



Hong Yip

Sustainability Report

2021/22



康業控股有限公司
Hong Yip Holdings Limited

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Introduction of Sustainability Report

Hong Yip Holdings Limited (“Hong Yip” or the “Company”) is pleased to present the Company’s 2021/2022 Sustainability Report, focusing our valuable achievements on environment, employees, customers, vendors and community in the period from 1 July 2021 to 30 June 2022. The Company 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 payoffs, 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 the 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 Company's "2021/2022 Sustainability Report" to report our progress on sustainability over the reporting year.

Adhere to the core value of "Serving Customers with Heart" of our parent company Sun Hung Kai Properties Limited ("SHKP" or the "Group"), Hong Yip aims to provide ultimate management service with the integration of innovative technology and environmental protection management, to provide a better living environment, to create a better lifestyle, and to build a better community for customers to enjoy.

The outbreak of COVID-19 has been ongoing for more than two years. In the face of impacts derived from the pandemic, Hong Yip has been able to rise to the challenges and ensure sustainable growth of its business. The collaboration of our team and the support from our customers have helped our management to effectively address the challenges, enabled the Company achieve sustainable development through good governance and risk management.

During the year, Hong Yip has continued to bring quality living experience to customers by introducing various types of innovative technologies in line with the digital development and keeping pace with the market trend, striving to provide professional and caring services to customers.

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.

At the same time, Hong Yip insists on focusing on building a green living environment to meet the future environmental challenges, such as climate change. During the year, 293 properties managed by Hong Yip have been awarded "Hong Kong Green Organisations" by the Environmental Campaign Committee. 341 "Wastewi\$e Certificate", 320 "Energywi\$e Certificate", 10 "IAQwi\$e Certificate" and 10 "Carbon Reduction Certificate" were also obtained. The Company has also implemented a series of programs to promote renewable energy and sustainable green communities.

Hong Yip cares for the community and offers assistance to the disadvantaged groups affected by the pandemic. For nine consecutive years, Hong Yip has organized the "PeaceBox Campaign" with other organizations to support the community, striving to build a sustainable and healthy society and create a beautiful and harmonious community.

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 committed to innovation and promoting the service level of local property management to reach international standards. 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.

Our Vision

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.

Our Commitment

We pledge to achieve “carbon neutrality” by 2050 and promote Hong Kong as a sustainable green city.



■ Hong Yip Chairman and Chief Executive Mr Alkin Kwong announced “SERVICE For Tomorrow” as the company’s sustainable goal.

Service For Tomorrow

As a property management service provider, Hong Yip strives to achieve its sustainability goal of “SERVICE FOR TOMORROW”, which is driven by seven core values of “SERVICE”, being the acronym for the following namely:

Social

Environment

Risk Management

Vendor

Innovation

Customer

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.

Sustainability Strategy

Hong Yip places great emphasis on environmental, social and corporate governance (ESG). We have incorporated sustainability into our core corporate strategy and adopted five sustainable development principles to achieve sustainable development through good governance and risk management.

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.

Employee: Hong Yip is committed to creating a people-oriented work environment by promoting diversity and emphasizing health and safety. We strive hard to nurture our employees, providing equal opportunities and support to help them develop into an excellent team.

Customer: 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 satisfy our customers' need and keep pace with the times through innovation and application of technology.

Vendor: Hong Yip is committed to building 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.

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

Regular Communication with Stakeholders

Hong Yip conducts regular questionnaire surveys with residents, carries out random home visits, provides a 24-hour complaint hotline, continuously develops 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, and 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; and
- Conduct regular employee surveys and enhance staff communication through the Group's mobile apps WeCom.

Corporate Governance

Governance Philosophy

"Serving Customers with Heart" is the belief of Hong Yip in providing services to our customer. We are committed 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 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 all 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.

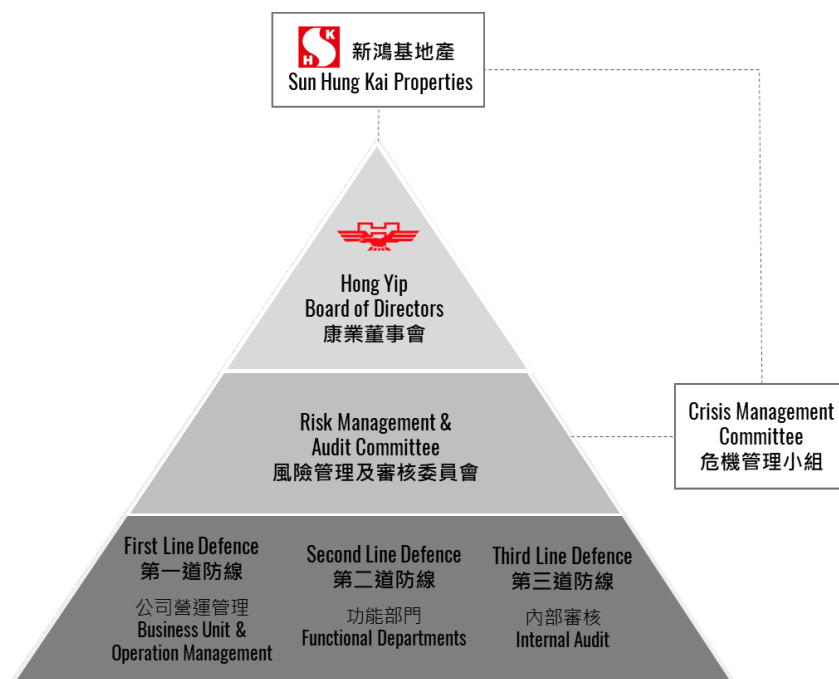
The Board of Directors constantly reminds subsidiary and department heads to comply with all regulatory requirements through executive meetings and strategic committee meetings. It is the responsibility of all subsidiary and department heads to closely monitor the performance of employees to ensure compliance with the Code of Conduct. They should report 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 our 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 for evaluating and determining 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 to the Board of Directors the Group's risks and corresponding control measures and assists the Board of Directors for final approval. The Committee consists 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 for reviewing and assessing risk and internal controls of all business units and provide support and guidance to them. They propose 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 puts 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 these 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 report lessons learned after the closure of each case.

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 adopting 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, in particular 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. Heads of the Human Resources & Administration Department and the Internal Audit Department are responsible for supervising the investigation and authentication processes. Serious cases of wrongdoing or misconduct will be reported to senior management for deliberation and further action. 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 have received training on anti-corruption and duly brief on the company's 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 strictly comply with regulatory requirements.

Anti-competitive Practice

In our Employee Code of Conduct, we have stated our commitment to comply 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 any 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 continue stay in the team. In addition, we are active in providing employment opportunities and support to people with disabilities and the elderly.

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



Social



Create Value for a Better Community

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 healthy 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.

Since 2002, Hong Yip and its subsidiaries have been awarded the Caring Company Logo by the Hong Kong Council of Social Services in recognition of outstanding performance in corporate social responsibility and efforts to create a more inclusive and caring community. Hong Yip has been awarded the honor for the “Caring Company Plus” for 20 consecutive years, recognizing our long-term commitment to participating in various volunteering projects for the betterment of the community.



■ Hong Yip Chairman and Chief Executive Mr Alkin Kwong (left) and Head of Community & Public Relations Ms Rebecca Tam (right) received the honor from Hong Kong Council of Social Services.

Hong Yip Volunteer Team

Established in 2001, the Hong Yip Volunteer Team (the Team) serves as a platform for our employees to connect with and give back to the community. Over the last 20 years, 1,560 team members have accumulated over 760,000 service hours, through involvement in 1,380 events, covering a wide spectrum of volunteer/charity projects.

Currently, Hong Yip together with its business units have formed 52 sub-teams engaging in various meaningful programs, such as charity sale, fundraising, relocation maintenance services and visiting activities. Moreover, we have established 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, our staff have received 434 Individual Gold Awards, 219 Individual Silver Awards, and 339 Individual Bronze Awards from the Social Welfare Department. Many of our volunteering staff members have served the community continuously for a long period. Amongst Hong Yip's Volunteer Team members, 6 have won long-term service honor for having contributed towards the society for more than 20 consecutive years (annual service exceeding 50 hours); while 28 individuals were honored for over 15 consecutive years' service; and 38 were awarded for having served the community continuously for more than 10 years. In the Team Award category, achievement was equally remarkable, with 49 Gold Awards, 29 Silver Awards and 44 Bronze Awards.

Hong Yip Participates in “Business With Purpose 2022”

Hong Yip has always been committed to promoting sustainable development. During the reporting period, Hong Yip has participated in the "Business with Purpose" platform jointly launched by Hong Kong Management Association (HKMA) and Social Ventures Hong Kong (SVhk). Mr. Alkin Kwong, Chairman & Chief Executive of Hong Yip, signed the "Business with Purpose" Pledge, extending the vision of sustainability with the organizers, business sector, social enterprises and non-profit organizations, to create a smart city and a more harmonious community in the long run.



■ Mr. Alkin Kwong (right 6 at the second row), Chairman & Chief Executive of Hong Yip, signed the "Business with Purpose" Pledge to build a sustainable city together.

Hong Yip currently is managing nearly 160,000 units, with a wide-ranging customer base compared to other industries. Thus the Company is able to reach out to a broad clientele, not only to provide customers with the most complete and high-quality management services, but also to promote our core corporate values to help build a better and healthier community.

Over the past year, more than 720 employees have participated in our volunteer activities. During the pandemic, Hong Yip responded promptly by distributing masks, rapid test kits and medication to people in need through our partnership network platform. We have also organized volunteer teams to distribute anti-virus caring kits to residents in need of assistance, caring for the underprivileged in the community.

PEACEBOX – Annual Charity Event

With the idea of “Sharing of LOVE and BLESSINGS”, starting from Easter 2014, Hong Yip has been committed to extending love and care through a gift box — the “PeaceBox” — to those in need in the community. This little box does not only offer a little support on food and daily necessities, but is also a box full of love and care. Over the past 9 years, PeaceBoxes packed with daily necessities, dried food, toys, stationeries and hygiene products etc. have been donated and delivered to grassroot families and the underprivileged, with the hope of sending them happiness, love and mutual care.

