emergency teams in each office, the regulations for news notification and information distribution, response methods, emergency contact lists and telephone transfer methods, etc. The guideline helps to protect the safety and health of employees to reduce the risk of virus transmission in the workplace.

## Daily Operation

In response to the changes and new government policies on anti-epidemic measures, the Group releases the latest information and adjusts work arrangement to employees in a timely manner. The Group reminds colleagues from time to time that they must maintain good personal and environmental hygiene at all times. When they feel unwell or have respiratory infections, they should report to their superiors. At the same time, they should immediately seek medical treatment and should not go to work and notify their superiors of the diagnosis results thereafter. They are also reminded to minimize attending large conferences, symposiums, banquets, etc. as far as practicable and reduce the number of participants in meetings or conduct interviews. At work, especially when there is close contact with colleagues (for example, during meetings or interviews), wear a suitable mask and keep sufficient social distance from each other are required.

In order to strengthen colleagues' awareness of personal and environmental hygiene, the Group has implemented a series of preventive and disinfection measures in the workplace, including checking body temperature at the reception area every day before going to work, placing hand sanitizers at public areas of the office for colleagues to use. The Group has also adopted new technologies to sterilize the workplace to improve office hygiene, such as adding antibacterial disinfectant coatings to the office and vehicles' veneers to kill bacteria and viruses on the objects' surface.

## Safe, Fast, Good, Cost Effective (快·好·省)

### Standard and Objectives

Hong Yip is dedicated to provide our employees a safe and healthy work environment and to foster an occupational safety and health culture. To achieve this, we establish a Corporate Safety and Health Committee chaired by an Executive Director with members comprising of all Department Heads, regional managers and frontline representatives to review company safety and health policies and procedures, as well as risk management mechanism, etc. with holding regular meetings and seminars/activities related to health and safety. Hong Yip was certified by international standard of OHSAS 18001 in 2000, which was successfully converted to ISO 45001 by certification body in 2019. In order to continuously improve and raise the standard of safety and healthy working environment, Hong Yip formulates long-term strategies on health and safety and pledges to give its employees and contractors a safe and healthy work environment within the admit of law. In tendering stage, all contractors are required not only to submit their quality and financial status, but also their past safety conviction records and penalties awarded, if any. They are all required to commit to following all legal requirements, our safety policies and guidelines during their operations.

## Teamwork and Professional Quality

To keep up with the good performance of occupational safety and health in the managed properties, our staff have to equip with relevant and up-to-date knowledge, including for all technical staff with the mandatory safety training (so-called “Green Card”) and the qualification of safety supervisor for engineers, whereas for other frontline staffs of other trades such as landscaping, cleaning and catering, with their safety trainings in specified trades. For enhancement of fire safety in our managed properties, building in-charge are appointed as “Fire Safety Ambassador” who are recognized by Fire Safety Department responsible for conducting regular fire safety inspection and other fire safety operations.

In addition, management staff in our managed properties are also appointed as “Building Fire Safety Envoy” to reinforce fire safety management. Currently, most of our managed properties have at least one qualified “Building Fire Safety Envoy”.

We believe employee possessing a variety of knowledge in occupation safety and health will be beneficial of identifying possible risks in building operations. All area managers are the chairman of “Job Hazards Analysis Team” with facility management officers, safety supervisors, frontline representatives and person in-charge of contractors in different trades to carry out tailor-made risk assessments for minimizing all possible risks.

## Enhancement in Communication for Work Efficiency through Technology

Hong Yip incorporates intelligent management in the daily operations of our managed sites in a timely basis and without exception, it also applies to the works of occupational safety and health.

Hong Yip uses mobile app to carry out safety inspections instead of traditional method of using paper. Those inspection records from app will be recorded electronically and can be transmitted immediately to the relevant person in-charge when they are carrying their patrol or maintenance for taking necessary actions.

All employees may use mobile app to receive important, instant messages and watch useful safety movies such as “Prevention of Typhoon Management”, “Use of Anchorage in Working at Height”, “Use of Chemicals for Swimming Pools”, etc. and videos prepared by Labour Department and Occupational Safety and Health Council at anytime and anywhere. A simple quiz will be provided at the end of each movie to ensure they understand the contents of the videos.

To ensure building management tasks are completed in compliance with the Group’s standards and policies, with reference to F&IU (Safety Management) Regulation and its code of practices, employees are required to conduct safety review to assess their safety performance, by filling out the e-checklist in the mobile app for collecting data efficiently and environmental-friendly reasons.

## Good Performance Recognized Openly

Hong Yip participated in competitions organized by recognized organizations actively and won prizes in various categories.

In the 19th Hong Kong Occupational Safety & Health Award, VALAIS was awarded 2 gold prizes namely “Work Safe Behaviour Award” and “Pointing and Calling Award”, 1 Bronze prize namely “Best Performance Award” and Outstanding Award of “Safety Performance Award - SME”, Harbour North was awarded 2 Bronze prizes namely “Work Safe Behaviour Award” and “Pointing and Calling Award” and Mount One was awarded Excellent Award of “Safety Performance Award - SME”. In the 8th Best Property Safety Management Award, Oscar By The Sea and St Moritz awarded the Gold and merit prizes of “Resident's RMAA Works Safety Enhancement Award” respectively.

To show their appreciation of Hong Yip's long-term participation and support, the Occupational Safety & Health Council awarded a “10-year OSH MVP Award” to Hong Yip in its 20th Award Contest. All awards and honors demonstrated the recognition to Hong Yip of its achievements from different industries and organizations.

Technology is used extensively in the areas of occupational safety and health. All employees may use mobile app to receive selected instant messages and useful safety videos to enhance their knowledge.



- Dr. C K Law, The Secretary for Labour and Welfare awarded Hong Yip a “10-year OSH MVP Award” in the 20th Hong Kong Occupational Safety & Health Award Contest.

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# Customer First



We are committed to our principle “Serving Customers with Heart” and providing excellent quality property management and caring services. Meeting our customers’ needs through innovative technology and ideas is always our top priority.



## Create Ideal Homes for Customers

Hong Yip is committed to our principle “Serving Customers with Heart” and is determined to deliver prime property management and caring services that exceed expectations. We anticipate our customers’ needs, protect their rights, safeguard their health and safety, and we seek innovative technologies and ideas for continuous improvement.

### Excelling in Property Management

Hong Yip strives to provide high quality property management services. In addition to providing premium services, the Group endeavours to ensure the health and safety of customers and keep customer data secure by following international standards in property and facility management.

Pursuing digital innovation and continuous improvement, we actively seek opportunities to integrate digital solutions into the management programmes and measures at our properties. We draw on SHKP’s integrated shopping mall platform SHKP Malls App and the customer-loyalty programme ‘The Point’ to provide exceptional shopping experience to our customers.

We are also introducing smart-living concepts through the use of mobile applications (SoProp and SoPropBiz) at a number of our residential properties.

Besides, a dedicated TOWNPLACE App is designed for our residents at one of the residential leasing properties TOWNPLACE to provide one-stop property management services. In particular, it allows tenants to access the electronic door lock with smartphone authentication technology, get notifications when receiving mails by applying smart-sensor technology, as well as access to wireless charging. With just one-click away on the App, residents can control the home automation system, reserve facilities of Duo Social Space and access communal areas via QR code for greater convenience, which help create smart and sustainable living.