This year, we continued to work with organizations such as Saddleback Church and Hong Kong Church Network for the Poor to promote the message of “it is more blessed to give than to receive”. With the continued support of various organizations, churches and schools, Close to 70,000 boxes of donated gifts were given to people in need, bringing them hope and positive energy.



■ The PeaceBox Campaign, co-organised by Hong Yip and various organizations, aims to spread love and care to all corners of the city and send blessings to grassroot families who are in need.

In 2022, many places in Hong Kong were under lockdown while people were facing different kinds of difficulties, and some even lacked life necessities. Hong Yip continued to take action by donating and distributing supplies to grassroots families in need, spreading the power of “Joining Hands to Fight the Epidemic and Connect everyone with Love”. In response to the epidemic, gift donation collection was carried out in two phases. In the first phase, we sold the caring boxes online; and at the second stage physical donation took place. Then our volunteers delivered the donated PeaceBoxes to the needy.

For nine consecutive years since 2014, more than 20,000 volunteers have participated in this initiative, making up a cumulative total of over 250,000 man-times. Through home visits and various activities, we have delivered gifts to grassroot families, elderly and other people in need, spreading our blessings throughout the city. Through each PeaceBox, we hope to ease their burden and cheer them up with positive energy, so they can still feel the presence of happiness and love in the face of adversity.

For more information, please visit: <https://www.peaceboxhk.org/>

Inclusive Society

Hong Yip cares for the community and promotes the idea of inclusive society, supporting people with disabilities to actively participate in social activities and helping them to join the society. We participated in activities such as “Jockey Club Light Up Sports program” jointly held by SHKP and Hong Kong Blind Sports Federation. The visually impaired participants were led by pilots to enhance the interest and experience of two-person cycling, thus improving the cycling skills of both persons (the visually impaired and the pilot). In addition, every year Hong Yip forms a mixed team consisting of staff and people with visual impairment to compete in the “Hong Kong Bowling Tournament for All cum Hong Kong Blind Bowling Tournament” jointly organized by the Hong Kong Blind Sports Federation and Rotary International District and sponsored by Labour and Welfare Bureau. The main objective is to provide equal opportunity to people with visual impairment to compete with sighted bowling players and promote inclusive society and the spirit of sportsmanship.

Furthermore, Hong Yip participated in “Stargaze Camp for All and the Blind” pooling the disabled and able-bodied together to enjoy the starry night and the sunrise, and to learn more about the stars and astronomy from the stargazing equipment provided by the HK Observatory, sharing the moment of harmony of inclusive society.



■ Hong Yip Volunteer Team supports people with disabilities and actively participated in “Jockey Club Light Up Sports program”

Self-enhancement Home Minor Maintenance Volunteer Programme

Hong Yip has launched the “Self-enhancement Home Minor Maintenance Volunteer Program” to assist new arrivals and single mothers in need to adapt to the community. Our technicians first taught women living in Tin Shui Wai basic home maintenance skills, then led them to carry out minor home maintenance work for themselves. Later they were formed into teams to help more women in need and seniors living alone. The program aims at helping more needy families, promoting community inclusion and truly achieving the essence of “Helping people to help themselves”.



■ “Self-enhancement Home Minor Maintenance Volunteer Program” helps the new-arrival women to adapt to the community and promote community inclusion.

Youth Upward Mobility Mentorship Program (YUM)

Hong Yip is always committed to nurturing future talents. 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.

Hong Yip 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 to further academic pursuit and providing them training, counselling and financial assistance for education. Participating mentees would 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 would also help them build up their self-awareness and develop positive values in life, identify their personal goal and direction, and motivate their upward mobility desire.

Over the past years many of our staff have joined this YUM Program, providing training to help mentees acquire job skills and subsidizing them to further take on courses of related industries. Mentees can also build up their positive values in life with guidance from mentors and pave their way for their better future.

In November 2021, Hong Yip invited the YWCA to be the training organization and successfully recruited 20 graduates to join Hong Yip as "Customer Service Ambassadors" after providing a 7-day course to manage the clubhouse, residential properties and shopping malls.



■ A kick-off event was organized for over 30 new recruits who joined the 2021 Mentorship Program.

A kick-off event for the YUM Program, which Hong Yip worked together with the Hong Kong Church Network for the Poor, was held on 17 December 2021, with over 30 youngsters aged between 18 and 24. Mentors subsequently joined in this program to offer this group of young people guidance and support to enhance their interpersonal skills. This one-year mentorship program also offered them an alternative path to further education, providing them training, counselling and financial assistance for employment, which eventually motivated their upward mobility in our society.



■ Hong Yip encourages the youngsters to participate in the “Youth Upward Mobility Mentorship Program”.

Charity Sports Activities

Through sponsorship of 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 third 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. The theme of 2021 "Konica Minolta" event was "Catching Stars". We participated in the activity to help raise funds for "Children's Thalassaemia Foundation" to provide surgeries and medical devices for children with Thalassaemia major.

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



■ Hong Yip has participated in the "Konica Minolta" charity event with the theme of "Catching Star" and raised funds for "Children's Thalassaemia Foundation".

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 residents moving 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 installed night sensor lights for them and brought them lucky bags (including soup bags, rice, masks, towels and hand sanitizers, etc.). Further, the team gave them detailed instructions on how to use the lights, to express our concern and blessings to the elderly.



■ Hong Yip supports "Pak Tin Estate Reconstruction – Friendly Neighborhood Project", and rebuilds the neighborhood support network with the residents.

Support the Integration of Women into the Community

Hong Yip is the only property and facility management company to receive the "Outstanding Social Capital Partnership Awards (Corporate/organization) - Social Capital Builder Award" granted by the Labour and Welfare Bureau and the Community Investment and Inclusion Fund for two consecutive years. Our volunteering team, comprising our property staff, technicians and engineers, used their professional expertise to teach new arrival women and single mothers on maintenance knowledge and repair techniques in order to develop their skills and enhance their self-reliance capability, enabling them to pass on and help more women in need in the community and promote community inclusion. In addition, Hong Yip also leveraged its corporate strengths to create a series of "women-friendly employment" and guidance programs for women and was awarded the "Community Model Employer" recognition.

Amazing Greeners - Kat O

Hong Yip has been supporting charity and environmental protection work for a long time. The charity event "Amazing Greeners - Kat O" was organized by Greeners Action. Four of our colleagues formed a team to participate in the coastal cleanup at Kat O. The fund raised from it would be used for supporting their waste reduction jobs, such as "Plastic Stripping", recycling of red packets and promotion of "Greeners Fusion".

St. James' Settlement "I am.. Youth Portal" Scheme

Last year, Hong Yip participated in the "I am.. Youth Portal" scheme, a youth vocational education platform jointly organized by Hang Seng Bank and St. James' Settlement. This scheme offered a series of supporting activities for DSE students during July 2021 to provide them emotional support for further education. In the "Job Shadowing F6 Students" program, Hong Yip offered work experience opportunities for DSE students. Two students participated in a 4-day internship training in our Company to experience the company's operation and workplace culture for preparation to plot their future career path.



■ Hong Yip has provided a 4-day internship training to two DSE students to experience the workplace culture and identify their interests.



Environment



Caring of Environment

Hong Yip innovatively introduced the "Concept of Sustainable Green City" to improve the living environment. Besides continuously promoting landscaping, it also sets strict environmental protection standards for its properties to improve environmental performance and energy efficiency, for a green and beautiful living environment to owners and tenants.

Strategy and Management

Upholding the belief of "Building Homes with Heart", Hong Yip endeavors to commit achieving sustainable development. We have committed to promoting environmental protection and energy saving, continuously improving the environmental management system, enhancing the energy efficiency of buildings, and fostering an environmentally friendly corporate culture. The environmental targets we uphold include:

- "Comply with laws, prevent pollution, reduce waste, and make good use of resources"
- "Implement energy conservation goals and measures, and continuously improve energy efficiency"

Hong Yip has set up a special committee to supervise and promote environmental protection. The committee is composed of 20 professionals from different departments and technical experts. It is responsible for monitoring the energy consumption of buildings for continuous improvement, promoting green property management, and enhancing environmental protection training and sharing.

In April 2022, the company established the "Environmental, Social and Corporate Governance (ESG) Steering Committee" led by the Chairman of Hong Yip and comprising directors and heads of different departments within the company, to further strengthen our work for environmental protection and implement an environmentally friendly culture.

Environmental Management System

We have obtained certification of ISO 14001 Environmental Management System and ISO 50001 Energy Management System. Hong Yip has been striving for continuous improvement through conducting internal and external audits to review the effectiveness of the management system.

Sustainable Development Data Management System

The system has been launched in 2014 to monitor environmental and social performance and facilitate data collection across business units. Hong Yip also regularly reviews and improves the system to meet new demands. Data analytics were employed since 2021 to support system optimization and enhancement, providing great help in monitoring and improving energy use.

Building Our Green Portfolio

The Group endeavors to achieve green certifications for our buildings so as to ensure that resources are effectively deployed to maintain the sustainability of our properties.

A high-quality professional team is the key to enhance our sustainable performance. During the reporting year, the Group's staff team had a total of 10 employees who had obtained the "BEAM Pro" qualification and 15 employees who had registered as "RCx Pro" or "RCx Practitioner". Riding on innovation and advanced technology, it enables us to comply with government regulations, continuously apply green technology to improve energy efficiency, material use and waste management, as well as other environmental issues.

Hong Yip has signed a Memorandum of Understanding with the Hong Kong Green Building Council and BEAM Society to demonstrate our commitment to promoting green building. With the company's strong promotion, we have 45 properties awarded BEAM Plus Existing Buildings (EB) certificates in the



■ In the past two years, Hong Yip has 45 properties awarded BEAM Plus Existing Building (EB) certificates.

past two years, including Sun Hung Kai Centre, Harbour Centre, 26 Nathan Road, 909 Cheung Sha Wan Road, Grand City Plaza, Tsuen Wan Plaza (S.A.), Park Central (S.A.), Mikiki, PORT 33, Valais, and Imperial Cullinan being rated "Excellent" in BEAM Plus for EB Version 2.0 Selective Scheme in Management (MAN) Category. More than 30 offices, industrial and residential buildings were also rated "Good" in the MAN category. In addition, a total of 12 properties participated in the assessment and received a "Good" rating during the year.

With the implementation of effective environmental management and comprehensive monitoring, Hong Yip continued to obtain the BEAM Plus EB V2.0 Energy Use (EU) certification for properties under its management. In addition to Sun Hung Kai Centre being rated "Excellent" in the Energy Use (EU) category, major shopping malls and commercial buildings, including Tsuen Wan Plaza (S.A.), Park Central (S.A.), Mikiki, Harbour North and New Tech Plaza, were also presented for assessment in this year.

Besides, Hong Yip has earned a total of 293 Hong Kong Green Organisation Certification, 341 Wastewi\$e Certificates, 320 Energywi\$e Certificates, 10 IAQwi\$e Certificates and 10 Carbon Reduction Certificates from the Environmental Campaign Committee (ECC) during the reporting year.



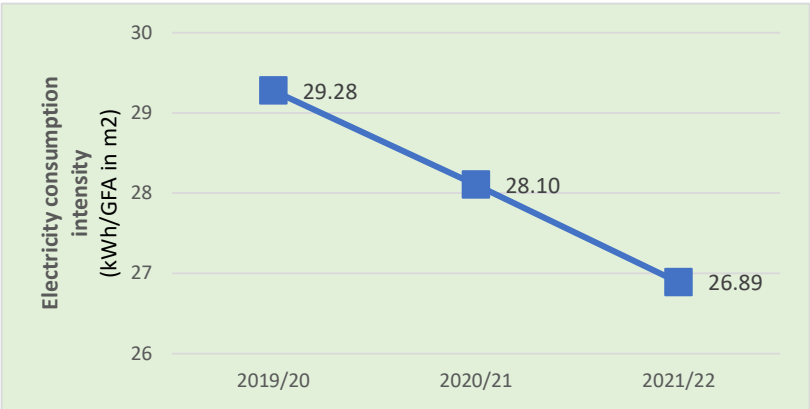
■ Hong Yip has nearly 300 managed properties awarded Hong Kong Green Organisation Certificate and earned 320 Energy Saving Certificates from the Environmental Campaign Committee (ECC).

Enhancing Energy Efficiency and Minimizing Carbon Emissions

To advance towards the set carbon neutrality goal by 2050, Hong Yip 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 “Hong Kong’s Climate Action Plan 2050”, the “Energy Saving Plan for Hong Kong’s Built Environment 2015~2025+” and the “Hong Kong Roadmap on Popularisation of Electric Vehicles”. Our Environmental, Social and Corporate Governance (ESG) Steering Committee structure provides overall leadership for carbon reduction from the top down. Management is fully engaged and measures are implemented by all departments and subsidiaries.

The Company is following the energy saving targets set by our parent company SHKP for the 2019/20 financial year, aiming to reduce electricity consumption by 13%, greenhouse gas emissions by 25% and water use by 5% by 2029/30. In this year, we have already achieved half of our 10-year target for electricity consumption.

Electricity consumption intensity of properties in Hong Yip
for the period 2019/20 to 2021/22



Hong Yip has adopted a host of measures to ensure its properties are energy-efficient. For an overall improvement of energy efficiency, we have carried out retro-commissioning and all-round energy-saving projects in some of our existing buildings to improve overall energy efficiency, such as replacing and retuning chiller plants, and introducing IoT sensors, flow meters, heat exchangers, and LED lightings, etc. Besides, building service systems, such as water pumps and air-conditioning, were timely adjusted to ensure optimal use of energy.

We are committed to the application of technology for better management and sustainable development of properties, such as the application of digital technology to drive environmental and energy-saving solutions. Sun Hung Kai Centre as one of our BEAM Plus certified buildings, for instance, has introduced IoT network, upgraded E&M facilities and implemented environmental measures to manage energy consumption more effectively. This resulted in an aggregate of energy consumption reduction of 60 million kWh, which is equivalent to reduction in 42,000 tons of CO₂e or planting 1.8 million trees. We have also implemented the above measures for our other commercial and residential buildings. A smart system has been employed to automatically operate a most efficient combination of chillers and pumps as necessary to match a building’s real-time load to optimize the overall operational efficiency and energy-saving.

Hong Yip has formulated a number of plans to promote the use of renewable energy. A total of 5,561 solar panels have been installed in our 16 properties, generating 2,200,000 kWh of electricity, which is equivalent to the annual electricity consumption of 667 households. In the meantime, we have purchased CLP's Renewable Energy Certificates (RECs) from July 2021 to offset the electricity consumption for remote and in-class trainings, and also major events organized within the year. These initiatives fully demonstrate our heartiest support for the use of renewable energy and active participation in the Renewable Energy Feed-in Tariff (FIT) Scheme.



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To reduce carbon emission and mitigate climate change, Hong Yip has joined the Carbon Audit • Green Partner and signed the Business Environment Council's Low Carbon Charter in 2019. We also conduct annual carbon audits for 59 properties developed or leased by SHKP, and the properties have participated in the Green Partner program organized by the Environmental Protection Department, which collectively contribute to decarbonization in Hong Kong and proactively respond to the Paris Agreement.

We were actively involved in moving towards carbon neutrality and have achieved successes. In this year, we participated in Net-Zero Certificate Program organized by Hong Kong Quality Assurance Agency (HKQAA) and obtained a certificate of Commitment to Net-Zero. Besides, we further obtained Management Award for Net-Zero Contribution (Property Management) - Visionary Blueprint towards Net-Zero, Pioneering Organisation in Net-Zero Contribution - Commitment to Net-Zero, and Leadership Award for Net-Zero Contribution.

Over the years, Hong Yip has been encouraging the use of more environmentally friendly electric vehicles in its managed properties and has actively supporting the buildings under its management to join the EV-charging at Home Subsidy Scheme staged by the Environmental Protection Department. Meanwhile, 26 out of 63 submitted residential property applications have obtained approval, benefiting up to 6,500 parking spaces.

We also plan to replace all of our company vehicles with electric vehicles by 2030 in order to achieve “go green”. After transformation of our vehicle fleet, we can reduce 20 tons of carbon emission per year, which is equivalent to planting 900 trees.

Efficient Water Use

Most of our business operations are not water-intensive, yet we continue to improve our water management practice and performance across all business units. We have developed water conservation measures and encouraged the installation of water-saving devices in our managed properties. In addition, we have supported the Water Supplies Department's 'Let's Save 10L Water 2.0' Campaign, encouraged our tenants to reduce their daily domestic water consumption. Hong Yip also supported the Water Supplies Department's 'Enterprises Cherish Water' Campaign and has arranged 22 managed properties to join the 'ECH2O Charter Signing', committed to cherish water within our scope of operations.

Utilizing Technology to Minimize the Consumption

Hong Yip incessantly explores opportunities to deploy multiple technological solutions at our managed properties. We analyze and monitor the performance of GHG emissions, electricity consumption, water consumption, waste disposal and recycling through our Sustainability Data Management System. To reduce paper consumption, we are promoting paperless workflow to minimize the use of resources. Our managed properties have adopted self-developed mobile Apps, such as Nitrol, SoProp, SoPropBiz, WeCom and CRM that help reduce paper consumption, minimize the use of resources and further improve environmental performance through smart technologies.

Optimal Resource Use

Environmental influence is a key consideration factor in Hong Yip's procurement process, and priority is given to using more sustainable materials. We closely monitor the procurement process to minimize any unnecessary consumption of resources.

Green Procurement

In order to improve the company's environmental management system and environmental performance, and to increase green procurement awareness, Hong Yip has formulated Green Procurement Guidelines for staffs to consider purchasing green products or services as far as practicable. Prior to initiating the procurement process, staffs have to ensure that in the course of manufacturing, shipping and delivery the product or service offers have met (but not limited to) the following minimum requirements: (1) Manufactured without hazardous substances; (2) Recyclable or less waste-generating; (3) Commitment to environmental protection and energy saving efficiency and; (4) Compliance of the statutory requirements and code of practices for relevant environmental protection and energy efficiency (e.g.: ISO 14001 and ISO 50001).

Waste Minimization

To support waste management plans initiated by Government such as "Waste Blueprint for Hong Kong 2035", we have adopted a three-step waste reduction strategy – Avoid generating waste, Reduce waste, and Recycle waste to achieve sustainable waste management throughout our business operations. We strive to surpass regulatory requirements for achieving an ultimate goal of zero landfill.

Hong Yip advocates responsible consumption and encourages tenants and customers to adopt best practices for minimizing waste delivery to landfill sites. To promote recycling and collection of different types of waste in our properties and shopping malls, we have set up smart reverse vending machines for plastic bottles collection. We have also placed recycling bins in shopping malls in response to the pilot scheme initiated by Greeners Action for clean recycling of paper-packed beverage boxes. Over 100 buildings (residential/commercial/industrial) and shopping malls have signed up supporting the "Glass Container Recycling Charter" organized by Environmental Protection Department, aiming at promoting public awareness of clean glass container recycling and separating wastes right at the source.

Hong Yip is also supporting the waste plastic management plan organized by government and non-government organizations of environmental protection to promote a correct method of disposing plastic waste to industries and the public. 28 residential properties and 22 industrial and commercial buildings have been designated respectively to participate in the 2-year "Pilot Scheme on Collection and Recycling Services of Plastic Recyclable Materials" organized by EPD in Kwun Tong, Shatin and Eastern Districts and the "Local Industrial and Commercial Waste Plastic Transfer Centre Trial Scheme" organized by the Greeners Action.