### Customer Satisfaction and Complaints Handling: ISO 10002

- Property management subsidiaries have ISO 10002-certified Complaints Handling Management Systems in place.
- We are committed to undertaking formal reviews for each complaint we receive and providing an efficient response.

### Health and Safety: ISO 45001

- The Group adopts ISO 45001-certified Health and Safety Management Systems. We conduct regular audits and reviews to ensure the effectiveness of the systems.

### Information Security: ISO 27001

- As the first property management company to obtain the ISO 27001 certification, Hong Yip plays a pioneering role in delivering information security services in the property and facility management industry.
- Professional training is provided to employees who handle sensitive customer and company information.

### Service Quality: ISO 9001

- The Group identifies best service management practices through performing peer benchmarking, allowing us to earn ISO 9001 certification for Quality Management Systems.
- Clear guidelines and regular training are provided to employees to enhance their customer-handling skills.

### Environmental Management System: ISO 14001

- The Group will make every effort to implement the environmental management system, with regard to energy saving, noise reduction, sewage treatment, tree planting, etc

### Energy management System: ISO 50001

- The Group continues putting effort in “Retro-commissioning” (RCx) scheme and installation of smart devices to enhance energy efficiency and save costs for better environmental protection.



## Smart Living

In collaboration with our subsidiary, Lik On Security Ltd, we have developed customer-friendly technologies, such as SoProp and SoPropBiz mobile apps, Home Intake Easy and VisitorGo, etc. and integrated into our property management business to enhance work efficiency and bring convenience to our customers. In addition, we provide Home Automation system for serviced apartments.

### Close Communication with Customers

We provide diversified communication channels, including home visits, tea gatherings, SoProp and SoPropBiz feedback collection, QR codes, 24-hour customer hotline, and customer relationship system (CRM).

### Innovative Property Management

We adopt smart property management solutions to create sustainable smart living for tenants and residents. A number of innovative technologies, including smart sensors and smart home automation systems are introduced in our residential leasing brand "Townplace".

## Anticipate Residents' Unique Needs

SoProp and SoPropBiz, mobile applications developed by Hong Yip, allow residents to pay management fees, book clubhouse facilities, and get the latest information about the building, etc.. The visitor booking app "VisitorGo" is equipped with a "visitor registration function", allowing visitors to register in advance and confirm their identity with a unique QR code, for better logistic efficiency. Hong Yip has also developed a mobile phone navigation - "Wayfinding" function to facilitate visitors looking for the location of the building.

SoProp is also equipped with Home Automation function, which enables residents to control their home devices such as lights, air conditioning and TV channels, to create their ideal homes.

Mobile applications do not only facilitate our daily management, but also improves communication between the management team and customers at this time of pandemic. In addition to posting epidemic prevention poster in the lobby, Hong Yip management team also make good use of SoProp and SoPropBiz to keep customers posted of the latest information, so that they can keep abreast of the pandemic situation.

Digital technologies are also adopted to improve the overall property handover process and experience. We developed the mobile application 'Intake Easy' to facilitate homebuyers during the handover process. With this application, homebuyers can conveniently sign off documents, report any defects spotted during the handover, and keep track of all repairs and maintenance works during the warranty period.



## Enhance Quality of Living

Hong Yip has always been upholding the mission of "Delivering the Most Ideal and Advanced Management Services Catering for Customer's Lifestyles and Needs". We are committed to meeting the expectations of our customers by keeping abreast of the latest technological advancements, striving for excellence, and continuously improving intelligent management to demonstrate our ultimate pursuit of high quality services. By introducing the Internet of Things (IoT) to assist in property management and our self-developed system Nitrol (smart mobile patrol system), our work efficiency and management quality is effectively enhanced.

We always provide value-added and caring services to our customers, including cleaning, security, club management, operational & financial management and housekeeping services. Besides, we also provide professional and diversified services in different aspects, such as building maintenance, environmental protection & energy saving, greening & landscaping, and catering services, etc. to create ideal homes for customers.

Smart technology is more frequently applied in property management as the "new normal" under the catalyst of the epidemic. In Wetland Seasons Park, for example, we have applied a series of touch-free designs that not only effectively improve the hygienic level in public spaces and reduce the risk of virus outbreak, but also provide residents with quality and convenient property management services and enjoy a comprehensive smart living experience.

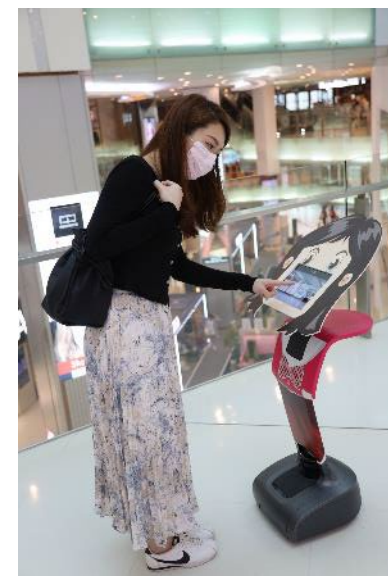
Property management going smart is the latest trend in the industry nowadays. Our subsidiary, Superpower Pumping Engineering Company Limited, developed a system called "Intelligent Flooding Alarm" that is widely applied in our managed properties. When a water pipe bursts and floods, the flood alarm will be triggered and the water source will be cut off automatically. An alert message will be sent to the management team via cloud for immediate handling, avoiding any further losses.

## New Shopping Experience

Tsuen Wan Plaza has introduced the Internet of Things (IoT) since 2017. With the implementation of IoT, the management team conducts environmental monitoring and intelligent control of building facilities. Lighting in the mall can be adjusted remotely according to the sunlight; temperature and humidity can also be monitored to regulate indoor temperature by controlling the air-conditioning operation, so as to provide a comfortable environment for customers.



- Hong Yip is committed to enhancing digitalization in property management, with the application of IoT to provide a comfortable environment for customers.



- We have introduced customer service robots in the shopping malls to cater the needs of customers.

## Ensure Customers Health and Safety

Maintaining a safe and healthy environment at our properties and operations has always been our top priority. In addition to complying with standard legal requirements, we have obtained ISO 45001 Occupational Health and Safety Management Systems certifications (previously named OHSAS 18001) for their health and safety management systems since 2001.

### Occupational Health and Safety Management Systems

All of our major shopping malls, offices and residential projects are equipped with automated external defibrillators (AED), enabling us to offer resuscitation in case of emergencies, including heart attacks. Regular customer safety and first-aid training are offered to our frontline staff to enable them to deal with emergency situations. We have also stepped up our efforts in maintaining indoor air quality to prevent the spread of the virus during the outbreak of coronavirus.

We strive to maintain optimal indoor air quality to create a healthy indoor environment for our property users. As such, we have introduced the latest indoor air quality technologies and adopted a variety of measures, including conducting regular inspections of air-handling units and replacing filters as necessary, to improve indoor air ventilation. In view of the coronavirus outbreak, we have enhanced the frequency of cleansing and disinfection of the ventilation systems to ensure good air circulation and hygiene indoors.

Disinfectant treatments have been regularly conducted. Most of our buildings have continuously received 'Excellent' or 'Good' Class Indoor Air Quality certifications from the Indoor Air Quality Information Centre since 2006.

The emergence of coronavirus poses great threats to public health and significantly increases public awareness about epidemic diseases. To address customers' increasing concerns about safeguarding their health conditions, we have made extra efforts since the outbreak of coronavirus to strengthen sanitation and cleaning across our managed properties.

### Leveraging Technologies to Fight Coronavirus Efficiently

Our property management teams have utilized digital and innovative technologies to effectively clean and disinfect the public areas of our properties. We have applied antimicrobial coatings on frequently touched surfaces to achieve lasting disinfectant effects. UV sterilizers have also been applied to air-handling outlets and handrails of escalators, while ion air purifiers have been installed in the lifts. Automatic disinfection machines are available in public toilet compartments, entrances and corridors, with disinfectant sprayed every 15 minutes. Other innovative measures include adding disinfecting equipment to robots for customized round-the-clock deep cleansing.



- During the pandemic, our staff regularly carry out disinfectant work to ensure customers health and safety.



- We introduced automatic disinfection machines in shopping malls.

## Reinforce Preventive Measures in Our Properties

We have introduced new measures in our managed shopping malls, offices and residential buildings to combat coronavirus to mitigate concerns of our tenants and customers. For example, caring ambassadors were recruited to provide additional anti-epidemic services, including assisting in sanitizing the hands or measuring the body temperature of customers. Automatic hand-sanitizer dispensers were installed throughout our shopping malls. We have also taken an active role in helping our tenants to strengthen in-store infection prevention measures, including helping to clean and disinfect the air-conditioning outlets of their stores. In our residential properties, we have increased the frequency of cleaning and disinfection of frequently touched surfaces, including escalator handrails, door handles of entrances and exits, railings and main lift buttons.



- Transparent protective screens are installed at the concierge service to block droplets and protect the health of front-line staff.



- Caring ambassadors were deployed to provide additional anti-epidemic services to tenants, customers and visitors.

## Case Study: Going the Extra Mile for Providing Attentive Services

Our management service teams enhanced communication with tenants and provided value-added services in the wake of coronavirus. We made use of smartphone applications such as 'SoProp' and 'SoPropBiz' to disseminate latest updates on the development of coronavirus and anti-epidemic measures to raise tenants' awareness on public health and safety. Over the panic-buying period, Hong Yip offered a 'Neighbourhood Shopping' service to provide shopping assistance for daily necessities at residential estates located far away from key shopping areas. For residents who are under compulsory home quarantine, the management service teams also provide support by offering shopping assistance and door-to-door delivery service. During residents' extended stay at home, the management service teams even rolled out a series of cooking videos and online tutorials to help residents stay relaxed.



- Make good use of technology to inform our customers the latest information of the pandemic.



- Cleaning robots are equipped with disinfection tools to carry out deep cleaning and comprehensive disinfection work.

## Driving Continuous Improvement

A high level of employee engagement is always vital for us to optimize service quality continuously. Hence, we recognize employees' contribution by establishing different internal award schemes, as well as supporting employees in participating in external competition to benchmark our practices with the best practices in property management industry.

### Innovative Suggestion Scheme

We understand that encouraging a culture of innovation is crucial for the future of our Group. Application of innovative solutions can improve business processes, service quality, efficiency and workplace health & safety and thus directly benefiting customers and achieving a win-win situation. Under "Hong Yip Innovative Suggestion Scheme 2020", the Gold Award in the Services Quality Raising Suggestion category was won by "LCNext Touchless Elevator".

#### Case Study:

#### The Service Quality Raising Suggestion - Gold Award

LCNext makes use of Bluetooth and unique technology which allow users to enjoy remote control in mobile app and touchless panel to access to desired floor.

Each elevator is equipped with a security system, Residents must complete a card-read process to access to required floor. LCNext is designed to fix problems below:

- Minimizing physical touch from elevator's panel
- During peak hour, users can access to desired floor by simply presenting mobile widget with a card-tap. TOWNPLACE SOHO and Phases 1 & 2 of Wetland Seasons Park are currently making use of it.



- New "Touchless technology" fosters a smart life for Hong Yip's residents.



## Star of Service Excellence Election

Committing to provide quality service and demonstrate service excellence is crucial to Hong Yip, particularly through daily contact of frontline team with our customers. In order to encourage frontline staff to make continuous improvement, Hong Yip holds internal campaign - "Star of Service Excellence Election" every two years. In this campaign, customers are invited to participate and to vote for our employees who displays with outstanding performance, thereby promoting the corporate culture of excellence and continuous improvement. A service-first mindset was also promoted company-wide.

The main purpose of the competition is to look for employees who adhere to the spirit of "Service First", attitude of "excellence" and satisfactory service provision. Through voting of customers, the Group's image can also be enhanced and the impression of high-quality service can be established in their minds. The most important message is to recognize employees who performed well in service excellence and become a role model among peers.



- Hong Yip presents certificates to awardees who performed brilliantly in customer service, and motivates frontline staff to make continuous improvement



## WOW Service Appreciation Scheme

With our motto of "Serving Customers with Heart", Hong Yip strives to promote the excellent service culture. Since 2015, we have held the "WOW Service Appreciation Scheme", recognizing the essence of quality service through the heartfelt cases of our staff and to commend their excellent service performance.



## Case Studies of WOW Service Appreciation Scheme

### Case Study 1: Timely assistance hailed as tender loving care

One of our residents asked for help from the estate's customer service office because she was suffering excruciating pain in her twisted ankle while her husband was out of town and could hardly walk. Learning of her case, our frontline staff at the office, immediately made an appointment with a bonesetter for the resident and arranged for her a wheelchair to assist her access. Our Customer Service Manager also offered to drive the resident to the bonesetter in person. Later we also arranged lunches and dinners to be delivered to her home, which surprised and moved her deeply.



### Case Study 2: Love During the Pandemic

At the beginning of the COVID19 outbreak in 2020, the number of confirmed cases surged. One of our residents were reported positive but was not sent to hospital. Knowing that the resident was taking long-term medication and was very worried about his running short of medicine soon, our staff from customer services office took the initiative to buy medication for him and offered assistance to send to his unit so that he could be quarantined at home with his needed medication. Our management team also conducted close communication with the Department of Health and the Home Affairs Department to distribute test bottles and work out the testing smoothly for the whole building. We also notified our residents through our mobile app SoProp, winning the commendation from our residents for a smooth effective testing process.



## Respond to Our Customers' Needs

We actively listen to and respond to our customers' needs through a wide range of channels to drive continuous improvement in our products and services. The results of the latest customer engagement surveys show that our customer service teams from different units have received high customer satisfaction ratings throughout the years.

### 2020/21 Customer Engagement Surveys

	Homebuyers	Office Tenants	Shopping Mall Tenants
Satisfactory Score	95.0%	97.8%	97.9%
Number of respondents	2,357	542	4,518

Hong Yip has established customer-service protocols and operational procedures as part of its commitment to delivering premium services for customers.