In addition, Hong Yip has eagerly responded to the government's "A Food Waste & Yard Waste Plan for Hong Kong 2014-2022", promoting the separation and recycling of food waste in its managed properties, handling the collected food waste on site or transporting it to the Organic Resources Recovery Centre for processing to generate energy. We have also been supporting residential properties to join the "Supporting Residential Buildings in Adopting Smart Bins Technology in Food Waste Collection and Recycling" scheme organized by Environmental Protection Department using smart recycling bins to collect household food waste on site. Some of our managed properties have already been granted government funding for implementation.

For example, Park Central has joined hands with tenants and residents to promote food waste recycling, collecting and transporting food waste to the EcoPark for proper disposal. Our Wonderland Villas, Valais and St Martin have successfully converted food waste into fertilizer and made use of it in their organic farms. The results are brilliant thus far, attracting more residents to join in this food waste recycling program.

To promote the culture of cherishing food and encourage residents' participation in food waste recycling, Hong Yip has collaborated with Food Angel to implement the "Food Smart Buddy" program in our 11 managed properties. This program aims to educate and motivate residents to donate surplus food in an innovative way, helping to reduce food waste while extending our care to people who are in need.



Raising Public Environmental Awareness

Promote Green Initiatives to Residents

We recognize the significant impacts of sustainability on our business and the community. To this end, we continue to implement green property management and promote collection and recycling of food waste in our managed properties. Hong Yip takes a proactive role in educating the public about green living, encouraging staffs of managed properties to spread green messages to the residents and cultivate a sustainable lifestyle.

Case Study: Oscar By The Sea

The management team of Oscar By The Sea has been working with residents to promote a green life. Oscar By The Sea was supported by The Environment and Conservation Fund (ECF) to conduct 'Waste Separation Projects to Pave the Path for Municipal Solid Waste Charging' in 2021. To gain first-hand experience of the quantity-based charging arrangement, 610 residents participated in the program and the recycling rate was increased by 22%. The management team acted as 'green ambassadors' to explain the details of the program and share green tips with the residents. The team has also written best practice guidelines to provide practical suggestions to the industry.

Oscar By The Sea has also cooperated with 'GREEN@PO LAM' and 'Look For Green' programs launched by the Environmental Protection Department (EPD) and Hong Kong Jockey Club. The team has organized recycling activities such as green carnival and set up facilities like recycling bins etc. Oscar By The Sea has also joined EPD's 'Pilot Scheme on Food Waste Collection'. Source-separated food waste collected under the scheme were delivered to O-PARK1. Residents could also register as a member of 'GREEN\$ Electronic Participation Incentive Scheme' at the estate's clubhouse, to receive GREEN\$ incentive points as they took part in recycling and enjoy the benefits of green living.

We will continue to implement green property management, encourage tenants to get involved and co-build a sustainable living environment.



■ Green Carnival organized by Oscar By The Sea



■ 'GREEN@PO LAM' recycling activities

This was the 13th year of Hong Yip's consecutively participation in WWF's Earth Hour, mobilizing around 170 residential estates, shopping malls, commercial and industrial buildings to turn off their lights for an hour, to promote sustainable living and energy conservation. In addition, we have also supported CLP's 'Power Connect' program. The program aims to encourage the public to go green, embrace low-carbon living, earn Eco Points to redeem for rewards, and save energy to help people in need.

We reaffirmed our commitment to environmental protection and have taken a leading role in the industry. In the Hong Kong Awards for Environmental Excellence 2020, Hong Yip received five awards and Wonderland Villas was awarded Gold Award for Property Management (Residential).



■ Mr. Alkin Kwong, Chairman and Chief Executive of Hong Yip, was presented with the Gold Award at the Hong Kong Awards for Environmental Excellence by Mr. Wong Kam Sing, Secretary for the Environment, as a recognition of Hong Yip's devoted commitment in upholding its corporate value of sustainability.

In addition, Valais and Port 33 won the Grand Award and Merit Award – Existing Building Category (Facilities Management) respectively in the Green Building Award 2021.

Recognizing our contribution to green living promotion, Wonderland Villas and Tsuen Wan Plaza (S.A.) won the Bronze Award - Services Sector in the BOCHK Corporate Environmental Leadership Awards 2021.

Hong Yip is dedicated to promote green measures and co-build a sustainable environment through active tenant engagement. For example, we regularly arrange exhibitions and events in some of our managed shopping malls to promote green culture. Tsuen Wan Plaza (S.A.) is a mall applying greenery concepts to new tenants and new mall designs to encourage different stakeholders to embrace sustainable lifestyles. Tsuen Wan Plaza (S.A.) and Mikiki were commended in Hong Kong Green Shop Alliance Award 2021, receiving 'Best Green Practice in Malls - Gold' and 'Best Collaborative Effort of Malls and Shops' honour respectively, recognizing the achievements of our managed malls in promoting green measures.



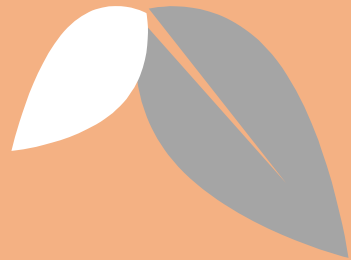
■ Tsuen Wan Plaza (S.A.)



■ Mikiki



Vendor

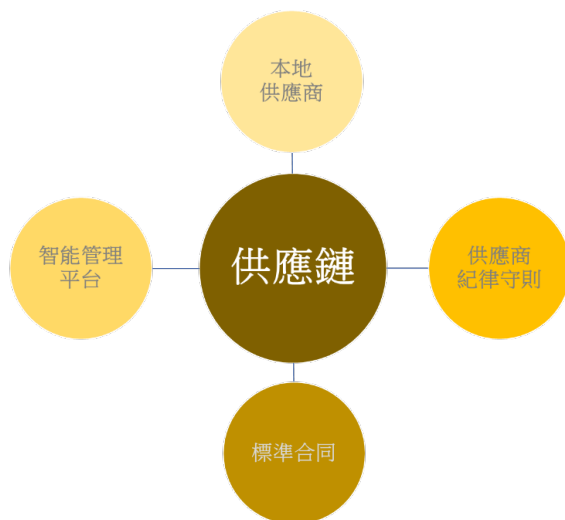


“Move forward with Partner” - Supply Chain

Hong Yip is committed to building 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 are our essential business partners and we work together to provide high-quality and sustainable property management services employing different new technology and intelligent platforms.



Local supply chain and contractor management

In order to set up 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 on the List and **100% of them** were local. For the reporting year, the procurement amount exceeded HK\$1.5 billion.

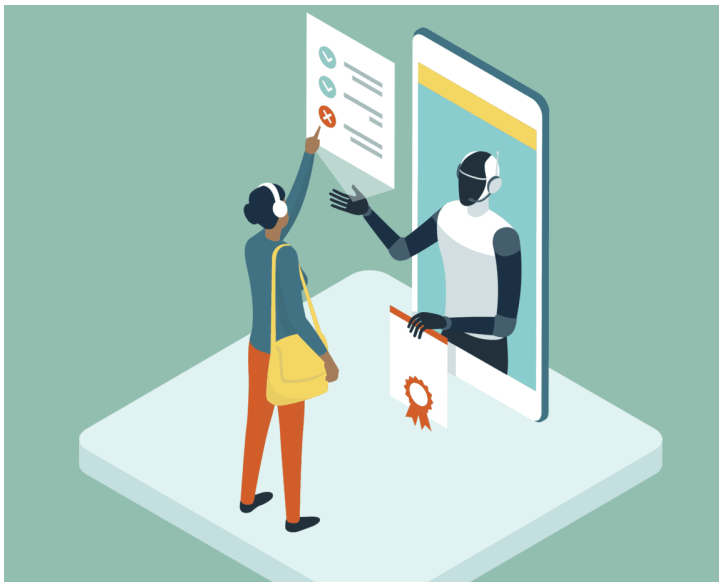
In addition to promoting the development of the local economy and various property management-related industries, the local supply chain often brings more sustainable benefits:

- Reducing transportation and storage of goods resulting in lower carbon emissions and energy use;
- Building a corporate image as “green leader” of the industry; and
- Responding to clients’ requests promptly and thereby 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/ ISO50001 Energy Management System/ ISO45001 Occupational Health and Safety Management System certificate.

In addition, Hong Yip has also participated in the "Charter on Preferential Appointment of OSH Star Enterprise", giving priority to hire "OSH Star Enterprises" with sound safety management systems which have passed strict audits by the Occupational Safety and Health Council, to carry out repairs, maintenance, major A&A work. The basic information and relevant licenses of each vendor, and all updates are stored in and retrievable through the Group's electronic vendor portal.

Vendors' performance in daily operation is closely monitored. They are evaluated on a regular basis, including their "environmental protection and energy saving procedures", "occupational safety and health" and service quality, etc. Evaluation results are 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. Hence the quality of vendors on the list can always be assured.



Working closely to drive sustainable development

At present, all contractors' registration applications need to be processed through the vendor portal. This platform allows Hong Yip to proactively and efficiently distribute relevant requirements and the latest 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;
- 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 actively promotes “Energy Saving Charter & 4T Charter Schemes” to all vendors through the vendor portal. It aims to work together to achieve carbon neutrality by 2050. Extra credits will be given to the vendors which participated in the scheme.



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 purchases), e-Proc provides a much more convenient direct co-working platform for vendors and the company's purchasing team. Procurement activities can be completely processed on this system.

During the 5th wave of the epidemic, our e-Proc platform has helped our vendors adapt to the new normal and new “Work from home” pattern. Vendors may collect and return tenders online. Apart from minimizing the epidemic impact on administrative processes and logistics, it also reduced the risk of spreading the virus through the delivery of papers. Electronic tender opening allows our clients to reduce the number of in-person gatherings to open tenders, hence the daily procurement process could be handled as usual.

Electronic procurement does not only bring convenience to stakeholders in their daily work, but also saves tons of paper required for tender documents and contributes to global environmental protection.

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 evaluate contractors' performance. It aims to continuously improve the procurement process and meet the rapidly changing market demands.