## Our Service Pledge

Items	Particulars	Standard
Operating Hours	•Customer Service Office (Administration) •Management Services	•9a.m.- 6p.m. Daily •24 hrs. Service Daily
Complaints Handling	•Emergencies •Verbal Complaints •Written Complaints	•Immediately •Verbal response within 10 minutes •Written response within 10 working days
Lifts Breakdown	•Passengers Trapped •No passenger trapped	•To handle within 15 minutes •To repair within 2 hours
Cleaning of Water Tanks	•Fresh water •Flush water	•Quarterly •Every 6 months
Disruption of Fresh Water Supply	•Normal Circumstances •Outside Office Hours	•To repair within 1 hour •To repair within 2 hours
Disruption of Electricity Supply	•Normal Circumstances •Outside Office Hours	•To repair within 1 hour •To repair within 2 hours
Slope	•Inspection	•Monthly
Fire Services System	•General Inspection •Comprehensive Inspection	•Quarterly •Annually
Lift System	•Inspection & Maintenance	•Twice per month
Electricity Supply System	•Emergency Generator Inspection •Main Switch Room Inspection •Comprehensive Inspection & Maintenance	•Monthly •Annually •Every 5 years
Water Pump System	•Inspection & Maintenance	•Monthly
Building Accounts	•Statement of Income & Expenditure •Audit Report	•Monthly •Annually
Fire Drill	•Mobilization of Occupants Or Management Staff	•Annually
Customer Satisfaction Survey	•Questionnaires or Household Visits	•Annually

## Secure Customers' Data Privacy

Consumers have become increasingly concerned about data privacy and cybersecurity issues. As the first property management company to obtain the ISO 27001 certification, Hong Yip plays a pioneering role in delivering information security services in the property and facility management industry. Professional training is provided to employees who handle sensitive customer and company information. Our IT Department is responsible for ensuring secure handling of personal information. Relevant policies and procedures were established and updated as necessary according to the Personal Data (Privacy) Ordinance and other relevant laws and regulations. The Customer Data (Privacy) Policy provides details to our customers about how their personal information is collected, handled and used in order to safeguard confidentiality. We regularly invite external professionals to provide training on the latest data privacy regulations and data security issues related to operations to enhance employees' understanding and awareness on data protection.

To raise awareness on cybersecurity among frontline staff, we carry out cybersecurity measures and internal training to equip them with the knowledge and skills in handling customer and company information. Every staff member is required to follow the latest procedures when handling customer data to prevent any information leaks. Hong Yip also keeps all employees updated on fraudulent emails and the use of phone and USB flash units through issuing cybersecurity alerts and tips on our intranet. Obligations for each business unit during each data collection process are also highlighted in the guidelines. In addition, any web page that collects customer data is required to include the Customer Data (Privacy) Policy as stipulated in the guidelines to comply with relevant laws and regulations.

# Healthy Supply Chain

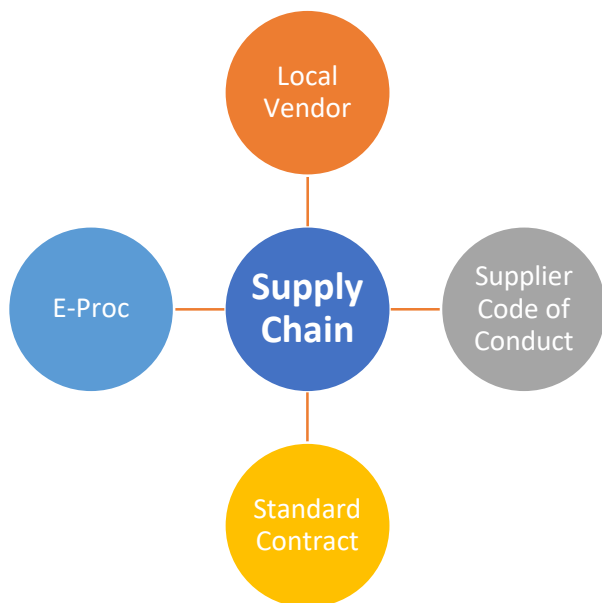


Hong Yip is committed to build a sustainable supply chain in terms of environment, society and governance. We actively communicate with suppliers and contractors to establish long-term and mutually beneficial partnerships.



## Vision and Strategy

Hong Yip has always adhered to our core value of 「以廈為家 · 以心待客」. We aim to provide property management services to clients with professionalism, so that they can live or conduct business in an ideal environment. A complete and sustainable supply chain is also crucial to our service. Vendors is our essential business partners and we work together to provide high-quality and sustainable property management services using different new technology and intelligent platforms.



- Hong Yip actively cooperates and establishes long-term and mutually beneficial partnership with vendors through intelligent procurement system, code of conduct and standard contract.

## Local supply chain and contractor management

In order to build a diversified supply chain ecology and support the development of local small and medium-sized enterprises (“SME”), we actively invite outstanding local vendors to apply for joining the list of approved contractors of Hong Yip. As of June this year, there were about 2,400 approved vendors in the List and **100% of them** were local.

In addition to promoting the development of the local economy and various property management-related industries, the local supply chain often brings more sustainable benefits:

- Reducing transportation and storage of goods with lower carbon emissions and energy use
- Building a corporate image as “green leader” of the industry
- Responding clients’ requests promptly and enhancing their confidence

To select vendors, their environmental protection and occupational safety and health performance are important considerations. For example, we will give priority to vendors with ISO14001 environmental management system or ISO50001 energy management system certificate.

In addition, the basic information and relevant licenses of each vendor, and all updates are stored and completed through the electronic vendor portal.

We create user accounts for every registered vendors. They can access to vendor portal for checking their profile and licenses submitted at their convenience and so uploaded the latest information if necessary. Vetting process can be conducted efficiently via electronic platform. The process is no longer limited to place and time.



During daily operation, it is necessary to monitor the vendor performance. They are evaluated on a regular basis, including "environmental protection and energy saving procedures", "occupational safety and health" and service quality, etc. Evaluation record will be reflected in the system immediately. If a low score case or a violation report is noted, the relevant departments shall follow up at once. Serious case may lead to suspension or delisting and hence the quality of the vendor list can be assured.

## Working closely to drive sustainable development

At present, all contractors' registration applications need to be processed through the contractor portal. This platform allows Hong Yip to proactively and efficiently distribute relevant latest requirements and information to all contractors, in line with Hong Yip's corporate policy, such as:

Require newly registered vendors to sign and upload the "Safety Requirements Undertaking", "Environmental Protection and Energy Saving Requirements Undertaking", "Declaration of Interests" and other declarations;

Regularly share the latest external activities and market information about occupational safety, health and environmental protection through the platform (such as the latest "Energy Saving Charter & 4T Charter Schemes"). By bringing initiative on active, their participation will be reflected on vendor assessment which may affect their chance on being invited to tender & awarded a supply/ service/ engineering contract;





Issue and require strict compliance with the "Supplier Code of Conduct" formulated by the Group, covering areas including:-

- Legal Compliance
- Governance
- Business ethics
- Environmental protection
- Occupational health and safety
- Human rights and equal opportunities
- Labor Practice
- Confidential Information Protection and Privacy
- Intellectual property
- Communication

### Hong Yip Electronic Procurement System ("e-Proc")

E-Proc integrates our corporate procurement procedures, standard contract documents and relevant laws. The process is controlled and assured to be compliant and legal. Meanwhile, the interests and rights of clients are also safeguarded.

E-Proc covers the entire procurement process, from the selection of vendors, tender analysis up to the evaluation of vendors' performance. The use of an electronic and standardized platform can effectively improve the approval efficiency. Whenever the process reaches the next approval node, the system will immediately notify the approvers by email. Approvers can review the uploaded data and remarks, and hence saving the time for data transmission.