Standard contract documents with sustainability elements

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 to all vendors. The main elements include: environmental protection, anti-corruption, fair competition and labor rights.

I. Environmental Factors

Hong Yip's procurement process is regulated by environmental protection-related terms or specifications. When purchasing products or services, we will consider the following factors: -



- Manufactured without harmful substances;
- Ability to recycle or reduce waste generation;
- Environmentally friendly and energy efficient;
- Compliance with all relevant environmental and energy efficiency regulations and codes of practice.

When purchasing electrical and mechanical equipment, we will fully consider the expenses such as electricity consumption, water consumption and maintenance costs (Life Cycle Cost). Specialist vendors are allowed to provide professional comments and alternative feasible proposals in order to achieve Energy & Cost-saving as our final goal.

II. Anti-corruption

We are committed to maintaining the highest ethical standards and principles of integrity in our business operations. We have strictly regulated the supply chain against any corruption, money laundering, extortion, fraud or misrepresentation. Through our rigorous procurement policies, e-Proc platform and standard contract documents, all suppliers and contractors shall understand and comply with our anti-bribery and anti-corruption policies. Tenderers must complete the "Declaration of Interests Form" to declare any possible or actual conflict of interest. If a vendor is involved in any actual or suspected corrupt activities, we will immediately suspend the vendor from participating in the company's procurement activities or remove it from the approved list.

III. Fair Competition

Fair competition is the foundation of a prudent and fair supply chain. We fully prohibit any anti-competitive conduct in accordance with the Competition Ordinance. To prevent bid rigging during the tendering process, we regularly update and evaluate the list of approved vendors. All tender documents specify the anti-collusion requirements, and will strictly control the number of companies invited to tender to ensure that there is room for competition in the tender process and protect the interests of customers. All tenderers must submit a “Confirmation of Integrity and Anti-Bid Rigging Clauses” stating that their operations are free from any anti-competitive behavior.



IV. Labor rights

We concern whether our vendors provide their employees with reasonable salary and a safe working environment. To ensure labor right protection measures are implemented and to better manage human rights risks in our supply chain, our tender documents require suppliers and contractors to strictly comply with labor rights laws and regulations. In addition, we also monitor the performance of workers on a daily basis. If any abnormality is found, we will immediately communicate with the contractor and take appropriate follow-up action.



Innovation



Go Paperless; Combat Climate Change

Digitalized Communication Publications

"Net-zero" and "sustainability" have been regarded environmental issues and ethical actions for the past decades. However with more and more countries announcing their net-zero emission campaigns for 2050, ESG is now gaining greater attention from enterprises around the world. The trend towards growing a global green economy has become unstoppable.

In addition, in response to the impact of the pandemic in the past two years, companies, industrial and commercial organizations, and government bodies have started practising "Work from Home", revolutionizing the office operation pattern and environment. Traditional paper documents are substituted by digital and paperless forms, thus reducing paper waste, saving energy and the forest. All these show a positive effect on climate change.



Digital Development Supporting Diversified Businesses

Since the implementation of the electronic form and approval system, through the cooperation and efforts of IT department and other departments, the paperless system has successfully replaced various complicated processes across departments and slowly integrated into the daily work of our colleagues.

Data have shown that in the past two years, the electronic system has processed more than 110,000 approval procedures. In other words, the system processes one approval procedure every two minutes each day. This has greatly improved the efficiency and transparency of the approving processes compared to the previous internal document circulation approach, when documents were circulated across divisions and headquarters on a daily basis.



Statistics on Paper Savings

Leave Application Form: This is the mostly used form since its implementation in 2020, with more than 20,000 copies submitted. Since its launch, its convenient functions have been well received by all employees. The system can be tailored to suit the needs and structure of each department and subsidiary, allowing staff higher flexibility in processing and approving leave applications.

Payment Application Form (Buildings): Through Finance and Accounting Department's active promotion of the electronic payment system, building payments are now processed and settled in a cross-system and cross-platform manner. The system was designed to identify the appropriate reviewer to handle the approval procedure according to the conditions and actual situation of different buildings and districts. This helps simplify the complicated and nonuniform approval procedures/workflow, while simultaneously and automatically renew and update the approval authorization right arrangements needed due to personnel changes, such as transfers to other districts and staff promotions, greatly reducing the manpower required to handle the resultant administrative work. Over 1,500 applications have been settled since its launch in April, saving over 7,500 sheets of paper printing. Its application is expected to be extended to all the buildings managed by Hong Yip within this year, which will save an average of 380,000 sheets of printing per year. This helps the Company to contribute to environmental protection by reducing unnecessary resource consumption through the implementation of the paperless approval process.

Hong Yip E-Learning Management System

In order to streamline administrative and operational procedures and continuously achieve carbon reduction, Hong Yip has developed a new "E-Learning Management System" with new functions and digital operations. Employees can flexibly apply for courses and check their training records, realizing a paperless working environment.

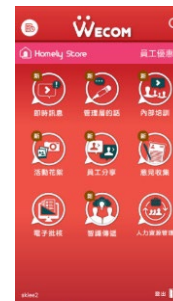
Approval at Anytime and Anywhere

Digital forms and approval systems are available on different platforms. In addition to the general online application operation, staff can use the mobile application WeCom or tablet application i-Approve to process the approval. Users can also review any additional documents attached or approval history during the process to further enhance the efficiency of the whole approval procedure.

E-Audit

Public awareness on environmental hygiene has been raised during the pandemic. To ensure the quality of cleaning services, our subsidiary Nixon has performed cleaning audits remotely through real-time communication software. Auditors can use video communication to instruct site supervisors to go to designated locations to review the quality and hygiene condition in real time. At the same time, documents can be shared through the communication software for audit purposes.

This largely reduces the need for auditors to go to different buildings, thereby reducing carbon emissions and combating the impact of climate change in the world.



Enhancement in Communication for Work Efficiency through Technology

Hong Yip has incorporated intelligent management in the daily operations of our managed properties and applied to occupational safety and health areas.

Hong Yip uses mobile app to carry out safety inspections instead of traditional methods using paper. Inspection records generated are recorded electronically and transmitted immediately to the relevant personnel in-charge in the course of patrol or carrying out maintenance work 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, anywhere. A simple quiz will be provided at the end of each movie to ensure viewers 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.

iBuildingCare

Hong Yip's subsidiary, Lik Kai Engineering Co. Ltd., has introduced an intelligent building management platform “iBuildingCare” to provide one-stop services.



Drone Inspection



Artificial Intelligence Analysis



BIM/Cloud Records

Building Information Modelling – Facility Management (BIM-FM)

Hong Yip and its subsidiary Lik Kai Engineering have been supporting our parent company SHKP in promoting intelligent and digital management. To enable our customers enjoy better property management services and experience, we have developed a 24/7 efficient Building Information Modelling – Facility Management (BIM-FM) platform for Sun Hung Kai Centre in Wan Chai, utilizing the intelligent management system to fulfill the Group's philosophy and commitment to sustainable development.

Sun Hung Kai Centre, completed in 1982, has been continuously upgrading its original quality, environmental protection, occupational health and safety ISO management system by introducing energy saving and emission reduction technologies and optimizing electrical and mechanical equipment renovation work. It earned the highest level of excellence rating certification in Energy use (EU) in the "Assessment Aspects of BEAM Plus Existing Buildings V2.0" launched by The Hong Kong Green Building Council (HKGBC). To further optimize property quality and management efficiency, Hong Yip and Lik Kai Engineering jointly constructed a BIM-FM platform for Sun Hung Kai Centre to collect and integrate information on the building's operational performance and daily management, allowing the management team to monitor the building's data performance more comprehensively and effectively, and extending the big data analysis to building maintenance management and energy efficiency level so as to adjust the management strategy in a timely manner. This greatly helps shorten the maintenance cycle, thus improving the overall ESG performance of the building.



BIM-FM platforms usually are applied in new buildings. This time our team conducted several laser scans for Sun Hung Kai Centre, collecting information on façade and structure from multiple angles to construct a most accurate 3D building information model and create an intelligent management system for our flagship building.

Hong Yip will continue to introduce BIM-FM platforms to other existing commercial buildings as needed to build an efficient and intelligent management network, serving as a management tool for analyzing potential risks in advance, predicting and planning operation and maintenance matters ahead to avoid any emergencies affecting customers. We aim to create new values in order to achieve sustainable development in the long-run and provide a comfortable and safe living environment for customers.





Customer



Customer First

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

Create Ideal Homes for Customers

Hong Yip is committed to our principle of “Serving Customers with Heart” and well determined to deliver prime property management and caring services to exceed customers’ expectations. We try 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 premium property management services. In addition, the Group endeavours to safeguard the health and safety of customers and secure all customer-related data and information, complying with related international standards in property and facility management.

In the course of pursuing digital innovation and continuous improvement, we actively seek opportunities to integrate digital solutions into the management programs and measures at our managed properties. We draw on SHKP’s integrated shopping mall platform, SHKP Malls App and our corporate customer-loyalty program ‘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 many 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 operate 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 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

Our property management subsidiaries all have had ISO 10002-certified Complaints Handling Management Systems in place.

We are committed to undertaking formal reviews on each complaint we have received and provide timely response.

Health and Safety: ISO 45001

The Group has adopted 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

Hong Yip plays pioneering and leading roles in the application of information security in the property and facility management industry and we are the first property management company to obtain the ISO 27001 certification.

Professional training is provided regularly to employees who have to handle sensitive customer and company information.

Service Quality: ISO 9001

The Group has long earned ISO 9001 certification for Quality Management Systems.

By identifying best service management practices through performing peer benchmarking, clear guidelines and regular training are provided to employees to enhance their customer-handling skills.

Environmental Management System: ISO 14001

The Group always expends great efforts to implement environmental management system good practices, with regard to energy saving, noise reduction, sewage treatment, tree planting, etc.

Energy management System: ISO 50001

The Group continuously devotes effort in “Retro-commissioning” (RCx) schemes and installation of smart devices to enhance energy efficiency and save costs for better environmental protection on an on-going basis.

Smart Living

Working closely 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 well into our property management operation, enhancing work efficiency and bringing convenience to our customers. In addition, we have provided Home Automation system for our serviced apartments.

Innovative Property Management

We have adopted 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, have been introduced in our residential leasing brand "Townplace".

Close Communication with Customers

To ensure seamless communication with our customers, we make use of different types of communication channels, including home visits, tea gatherings, SoProp and SoPropBiz feedback collection, QR codes, 24-hour customer hotline, and customer relationship system (CRM).

SoProp and SoPropBiz, mobile applications developed by Hong Yip, enable residents to pay management fees, reserve clubhouse facilities in advance, 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 help visitors to locate and reach the building they plan to visit.

SoProp is also equipped with Home Automation function, which enables residents to control their home installations such as lights, air conditioning and TV channels, creating ideal comfortable homes for them.

Mobile applications do not only facilitate our daily management, but also improve communication between the management team and customers during the current pandemic time. In addition to posting epidemic prevention poster in the lobby, Hong Yip management team also makes 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 have 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 identified during the handover, and keep track of all repairs and maintenance work during the warranty period.

Enhance Quality of Living

Hong Yip has always been firmly upholding the corporate 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 support property management, we have developed our own system, Nitrol (smart mobile patrol system), greatly enhancing our work efficiency and management quality.

We have always been providing 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 application in property management is becoming 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, enjoying a comprehensive smart living experience.

Property management going smart is the latest trend in the industry nowadays. Our subsidiary, Superpower Pumping Engineering Company Limited, has developed a system called "Intelligent Flooding Alarm", now 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 potential losses.

New Shopping Experience

Since 2017, Tsuen Wan Plaza has introduced the Internet of Things (IoT) which enables the management team to conduct 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.

Ensure Customers Health and Safety

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

Occupational Health and Safety Management Systems

To enable us offer timely resuscitation in case of emergencies, in particular heart attacks, all of our major shopping malls, offices and residential properties are equipped with automated external defibrillators (AED). Regular customer safety and first-aid training are provided 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 virus during the outbreak of coronavirus.

We strive to maintain optimal indoor air quality to create a healthy indoor environment for all our property users. As such, we have adopted the latest indoor air quality technologies and introduced 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 indoor.

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

By employing digital and innovative technologies, our property management teams can 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 installed at air-handling outlets and handrails of escalators, while ion air purifiers have been installed in the lifts. Automatic disinfection machines are installed in public toilet compartments, entrances and corridors, spraying out disinfectant every 15 minutes. Other innovative measures include adding disinfecting equipment to robots for customized round-the-clock deep cleansing.

Reinforcing Preventive Measures in Our Properties

We have implemented new measures in our managed shopping malls, offices and residential buildings to combat coronavirus to mitigate the 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 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.

Star of Service Excellence Election

Hong Yip is determined to provide quality service and demonstrate service excellence which is crucial to the group 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 showcase outstanding performance, thereby promoting the corporate culture of excellence and continuous improvement. A service-first mindset is also promoted company-wide.

The main purpose of the competition is to look for employees who adhere to the spirit of "Service First", possess attitude of "excellence", and render satisfactory service. Through inviting customers to vote, 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 have performed well demonstrating service excellence and serving as a role model among peers.

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 been holding 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 Study 1: Timely assistance

One of the residents has found to have extreme attitudes towards life, and thus the security manager always pays more attention on him. One day, this resident was sluggish when entering the lobby. The manager was worried about his health condition and went to visit him. When the manager arrived the resident’s apartment, he suddenly heard a scream. At the same time, he heard screams from other residents and smelled the burn. The manger immediately called the control room to seek for help from the police and fire stations. Luckily, when the policemen and firefighters arrived, they saved the resident who committing suicide. Later on, the manager noticed his family members and friends of the resident. It is important for colleagues to pay attention to the residents in their daily work, which will help to avoid possible tragedies.

Case Study 2: Love During the Pandemic

At the beginning of the COVID19 outbreak in early 2020 in Hong Kong, the number of confirmed cases surged. One of our residents was reported positive but was not sent to a hospital. Knowing that the resident was taking long-term medication and was very worried that he’s 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 maintained close communication with the Department of Health and the Home Affairs Department to distribute test bottles for collecting deep throat saliva specimen and facilitate the testing smoothly for the whole building. We also notified our residents through our mobile app SoProp, winning the commendation of our residents for having helped them go through a smooth and effective test.

Respond to Our Customers' Needs

We actively pay attention and respond to our customers' needs through a wide range of communication channels to drive continuous improvement in our products and services. Findings of the latest customer engagement surveys reveal that our customer service teams have received high customer satisfaction ratings consistently throughout the years.

According to 2020/21 Customer Engagement Surveys, Hong Yip has well established customer-service protocols and operational procedures which form part of its commitment to delivering premium services to customers.

Secure Customers' Data Privacy

Both data privacy and cybersecurity issues are the growing concerns of all consumers. As the first property management company accredited with the ISO 27001 certification, Hong Yip plays a pioneering and leading role in safeguarding information security in its service delivery, serving as a role model in the local property and facility management industry. Extensive regular professional training is provided to employees who need to handle sensitive customer and company information. Our IT Department is responsible for ensuring secure handling of personal information. Relevant policies and procedures have been 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 updates on the latest data privacy regulations and data security issues related to operations to enhance employees' understanding and awareness on data protection.

To enhance awareness of cybersecurity among frontline staff, we introduce cybersecurity measures and carry out internal training to equip them with the required knowledge and skills in handling customer and company information. Every staff member is required to follow the latest prescribed procedures when handling customer data to prevent any possible information leakage. Hong Yip also keeps all employees updated on fraudulent emails, text messages 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, webpage that collects customer data is required to include the Customer Data (Privacy) Policy statement as stipulated in the corporate guidelines to comply with relevant laws and regulations.



Employee



Employee Caring

Our Group commits to the motto of “Serving Customers with Heart” and is determined to provide excellent and premium property management and caring services to our customers. We always strive to satisfy our customers’ need and keep pace with the times through innovation and application of the latest technology.

Talent Strategy and Management

We have always regarded our employees the greatest asset of our Company. The Group firmly 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 can continue to prosper.

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

1. Improve talent quality: recruit outstanding talents through diversified channels; regularly review the performance and contribution-based compensation system to retain talents; encourage their continuous learning and contribution of innovative ideas in order to improve the Group’s talent quality.
2. Promote innovation: encourage employees to actively learn new technologies and skills through nurturing & maintaining our “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 compliance with relevant local labor laws and regulations. Our Human Resources & Administration Department is responsible for formulating, monitoring and reviewing human resources policies, as well as existing and new trends related to health and safety. Through regular review, 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 feedback from employees. Through these policies, we are committed to creating a safe, equal and friendly working environment for all employees.

Talent Acquisition

Acquiring the needed talents from all sources in the market is the key to business development.

The Group has an ongoing requirement for recruiting talents, including outstanding talents with innovative ideas and progressive mindsets in order to maintain business competitiveness, and build up reserves for meeting future corporate development. There are two main areas in talent acquisition:

I. Human Resources Strategies and Management

a. Talent Acquisition & Retention

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

Full-time employees in Hong Kong are entitled to various staff 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 company scholarships for overseas exchange programs and attending 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 apply for special leaves such as marriage leave, compassionate leave and other temporary leaves.

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

b. Employer Brand Building

Strengthening our publicity strategy to promote an outstanding employer brand, Hong Yip actively works hand-in-hand with different tertiary educational institutions, non-profit organizations, training institutes and Vocational Training Council to source and recruit talents through various internship/workplace attachment programs, such as the "Internship First, then Employment", Industry Partner Scheme with Hong Kong Baptist University, Work-Integrated Education (WIE) agreement 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. All the above-mentioned contribute significantly towards increasing the employment opportunities of graduates. In addition, we have been participating in career talks/forums of local colleges and universities every year to introduce career development opportunities in the property management industry to graduates.

II. Talent Cohesion and Management

We aim to actively create and maintain a working environment where employees can grow their potentials and their talents can be fully developed and utilized. The goal is to cultivate a sustainable corporate culture, supporting employees to create shared value for different stakeholders, and preparing the staff team for meeting future challenges and opportunities. To strengthen talent cohesion and acquisition, the Group emphasizes the following three regimes:

a. Enhancing the Promotion System

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

b. Encouraging Innovation — Hong Yip Innovative Suggestion Scheme

To encourage employees to use their creativity and apply innovative ideas to help enhance the overall service quality, work safety standard and performance, Hong Yip launched the “Hong Yip Innovative Suggestion Scheme” since 2013. This scheme aims to provide a platform for employees from Departments, Subsidiary Companies, Property Management Districts, individuals or groups, to think creatively and share constructive ideas. Through this incentive scheme, those who are able to provide valuable recommendations will be duly recognized and awarded. Under “Hong Yip Innovative Suggestion Scheme 2021”, the Gold Award in the Work Safety Suggestion category was won by “Smart Louver”. It also won the Gold Award in “SHKP Work Safety Suggestion Schemes (WSSS) 2021” and received external recognition as well.

Case Study: Gold Award - Work Safety Suggestion under Hong Yip Innovative Suggestion Scheme 2021

Heavy rainstorm or flooding may cause damages of facilities and endanger lives due to sudden water leakage surges towards doors and louvers, and may affect the whole building’s E&M operation systems. The “Smart Louver” installation can reduce risks incurred by the above situation.

The “Smart Louver” has been installed in St. Moritz, and will be installed in Tsuen Wan Plaza (Shopping Arcade) and Port 33 soon.

Nurturing Talents; Unleashing Full Potential

We offer employees a great variety of learning provisions, including systematic training programs, on-the-job “Mentoring”, on-site practice and coaching after class, on-site observation and learning, cross-working units transfer, various e-learning platforms, etc., and these are supplemented by different auxiliary tools/materials. 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 ultimately work performance. We cultivate potential talents not only to meet our current operational needs but also to cope with the Group's future development.