For procurement under HK\$200,000 (which contributes over 90% in terms of number of purchase), e-Proc provides a much convenient way than traditional tender: electronic tender return & opening service. Procurement activities can be completely processed on the system, including issuing bid invitations, receiving and submitting electronic bids. Tender data will be processed securely and confidentially. Electronic procurement does not only bring convenience to stakeholders in their daily work, but also save tons of paper for tender documents and contribute to global environmental protection.

On the other hand, electronic tender return and opening service cannot be applied for procurement exceed \$200,000 under current legal requirements. In case there is modification on the mentioned restriction in future, the usage of electronic tender can be further extended.

Since e-Proc is fully implemented, all procurement must be processed through the system and the data are collected in a complete and systematic manner. Relevant departments can make use of the collected data (the purchase amount in FY20/21 reached **nearly HK\$1.5 billion**) to analyze the operation of various Regions and contractors' performance. It aims to continuously improve the procurement process and meet the rapidly changing market and business needs.

### Standard contract documents with sustainability requirements

By regularly reviewing standard contract documents and updating T&Cs such as environmental protection, employee protection and social responsibility, we clearly express Hong Yip's related requirements and expectations on all vendors.

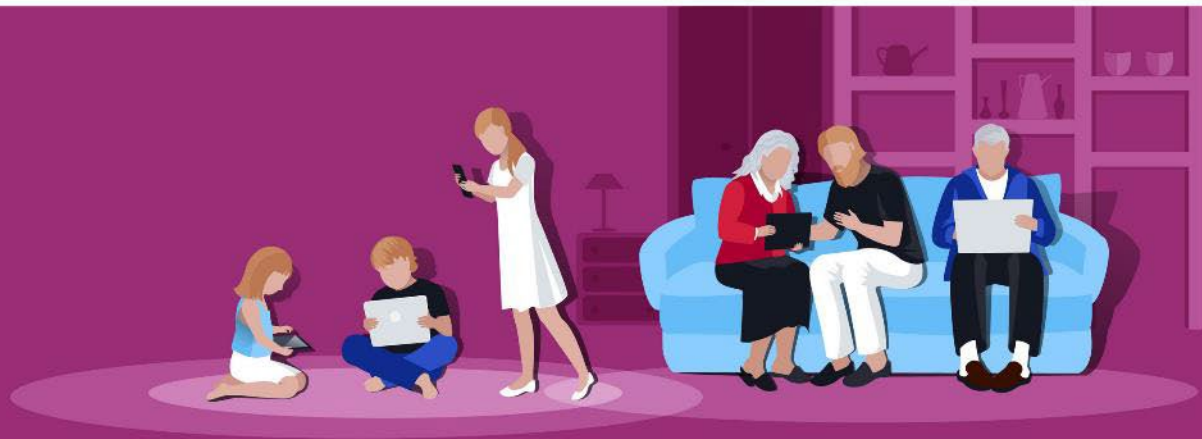


An illustration of five people walking from left to right against a light blue background with stylized city buildings. The people are: a man in a black t-shirt and blue pants talking on a corded phone; a woman in a purple top and black skirt talking on a mobile phone; a man in a red shirt and black pants waving; a man in a black suit talking on a mobile phone; and a woman in a purple top and blue pants looking at a mobile phone. Their shadows are cast behind them.

# Create Value for A Better Community

Four icons representing Sustainable Development Goals: 3 (Good Health and Well-being) with a heart and pulse line, 4 (Quality Education) with an open book, 8 (Decent Work and Economic Growth) with a bar chart, and 11 (Sustainable Cities and Communities) with a city skyline. Each icon is in a colored square (green, red, purple, orange respectively).An illustration of three people sitting at a grey table. A man in an orange sweater is on the left using a laptop. A woman in a red top and black skirt is in the middle. A man in a blue shirt is on the right. There are drinks and food on the table. In the background, there are silhouettes of other people sitting at tables.

Hong Yip cares for the underprivileged to create a positive value in their lives through the collaboration of staff, business partners and our customers.



## Community and Charity

As a good corporate citizen, we provide continuous support for various community activities by offering volunteer service and sponsoring different community associations in their efforts to build a sustainable health society. We care for our employees, customers, business partners, from the general public to the environment, engaging in multi-faceted voluntary services that reach out to the needy.

Embracing SHKP's core value of Building Homes with Heart, Hong Yip has incorporated social capital development into our strategies for fulfilling corporate social responsibility. This includes 1) helping disadvantaged groups 2) nurturing talents development, and 3) supporting physical and mental development and healthy lives.

Since 2002, Hong Yip and its subsidiaries have been awarded with the Caring Company Logo organised by the Hong Kong Council of Social Services in recognition of outstanding performance in corporate social responsibility and efforts to create a caring community. Hong Yip was awarded the honor for the Caring Company 15th year Plus, illustrating our long-term commitment to participating in various volunteering projects for the betterment of the community.



- Hong Yip Chairman and Chief Executive Alkin Kwong (left) and Head of Community & Public Relations received the honor from Hong Kong Council of Social Services.

## Hong Yip Volunteer Team

Established in 2001, Hong Yip Volunteer Team (the Team) served as a platform for our employees to connect with and give back to the community. Over 20 years, the Team have contributed over 760,000 service hours involving 1380 times covering 1,560 no. of volunteers in various types of charity work.

Currently, Hong Yip together with its business units have 52 registered sub-team engaging our employees through various meaningful programmes such as charity sale, Fundraising, relocation maintenance services and visiting activities. Moreover, we have a long-term partnership with St. James' Settlement, Hong Kong Society for the Blind, Neighborhood Advice Society, Haven of Hope, Helping Hands Association, Social Welfare Department and other charitable organizations. In the past 5 years, we achieved 434 Individual Gold Awards, 219 Individual Silver Awards, and 339 Individual Bronze Awards by the SWD; while 6 individuals won a long-term service Awards for more than 20 consecutive years, 28 individuals won over 15 years and 38 individuals awarded for more than 10 years. It was a fruitful outcome in the achievement of Team Awards, include 49 Gold Awards, 29 Silver Awards and 44 Bronze Awards. (calculated by the SWD)

## Caring For The Community

Despite the impact of the epidemic, Hong Yip enthusiastically supports social enterprise activities. Not only does it participate in the shooting of promotional videos, but also promotes social enterprise activities through online platforms, encourages everyone to order social enterprise products, continues to show the spirit of mutual help and love. The Group builds strategic partnerships with NGO to jointly promote social responsibility and creates shared values for the society.

For 9 consecutive years, Hong Yip participated in the “Social Enterprise Supporter Award Scheme” organized by Fullness Social Enterprises Society (FSES) and was one of the co-organizers since its inception. We aim to promote social-business cooperation. Walking with social enterprises, we will uphold the belief of caring for the community from the inside out. At the same time, the Group was awarded “Social Enterprise Supporter Plus Award” of the “2020 Tithe Ethical Consumption Movement”. It was the 6th consecutive year for Hong Yip to win this award to recognize the Group for actively fulfilling its corporate social responsibility.