Setting Up “Hong Yip People Development Academy”

In 2007, Hong Yip established the “Hong Yip People Development Academy” (HYPDA), 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 help their career development and achieve more advanced qualifications.

The Board of Directors of HYPDA, chaired by our Chairman and Chief Executive Officer, is responsible for planning and charting the overall talent development direction, formulating policy, and scrutinizing & approving action plans, so as to ensure that a desirable pool of quality talents is maintained, able to meet the current operational needs as well as the Group’s future development.

HYPDA has a “Quality Management Committee” under it, which is composed of senior professionals from the industry and academia to ensure that the quality and content of the training programs meet the needs of the industry and society. During the reporting year, HYPDA has organized more than 400 courses, lectures, online seminars and video training sessions totaling over 100,000 training hours. We also subsidize employees to take external work-related training programs, ranging from seminars to master's degree pursuits.

HYPDA has recently set up the “Sustainability/ESG Training Centre”, providing various ESG-related training activities for employees to enhance their awareness and understanding, and to encourage the incorporation of ESG elements into their daily work processes and operations so as to drive the company’s ESG strategy and realize ESG objectives in different areas.

Diversified Training and Learning Experience

In 2014, Hong Yip launched a self-developed mobile app “WeCom”, which has become one of the main communication platforms between the Group and employees. More than 450 training videos have been uploaded onto WeCom, which are categorized into 35 “themes”. The contents and elements of the videos cover: ESG, business ethics, anti-corruption, equal opportunities, emergency handling, occupational safety and health, environmental protection, mental health, etc. On one hand, employees can click in easily to watch all videos anytime anywhere to help enhance their work efficiency. On the other hand, invaluable property management experience, knowledge and skills are also being shared through this effective 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 programs. In the property management industry, Hong Yip is the first company to introduce new training technologies, such as Virtual Reality (VR) and Augmented Reality (AR). They have been applied in various internal courses including Traffic Accident Handling, Injured Handling, Emergency Flooding, Arboriculture Safety, Work at Height, Fire Handling, etc., to provide close-to-real experience in the virtual world. Furthermore, we have introduced web-based training utilizing gamification apps, which could be run on computers and mobile phones, to increase learning interest as well as enhance training effectiveness.

Enhancement of Professionalism through Promoting Qualification Framework

HYPDA has been an active promoter of the “Qualifications Framework”, realizing its value to our employees as well as to our Group for nurturing and retaining our talents. In 2010, Hong Yip became the first property management company qualified to run QF-recognized Level 1-4 training programs in the industry. In the same year we succeeded as the first in private sector authorized to offer in-house QF Specifications of Competency Standards (SCS) based courses for our staff. Within a short span of 12 years Hong Yip has organized 23 QF-recognized courses and issued over 5,600 QF certificates, accounting for the majority of QF-recognized programs offered by the property management industry. Furthermore, Hong Yip was the first company in the market (beginning as early as 2014) that signed MOU on Credit Accumulation and Transfer Agreements with various universities and educational institutions, which establishes the recognition of qualifications and facilitates the learning progression from our in-house programs to programs offered by other universities/institutes without having to replicate those overlapping parts. Hong Yip successfully developed and launched the Advanced Diploma in Integrated Property Services Management (QF Level 4) in year 2022. It has been approved by Property Management Services Authority (PMSA) as the specified qualification for Property Management Practitioners’ Tier 2 License. Hong Yip is the first and the only course provider in the property management industry at this QF level.

Comprehensive Training of ESG Strategy

With our well defined target in implementing the Group’s ESG strategy in mind, we started to organize and arrange relevant training activities for our employees on a regular basis in recent years, including “Introduction to ESG Seminar”, “Business Ethics Training Series”, “Occupational Safety and Health Training Series”, “Environmental Protection Training Series”, etc. Especially in the “Business Ethics Training Series”, we covered topics and elements of business ethics, anti-corruption, fair competition, and these are arranged as mandatory training for all new employees to ensure that they are well aware of the Group’s requirements on these important topics.

In the "Brainstorm Meeting" held in February 2022, we have specially invited Ms. Grace Kwok, a professional sustainability expert, to share successful cases of promoting ESG with our employees. After the meeting, employees were split up into small group to discuss related topics and submit reports summarizing their understanding and opinions. Company’s management also selected outstanding groups to share at the "Annual Strategic Planning Meeting" to enhance employees' awareness and application of ESG elements in various work situations. In addition, Hong Yip also regularly invites external organizations (such as “Hong Kong Productivity Council”) to brief our employees on "Environmental, Social and Governance (ESG)/Sustainable Development”, so that employees at different levels of the company can better understand and get updated on ESG-related knowledge.

In addition, we have proactively established systematic training and all-round sharing sessions for our talents, including Mentorship program, District Instructors Scheme, VIP Serving Skills program, Brainstorming session and Departments Experience Sharing session. All schemes and programs 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

For years, we are proud to be an employer of choice, helping us to attract and retain top talents. Besides establishing the “Succession Planning” mechanism for Senior Management which helps to identify successors of senior leaders, we have also developed a Talent Development program to cultivate potential employees and strengthen the talent pool to support sustainability and the continuously growth of business. In order to achieve the Group’s goals and meet with the needs of top talents, we continuously design tailor-made training for these high-flyers, including applying A.I. Competency Assessment Tool, establishing Meeting with Management sessions, and delivering training programs such as Elite Leadership Development program, DISC Communication Skills Training, Team Building Workshops, e-Learning programs, Management Skills program and Project Management, etc. All are designed to provide potential talents opportunities to uplift their professionalism, drive their sense of engagement and help plot a clearer way for advancing their career prospects.

Mentorship Programme

Mentoring Program is one of the well-developed training models in driving Hong Yip’s operations. Experienced employees with outstanding performance track records serve in the role of on-site mentors. They are responsible for observing their mentees’ performance and identifying areas for improvement in daily work, and to provide guidance, demonstration and on-the-job instructions helping new employees to adapt to the work environment quickly to meet the Group’s standards. In addition, to strengthen the effectiveness of the “Mentorship program” and to motivate employees’ mindset with “Customer First”, we have gone one step further and launched the "Senior Mentorship program" to develop our existing mentors, aiming at improving our overall customer service quality to the highest order.

Cultivating Talents with External Recognitions

HYPDA has a comprehensive training spectrum and system and actively participates in the development of talents within the group and has won numerous external awards over the years for our outstanding achievements:

I. Best Security Training Award

This award scheme is co-organized by the Royal Hong Kong Police Force and the Vocational Training Council Security Services Industry Training Committee. Just as previous years, Hong Yip participated in the Best Security Training Award competition in 2022 and won the Gold Award again (over 500 people). At present, Hong Yip is the only company in the competition that has won the Gold Award for 12 consecutive years since its launch.

II. 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 9 consecutive years, and a total of 60 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 acclaimed and recognized by various professional bodies, which is a testament to their commitment in providing professional and high-quality customer service.

Qualifications Framework - Award Scheme for Learning Experiences

Hong Yip firmly believes in the value of nurturing future talent and promoting continuous learning. Apart from providing in-house Hong Kong Qualifications Framework accredited courses, Hong Yip has encouraged employees to participate in the Award Scheme for Learning Experiences every year since 2013. In the areas of Property Management, Security Services, Human Resource Management, Arboriculture & Horticulture and Electrical & Mechanical Services, Hong Yip has been awarded 39 awards in total. Particularly in Property Management and Security Services, 20 winners are from Hong Yip, qualifying us as the pioneer in the industry.

Hong Yip, together with its subsidiary companies, Royal Elite Service Co. Ltd. and SHK Real Estate Management Co. Ltd., were awarded the "QF Star Employer" award of commendation by the Education Bureau in the "QF Partnerships Commendation Ceremony" in recognition of the company's active support and participation in the Qualifications Framework over the years and its contribution to human resources development.

Employee Communication

Well aware of the importance of mutual communication with our employees, Hong Yip has established different channels facilitating two-way communication to strengthen the relationship with all our employees.

I. Internal Sharing Sessions

We regularly hold brainstorm sessions with our Chairman & Chief Executive, Directors, Department/Subsidiary Heads, Regional Managers and other managerial staff to encourage employees to think out of the box, to gather opinions for enhancing our products and services and eventually to develop creative solutions and new measures for the group as a whole. Different project teams are formed to formulate long-term corporate strategies. This does not only provides great opportunities for promoting communication among employees, but also enhances staff cohesion and contributes towards the future development of our Group.

In addition, “Departments’ Experience Sharing Session” is regularly held for staff working in different working units. During these sharing sessions, 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 discussions.

II. Employee Engagement

WeCom mobile app is one of our self-developed online platforms for employees working in Hong Yip. The main role of WeCom is to enable all staff to receive and access all company’s information at anytime and anywhere, which traditional way of communication can hardly achieve. WeCom mobile app 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 share mutual corporate values and missions to achieve the Group’s goal.



Employee Activities

“Hong Yip Staff Recreation Committee” has been set up, consisting 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 both their physical and mental health. It encourages and supports colleagues to participate in various sports activities and join in the Sports-Friendly Program of the Company. It regularly arrange large and small, group or individual sports or recreational activities to realize the Company’s responsibility in caring for its employees.

Case Study: Joint Event with the Disabled

In May this year, as in the past 11 years, our employees were arranged to participate in the 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 this disability and health inclusive competition. A visually impaired player from the Hong Kong Blind Sports Association was assigned by the organizer 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 cultivated with each other and the activities had a more pleasant atmosphere. Our team had eventually won the championship of this contest.

Epidemic Prevention Measures

I. Employee Caring

To take care of the physical and mental needs of our colleagues during the epidemic, Hong Yip has disseminated 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 greater protection, warmth and peace of mind to colleagues, especially 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 organize recreational and social activities for employees as originally planned. In order to continue to disseminate health information to colleagues, the Group conducted online live broadcasts through “Zoom” as substitutes for staff activities, like health talk in lunchtime and handicraft workshops, etc. and reminded colleagues to pay attention to physical and mental health and work-life balance. The Group also encouraged colleagues to do simple exercises during the epidemic to maintain a healthy physique and lifestyle.