In addition, the Group has actively responded to the “Community is My Home” campaign organized by Social Welfare Department since 2005 to encourage its managed estates to participate in community activities and jointly build a harmonious and inclusive community environment. This year, five housing estates including Prima Villa, The Parcville, Oscar By The Sea, Scenic View and Valais obtained the “Excellent Caring Estate Logo” of “Community is My Home”. Hong Yip was also awarded a certificate of recognition for serving the society for over 10,000 hours. The Social Welfare Department took the recognition ceremony to commend us for actively participating in volunteer activities, contributing time and love and having outstanding performance. Looking forward to more housing estates to participating in it and work together to create a friendly and harmonious community.

Hong Yip also actively participates in SHKP’s community projects during festive seasons – CNY, Dragon Boat Festival, Mid-Autumn Festival to distribute festive food and send festive greetings across the community. As the Mid-Autumn Festival approached, volunteers collaborated with social welfare organizations to distribute gift bags, containing mooncakes, stationery and hand sanitizers, to 1,500 singleton and couple elderly and underprivileged families.

Hong Yip collaborated into Yan Chai Hospital Social Service Centre to promote “Love Family” Volunteer Programme targeting families at the Yau Tong district joining volunteering activities. The promote “Love Family” Volunteer Programme” aims at share the message of “Love is visible, touchable and can be passed on” and promote social integration.



- Hong Yip joined "Children's Tour" project, led by SHKP Volunteer Team and the Neighborhood Advice-Action Association, a child counselling project to provide a series of physical and mental inspiring, interactive and inclusive activities for children of dual-career families and low-income families in Tai Po District so that children can broaden their horizons and build positive value.



## Caring Initiative

### Support Women's Integration into the Community

Hong Yip supported Hong Kong Federation of Women's Centres (ERB) to launch the "Support Network for New Arrival & Single Mothers" programme to support new immigrants and single mothers adapting to the community and establishing social support network. In addition to serving as an advisory committee member, Hong Yip also used its professional expertise to arrange its engineers/technicians to teach the women maintenance knowledge and techniques, so that they can become skilful workers. They can then be able to pass on their knowledge and skills to help more women and disadvantaged groups, so that more poor families can be benefited and promoted community inclusion. In addition, Hong Yip also leveraged its corporate advantages to create women-friendly job opportunities, encourage employees to join volunteer services and gives out donations. Overall, the Group is committed to building a better and harmonious society.

As a result, the Group was awarded the "Social Capital Outstanding Partner Award (Enterprise / Organization)" in the "Social Capital Power Award 2020" organized by Labour Department and Social Welfare Department and Community Investment and Sharing Fund. Hong Yip became the only company that has won the award for two consecutive years and appreciated by all walks of life.



- Lined up by the Community Investment and Inclusion Fund (CIIF), Hong Yip has been working closely with the Hong Kong Federation of Women's Centre. to provide support for new arrivals and their families.

### Pak Tin Estate Reconstruction – Friendly Neighborhood Project

Hong Yip and the Neighborhood Advice Association are long-term partners. After Shek Kip Mei Estate's reconstruction, in order to help the residents who moved into the estate to adapt to the new community life, enhance the sense of belonging and rebuild the neighborhood support network for the residents, Hong Yip fully supported the "Pak Tin Estate Reconstruction – Friendly Neighborhood Project". In order to prevent the elderly from falling in the dark at night, Hong Yip volunteer team enthusiastically visited and distributed them with lucky bags (including soup bags, rice, masks, towels and hand sanitizers, etc.), installed night sensor lights for the elderly and gave them detailed instructions to teach them how to use the lights, hoping to express our concern and blessings to the elderly.



- Hong Yip Volunteer Team installed night sensor lights and sent greetings to elderly during Covid-19 pandemic.



## Fight The Virus Together

In view of the fact that the current COVID-19 pandemic is still not yet under control and the fourth wave of the epidemic may emerge at any time, Hong Yip Service Company Limited ("Hong Yip") joined hands with St. Jame's Settlement to organise a face mask donation activity in August and September 2020 for Hong Yip's staff and customers under Hong Yip's managed properties to donate their masks for the underprivileged, elderly who are in need and frontline staff in care centres.

The response of our staff and customers was overwhelming. Over 70 estates, buildings and shopping arcades participated in the event. More than 35,000 pieces of masks together with other daily necessities were collected within one month's time for St. Jame's Settlement and 8,600 pieces of masks will be donated to Hong Kong Federation of Women's Centres.



- St. Jame's Settlement expressed appreciation for Hong Yip's enthusiastic donation for those in need and pledge to fight the epidemic together.

## 「Y-WE」Project

Since 2019, Hong Yip has been supporting and participating in the "Y-WE I'm good" Youth Work Experience Program organized by the Child Development Initiative Alliance (CDIA). We provide comprehensive training and support for young people through providing job opportunities in different industries, academic preparation advice, counselling and career planning, so as to contribute to the talent cultivation in the society and long-term sustainable development of Hong Kong.

The project mainly matches young people aged 16 to 21 from the grassroots in Hong Kong with summer work experience opportunities. They come from families with low-income, single parents, new arrivals and ethnic minorities. In June this year, the organization referred two young people for internships in Hong Yip. They were respectively sent to the "Aria 峻弦" clubhouse and Hong Yip's subsidiary "Likon Security Limited" for a five-day internship training in July. The internship allowed them to experience in the real workplace environment, cultivated their self-confidence and sense of responsibility, and at the same time enhanced their resilience, enhanced their interpersonal and communication skills with others, and helped them identify the direction of their personal career development as early as possible. All these can help them get ready for stepping in the society in future.



- Trainees benefit from the internship experience to identify their future and personal development.

## PEACEBOX Campaign

Started with the idea of “Sharing of LOVE and BLESSINGS” in Easter in 2014, Hong Yip and other co-organisers are devoted to spread love and care through a box – “Peace Box” to connect the needs in the community. In the past 8 years, over 60,000 peace boxes giving with dried food, commodity and hygiene products, toys, stationery and etc, have been donated to grassroot families and people. Although the epidemic has dramatically affected all aspects of Hong Kong, the journey of receiving and giving Peace Boxes via the Peace Box Campaign 2021 still continues to engage community participating in poverty alleviation efforts to spread out the message of love and hope.



- “Make a Donation, Make a Difference” spread love and care through a box – “Peace Box”.



- In the past 8 years, over 60,000 peace boxes giving with dried food, commodity and hygiene products, toys, stationery and etc.

## Community Connection

Our subsidiaries also join hands together to care about the community. Every year Superpower Pumping Engineering Co. Ltd. ("Superpower") provides onsite services to young children, such as storytelling, cooking and games activities.

In 2021, they co-operated with Hong Kong Playground Association and organized a "Mini War Game" event to create happiness and care with children.

The programme helped connect our employees to the less-resourced community and spread passion and happiness even during the pandemic to create long term value for the community.



- Superpower and Hong Kong Playground Association jointly organized a "Mini War Game" event to create happiness and care with children.

With aim of connecting the community and promoting mutual support, Nixon Cleaning Co. Ltd. ("Nixon") and Nicole Environmental Services Co. Ltd. ("Nicole") both engage in community service programme with NGO every year.

Under the epidemic, all visits and gatherings were unfortunately cancelled to avoid contact to individuals. Instead of regular visits and community services, Nixon and Nicole launched a live webcast to elderly participants. Different kinds of environmentally friendly cleansers were introduced. Besides, the process of making a natural citrus cleanser was demonstrated. In response to the participants' enthusiastic interest and support, additional webcast was held to accommodate more participation.