II. 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 guidelines help protect the safety and health of employees and reduce the risk of virus transmission in the workplace.

III. 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 symptoms of respiratory infections, they should report to their superiors as soon as practical. 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 when conducting 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 mandatory requirements.



■ In March 14-16, 2022, our colleagues and volunteers have spent 3 days to prepared the anti-pandemic packs for all employees.

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;
- adopting 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;
- distributing rapid antigen test kits and face masks to employees regularly;
- conducting office disinfection on a timely basis;
- carrying out "Work-From-Home" scheme;
- ordering Lianhua Qingwen Jiaonang for employees when this medicine was out of stock in the market;

Besides, members of Retirement Club were invited to pack the caring anti-epidemic packs with rapid antigen test kits, Lianhua Qingwen Jiaonang, throat lozenges, watermelon frost and a Chairman's letter to employees.

Safe, Fast, Good, Cost Effective **(安全、快、好、省)**

Standard and Objectives

To foster an occupational safety and health culture, Hong Yip is dedicated to provide our employees a safe and healthy work environment. To achieve this, we have established 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., and hold regular meetings and seminars/activities related to health and safety. Hong Yip was certified by International Standard Organization for meeting OHSAS 18001 requirements in 2000, which was successfully converted to ISO 45001 by external certification body in 2019. In order to continuously improve and raise the standard of safety and healthy working environment, Hong Yip has formulated long-term strategies on health and safety and pledged to give its employees and contractors a safe and healthy work environment within the ambit 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 resultant penalties, 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 ensure maintenance of the good performance of occupational safety and health in the managed properties, our staff are equipped with relevant and up-to-date knowledge. All technical staff must have completed the mandatory safety training (possessing the so-called “Green Card”), while all engineers responsible for property maintenance & repair must possess the safety supervisor qualification. For other frontline staffs of other trades, such as landscaping, cleaning and catering, completion of safety training in specified trades is required. For enhancement of fire safety in our managed properties, building in-charge are appointed as “Fire Safety Ambassadors”. They are recognized by Fire Services Department, responsible for conducting regular fire safety inspections and other fire safety operations.

In addition, management staff stationed at our managed properties are also appointed as “Building Fire Safety Envoy” for further reinforcing 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 for identifying possible risks in building operations. All area managers are chairmen of their “Job Hazards Analysis Teams”, working closely with facility management officers, safety supervisors, frontline representatives and person in-charge of contractors in different trades to carry out tailor-made risk assessments and recommending control measures for minimizing all possible risks.

Good Performance Recognized Openly

In the past year Hong Yip has actively participated in competitions organized by well respected organizations and won prizes in various categories.

In the “20th Hong Kong Occupational Safety & Health Award” competition, Mount One was awarded Excellent prize of “Work Safe Behaviour Award”, while Valais, Tsuen Wan Plaza(S.A.), Noble Hill, Imperial Cullinan, RESIDENCE 88 and Fortune Plaza were awarded the Outstanding prize. In the “9th Best Property Safety Management Award” competition, Oscar By The Sea and Imperial Cullinan won the “Best Property Management Award in Occupational Safety and Health” Silver and Bronze prizes respectively. For “Resident's RMAA Works Safety Enhancement Award”, Oscar By The Sea was awarded the Gold prize consecutively for the second years, while St. Moritz and Tsuen Wan Plaza (S.A.) won the Silver and Bronze prizes respectively. In the “Best Safety Enhancement program” category, Valais was awarded Silver prize.

All these awards and honors demonstrate the acclaim from different industries and organization towards Hong Yip’s enviable achievements, all of which were made possible through the good efforts that all Hong Yip staffs have contributed in occupational safety and health throughout these years.

Appendix I: Award and Appreciation

Organizer	Awards	Awarded Unit
The Environmental Campaign Committee (ECC)	Hong Kong Awards for Environmental Excellence 2020	Gold - Wonderland Villas
	Outstanding Green Achiever Commendation Scheme 2020	Merit - Royal Peninsula, Tsuen Wan Plaza S.A., Valais and Manhattan Hill Chan Sau Man
The Hong Kong Green Building Council (HKGBC)	Green Building Award 2021	Grand - Valais Merit - Port 33
The Hong Kong Green Building Council (HKGBC)	Hong Kong Green Shop Alliance Award 2021 - Best Collaborative Effort of Malls and Shops - Best Green Practice in Malls - Excellent Green Product Advocate	Best Green Tenant Management Award - Mikiki Champion - Tsuen Wan Plaza S.A. Tsuen Wan Plaza S.A., Park Central S.A, Tsuen Kam Centre S.A, K-Point, Wonderland Villas S.A., Hong Kong Plaza
The Federation of Hong Kong Industries (FHKI)	BOCHK Corporate Environmental Leadership Awards 2021	Bronze - Tsuen Wan Plaza S.A., Wonderland Villas
CLP Power Hong Kong Limited (CLP)	Smart Energy Award 2021 - Joint Energy Saving Award - Peak Demand Management Award	Hong Yip Service Co Ltd Excellence - Peak One
CarbonCare InnoLab	- Carbon Care Label - Carbon Care Circularity Label	CarbonCare Label Level 2 Achievement CarbonCare Circularity Label Protocol Level 2 Commitment
SocietyNext Foundation	ESG Care Label	Hong Yip Service Company Ltd.

Organizer	Awards	Awarded Unit
Employees Retraining Board (ERB)	ERB Outstanding Employer Award	Hong Yip Service Company Ltd. (the only company being awarded for 13 consecutive years)
The Hong Kong General Chamber of Small and Medium Business	Partner Employer Award 2021 5+ Partner Employer Award	Hong Yip Service Company Ltd.
Ctgoodjobs	Best HR Awards 2021 - Employer of the Year - Best Corporate Social Responsibility Award - Best L&D Technology Implementation Award - L&D Team of the Year - Recruitment Team of the Year - HR Rising Star of the Year - Excellent HR Professional Award - Best HR Leader of the Year	Hong Yip Service Company Ltd.
JobMarket	2021 Employer of Choice Award Learning & Development Award Innovative Technology Deployment Award COVID -19 Caring Employer	Hong Yip Service Company Ltd.
Jobs DB Hong Kong	The Hong Kong HR Awards 2021/22 - HR Team of the Year - Employer of the Year	Hong Yip Service Company Ltd.
HR Asia	- Best Companies to Work For Asia 2022 - HR Asia Most Caring Companies Award 2022	Hong Yip Service Company Ltd.
Equal Opportunities Commission (EOC)	The Racial Diversity and Inclusion Charter for Employers	Hong Yip Service Company Ltd.

Appendix I: Award and Appreciation

Organizer	Awards	Awarded Unit
Headline Daily	Headline No.1 Award	Hong Yip Service Company Ltd.
InspiringHK Sports Foundation	SportsHour Company Scheme	Hong Yip Service Company Ltd.
Hong Kong Recreation Management Association	Residential Clubhouse Management Award 2019	Imperial Cullinan: Gold Award (Category 1: Under 1,000 Residential Units) The Latitude: Excellent Award (Category 2: Over 1,000 Residential Units)
The Hong Kong Police Force	Security Services Best Training Award 2020	Hong Yip Service Company Ltd.
Hong Kong Institute of Facility Management	Excellence of Facility Management Award 2021	Theme Award (Facility Hygiene) Bronze Award (Institutional & Others) and Excellence Award – Institutional & Government Properties: The HKMU Jockey Club Institute of Healthcare Excellence Award – Retail: Tsuen Kam Centre Shopping Arcade Merit Award – Retail: Tsuen Wan Plaza (Shopping Arcade), Harbour North, K-Point
CIBSE	CIBSE HK Awards 2021	Port 33 (Project of the Year Award – Commercial / Industrial Building)

Organizer	Awards	Awarded Unit
The Hong Kong Retail Management Association (HKRMA)	Service Talent Award	Service Talent Award (Staff Award) - K-Point: Gold Award (Officer Grade) – STA New Participating Brands Category - Tsuen Wan Plaza: Silver Award (Supervisor Grade) – Retail Category - Tsuen Wan Plaza: Merit (Officer Grade) – Shopping Mall / Property Management Category Excellent Service Star: - Tsuen Wan Plaza (3 Awardees) - Mikiki (2 Awardees) - K-Point (1 Awardee)
Yazhou Zhoukan Magazine	Yazhou Zhoukan ESG Award 2021	Hong Yip Service Company Ltd.
Green Power	Active Green Award – Champion Green Enthusiast Award – First Runner-up	Hong Yip Service Company Ltd.
Oriental Daily News	Elite Brand Awards 2021 - Elite Property Management Award (Residential Category)	Hong Yip Service Company Ltd.
HK01	HK01 Gold Medal Awards - Outstanding Enterprise Award – Excellent Property Management	Hong Yip Service Company Ltd.
Sing Tao Daily	Sing Tao Service Awards	Hong Yip Service Company Ltd.
Institute of Shopping Centre Management	ISCM Awards 2021	Best Rejuvenate Shopping Centre: Harbour North Best Property Management Team: Tseun Wan Plaza

Appendix II – Performance Overview

Environmental Performance

	Unit	2019	2020	2021
<u>Greenhouse gas (GHG) emissions</u>				
Indirect GHG emissions (scope 2)	tonnes of CO2 Equivalent (tonnes CO2e)	206,303	148,123	114,546
GHG emission intensity	tonnes CO2e/m2	0.016	0.014	0.011
<u>Waste recycled</u>				
Paper	Kg	2,630,268	2,190,968	1,860,116
Plastic	Kg	164,393	131,287	48,592
Metals	Kg	258,999	222,581	123,571
Glass	Kg	51,436	58,343	124,718
Used Clothes	kg	178,066	143,028	27,209
<u>Electricity consumption(Head office)</u>				
Head office	kWh	342,900	334,079	327,817

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
- Low Carbon Charter of Business Environment Council
- ECH2O Charter of Water Supplies Department and Green Council

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

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



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