- Nixon and Nicole launched a series of live webcast for elderlies, teaching them to choose environmentally friendly cleansers during the pandemic.



## Talent Development

### Cultivating Talent Development

We collaborate with non-profit organizations to organize training courses, provide teaching services to social enterprises/non-profit organizations, to fulfill our social responsibility and recruit suitable talents at the same time. In addition to employing ERB graduates to provide job opportunities to minority groups, we also work with different institutions to provide internship opportunities for students through a one-stop model – training, attachment, recruitment, and recruitment.

### YUM Mentorship Program

Hong Yip is always committed in nurturing future talents and has supported the ‘Youth Upward Mobility Mentorship Program’ (YUM Program) of The Hong Kong Church Network for the Poor for many years by offering young people an alternative apart from further education and providing them training, counselling and financial assistance for education. Participated mentees will receive guidance and support from mentors through this program to enhance their interpersonal skills and develop habit of continuous learning, so as to enhance their competitiveness. Mentors will also help them build up their self-awareness and positive values in life, identify their goal and direction, and motivate their upward mobility.

Hong Yip has been encouraging young people since 2017 to join the YUM Program, which does not only provide job training for trainees to acquire job skills and soft skills at work, but also subsidizes them to further study courses of related industries. Trainees can also build up their positive values in life with the guidance from mentors and pave their way for their better future.

### Collaboration with Universities and Institutes

We encouraged continuous learning and provided lots of training opportunities for employees in Hong Yip. In view of enactment of the Property Management Services Ordinance (Cap. 626), Hong Yip People Development Academy had signed a memorandum of Credit Accumulation and Transfer (CAT) with The Open University of Hong Kong - Li Ka Shing School of Professional and the Continuing Education and School of Continuing and Professional Education, City University of Hong Kong to facilitate the professional development of its staff, with a view to achieving its vision of being Asia’s Best and Most Innovative Property and Facilities Management Company. Hong Yip also cooperated with The School of Professional Education and Executive Development and become the strategic partner of offering Work-Integrated Education (WIE) in order to offer the chance of on-site practice to students.

Hong Yip provides comprehensive training and development chances to students via various learning programs and on-site practice. We believe this will enhance the development of the whole property management industry in long-term.



- Ir Alkin Kwong - Chairman and Chief Executive of Hong Yip (left) and Professor YUEN, Pok-man - Dean of PolyU CPCE (right) signed cooperation agreement

## Sound Body Sound Mind

Through sponsorship to sports activities that combine healthy living and charity, Hong Yip is committed to the mission of "Sports for Good". During the year, we have sponsored a series of sports activities to promote the enjoyment of sports while supporting the well-being of the underprivileged.

For the second year in a row, Hong Yip has participated in the "Konica Minolta" charity event that combines four elements of charity, environmental protection, sports and music. The event aims to help and care for the underprivileged and contribute to the community.

This meaningful event does not only allow our staff to experience joy of teamwork, but also provides support for children with special needs in Hong Kong.



- Hong Yip always support events that can bring out team spirit among our staff.

We also actively participated in the "Hong Kong Bowling for All cum 8th Hong Kong Blind Bowling Tournament" sponsored by the Labour and Welfare Bureau, organized by the Hong Kong Blind Sports Association and co-organized by Rotary International District 3450. This is the largest annual bowling competition in Hong Kong.

Our staff formed teams together with a visually impaired golfer to experience the spirit of 'sports sharing and equal participation'.



- Hong Yip employees teamed up with a visually impaired golfer to experience the spirit of 'sports sharing and equal participation'.

## Appendix I – Awards and Recognitions

Organizer	Award	Awarded Unit
The Hong Kong Institute of Directors	Directors of the Year Awards 2020 Non-listed Companies Categories	Ir Kwong Ching-Wai (Executive Directors)
BOCHK Corporate Environmental Leadership Awards	BOCHK Corporate Environmental Leadership Awards • Silver Award • Bronze Award	• Valais • Wonderland Villas
The Environmental Campaign Committee (ECC)	Hong Kong Awards for Environmental Excellence • Outstanding Promotional Partner Commendation Scheme • Certificate of Merit	• Aria, Century Link, Imperial Cullinan • Mikiki, Century Link, Tsuen Wan Plaza(SA), Manhattan Hill, Wonderland Villas
The Hong Kong Green Building Council	Type A (RCx Facility Management Firms)	Hong Yip (first RCx property management company in Hong Kong )
CLP	Joint Energy Saving Award	Hong Yip
Environmental Bureau, Electrical and Mechanical Services Department	Energy Saving Championship Scheme Award - RCx Merit Award	Sun Hung Kai Centre · Mikiki

Organizer	Award	Awarded Unit
Hong Kong Institute of Housing	<b>HKIH Elite Award 2020</b> • Outstanding Managers • Outstanding Officer • Outstanding Team • Best Innovative Idea	Hong Yip (Individual and Corporate)
Hong Kong Institute of Facility Management	<b>Excellence of Facility Management Award</b> Theme Award – Sustainability (Residential) • Gold Award • Silver Award • Excellence Award	• Valais • New Tech Plaza • Valais, Harbour North, Tsuen Wan Plaza (S.A.), Shanghai Street 618, New Tech Plaza, Caritas Bianchi College of Careers, Yan Fook Centre
BIA Hong Kong Professional Building Inspectors Academy	<b>Building Inspectors Academy Awards 2020</b> • Handover Team of the Year • Award for Anti-epidemic and Environmental Hygiene • Outstanding Five Stars Residency 2016-20 • Five Stars Residency	• St. Martin • St. Martin • Victoria Harbour • Downtown 38, St. Martin
The Hong Kong Q-Mark Council	• Q-Mark Certificates (17 consecutive years) • Q-Mark Green Mark Certificates(1 consecutive years) • Q-Mark Elite Brand Award (Property / Carpark Management) (7 consecutive years)	Hong Yip



Organizer	Award	Awarded Unit
Employees Retraining Board	ERB Outstanding Employer Award (for 11 consecutive years)	Hong Yip
Education Bureau	QF Star Employer	Hong Yip
Community Investment and Inclusion Fund	<ul style="list-style-type: none"> <li>Outstanding Social Capital Partnership Awards</li> <li>Social Capital Builder Logo Awards 2020</li> </ul>	Hong Yip & Cheung Sha Wan Area Office
Fullness Social Enterprises Society	2020 Tithe Ethical Consumption Movement Social Enterprise Supporter Award Scheme	Hong Yip
The Hong Kong Council of Social Service	15-year Plus Caring Company Logo / Caring Organisation Logo	Hong Yip & Royal Peninsula
JobMarket (Sing Tao)	2020 Employer of Choice Award <ul style="list-style-type: none"> <li>Employee Communication Award</li> <li>Appreciation Culture Excellence</li> </ul>	Hong Yip
Chinese YMCA of Hong Kong	Sport-Friendly Action - Awardee	Hong Yip
Coordination Committee on Promotion of Volunteer Services	Award of 10,000 Hours for Volunteer Service	Hong Yip
Equal Opportunities Commission	Equal Opportunities Employer Recognition Scheme	Hong Yip

Organizer	Award	Awarded Unit
Occupational Safety and Health Council	<b>Hong Kong Occupational Safety and Health Award</b>	
	<ul style="list-style-type: none"> <li>Work Safe Behaviour Award, , Pointing and Calling Best Practices Award, Best OSH Performance Award, Safety Performance Award</li> <li>Work Safe Behaviour Award, Pointing and Calling Best Practices Award</li> <li>Safety Performance Award</li> </ul>	<ul style="list-style-type: none"> <li>Valais</li> <li>Harbour North</li> <li>Mount One</li> </ul>
	<b>Best Property Safety Management Award</b>	
Occupational Safety and Health Council, Labour Department, EMSD & HKAPSA	<ul style="list-style-type: none"> <li>Best Property Management Award in Occupational Safety and Health</li> <li>Best Safety Enhancement Programme</li> <li>Best Property Management Award – Residents' RMAA Works Safety Enhancement</li> </ul>	<ul style="list-style-type: none"> <li>Oscar By The Sea</li> <li>St. Martin</li> <li>Oscar By The Sea, St. Mortiz</li> </ul>
Hong Kong Tourism Board & Hong Kong Quality Assurance Agency (HKQAA)	Anti-epidemic Hygiene Measures Certification	Harbour North, Tsuen Wan Plaza, Mikiki, Park Central, K-Point, Tsuen Kam Centre
The Hong Kong Retail Management Association (HKRMA)	<b>Service Talent Award</b> <ul style="list-style-type: none"> <li>Bronze(The Potential Brand Award)</li> <li>Silver(STA New Participating Brands Category)</li> <li>Excellent Service Star</li> </ul>	<ul style="list-style-type: none"> <li>Harbour North</li> <li>Harbour North</li> <li>Hong Yip 7 Ambassadors</li> </ul>
Kowloon City District Council & Kowloon City District Office	<b>2020-2021 Quality Building Management Competition</b>	
	<ul style="list-style-type: none"> <li>Winner &amp; Best Environmental Hygiene Building Award</li> <li>First Runner-up</li> <li>Merit</li> </ul>	<ul style="list-style-type: none"> <li>Royal Peninsula</li> <li>Perth Apartments</li> <li>Harbour Place, Lockoo Gardens</li> </ul>

## Appendix II – Performance Overview

### Environmental Performance

	Unit	2019	2020
<u>Greenhouse gas (GHG) emissions</u>			
Indirect GHG emissions (scope 2)	tonnes of CO2 Equivalent (tonnes CO2e)	206,303	148,123
GHG emission intensity	tonnes CO2e/m2	0.016	0.014
<u>Waste recycled</u>			
Paper	Kg	2,630,268	2,190,968
Plastic	Kg	164,393	131,287
Metals	Kg	258,999	222,581
Glass	Kg	51,436	58,343
Used Clothes	kg	178,066	143,028
<u>Electricity consumption(Head office)</u>			
Head office	kWh	342,900	334,079

### Charters

- Charter on External Lighting of Hong Kong Environment Bureau
- Energy Saving Charter of Hong Kong Environment Bureau and Hong Kong Electrical and Mechanical Services Department
- 4Ts Charter of Hong Kong Environment Bureau and Hong Kong Electrical and Mechanical Services Department
- Let's Save 10L Water 2.0 Campaign of Hong Kong Environment Bureau and Hong Kong Water Supplies Department
- Carbon Reduction Charter and Carbon Audit • Green Partner of Hong Kong Environmental Protection Department
- Glass Container Recycling Charter of the Environmental Protection Department
- BEC Low Carbon Charter

## Social Performance

Social Welfare Department	Unit	Number of Staff
Hours of Service		
Gold Award	• Over 200 hours	76
Silver Award	• 100-199 hours	67
Bronze Award	• 50-99 hours	92
Family Vounteers		29
Over 5 consecutive years		7
Over 10 consecutive years		3
Over 15 consecutive years		7
Over 20 consecutive years		6

Social Welfare Department	Unit	Number of Team
Hours of Service		
Gold Award	• Over 1000 hours	7
Silver Award	• 600-999 hours	8
Bronze Award	• 300-599 hours	8

## Memberships

- Business Environment Council
- Employers' Federation of Hong Kong
- The Hong Kong Council of Social Service of The Caring Company Scheme Patron's Club
- Hong Kong General Chamber of Commerce
- The Hong Kong Association of Property Management
- The Hong Kong Management Association
- Hong Kong Association for Customer Service Excellence
- The Hong Kong Institute of Facility Management

## Appendix III – Stakeholder Communication

Hong Yip has engaged stakeholders via extensive channels regularly to communicate and gather feedback on our performance.

Stakeholder Groups	Method of Engagement
Customers and Tenants (including residents, commercial and industrial building tenants)	<ul style="list-style-type: none"> <li>• Customer satisfaction surveys</li> <li>• Mobile Applications - SoProp 、 SoPropBiz</li> <li>• Customer service office and concierge</li> <li>• QR code</li> <li>• Customer hotlines</li> <li>• 24-hour control centre</li> <li>• Company website</li> </ul>
Employees	<ul style="list-style-type: none"> <li>• Interviews</li> <li>• Meetings</li> <li>• Intranet</li> <li>• Mobile Applications - WeCom</li> <li>• “Hong Yip People Development Academy”</li> <li>• “Innovative Suggestion Scheme”</li> <li>• Staff activities</li> </ul>
Suppliers	<ul style="list-style-type: none"> <li>• Interviews</li> <li>• Audits and assessments</li> <li>• Ongoing direct engagements</li> </ul>
Industry Peers	<ul style="list-style-type: none"> <li>• Industry forums</li> <li>• Seminars</li> <li>• Regular meetings</li> <li>• The Hong Kong Association of Property Management</li> <li>• The Hong Kong Institute of Housing</li> <li>• The Hong Kong Institute of Real Estate Administrators</li> <li>• The Hong Kong Institute of Facility Management</li> <li>• The Hong Kong Management Association, etc.</li> </ul>

Stakeholder Groups	Method of Engagement
Charitable organizations	<ul style="list-style-type: none"> <li>• Community activities organized by SHKP and Hong Yip Volunteer Team</li> <li>• Christian Family Service Centre</li> <li>• YMCA of Hong Kong</li> <li>• Hong Kong Church Network for the Poor</li> <li>• Suicide Prevention Services</li> <li>• St. James' Settlement</li> <li>• Rainbow Foundation, etc.</li> </ul>
Professional organizations	<ul style="list-style-type: none"> <li>• Employees Retraining Board</li> <li>• Vocational Training Council</li> <li>• Occupational Safety &amp; Health Council, etc.</li> </ul>
Institutions	<ul style="list-style-type: none"> <li>• Cooperation framework agreements with various universities and institutions</li> </ul>
Environmental organizations	<ul style="list-style-type: none"> <li>• The Green Earth</li> <li>• Hong Kong Environmental Protection Association</li> <li>• Friends of the Earth (HK)</li> <li>• Green Sense</li> <li>• Greeners Action</li> <li>• World Green Organisation, etc.</li> </ul>



**康業控股有限公司**  
**Hong Yip Holdings Limited**

16/F, World Tech Centre, 95 How Ming Street, Kwun Tong, Kowloon

Tel: (852) 2828 0888

Fax: (852) 2827 6300

Email: [hongyip@hongyip.com](mailto:hongyip@hongyip.com)

Website: [www.hongyip.com](http://www.hongyip.com)

