

SUSTAINABILITY REPORT 2020



WHEELOCK PROPERTIES

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2020

Sustainability Highlights at a Glance

Wheelock's sustainability journey marks a new milestone in 2020. **Five Sustainable Development Goals** ("the Goals") were introduced, to echo the global call for action under the United Nations Sustainable Development Goals. The Goals correspond to the five major foci of Wheelock's sustainability strategy which guides the shaping of our journey ahead and the promotion of a more sustainable future.

Overall



Hang Seng Corporate Sustainability Index 2020/21 assessment, upgraded to "AA"¹



Sustainalytics 2020 ESG Risk Rating ranked 4th out of 105 diversified real estate companies²



Top 10 Developers by BCI Asia



Member of HKQAA CSR Index Plus³

Environment



8 Bay East/NEO among 1st four commercial buildings with dual Platinum⁴



MALIBU as the 1st private residential development to achieve BEAM Plus Final Platinum⁵

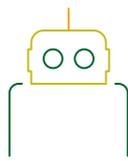


100% of our construction floor area certified as green buildings or under application



↓ 42% Energy intensity at HQ⁶
↓ 3% Carbon intensity at construction sites⁶

People



Enhanced anti-epidemic measures at workplace and managed properties



Zero fatalities⁷



Continuous training delivered online during pandemic



Promote sustainable lifestyle through different initiatives

Community



Supported the community & donated anti-epidemic supplies during the pandemic



Project WeCan benefitted 75,000+ students



National Geographic Wheelock Hong Kong Photo Contest received over 7,000 entries worldwide

Customers & Business Partners



Launched "Club Wheelock x The DO School" event series during the pandemic



90% of the Club Wheelock members recommend friends and family to join the club



Promote ESG good practices along supply chain

¹ Unsolicited rating received by WAC.

² Based on the result of ESG Risk Rating Report of WAC dated 14 August 2020.

³ Rating received by WAC.

⁴ Final Platinum in LEED and BEAM Plus certifications.

⁵ BEAM Plus New Buildings version 1.2 scheme.

⁶ Environmental performance compared with 2015.

⁷ The data cover our direct employees and workers of non-joint venture projects.

About this Report

Wheelock Properties Limited (“WPL”) is pleased to present the annual Sustainability Report (“Report”), demonstrating our continued commitment to excellence in environmental protection, people wellbeing, community support, and responsibility in value chain partnerships.

Reporting Scope and Period

This Report primarily covers the operations and activities in Hong Kong where our business is based. It highlights our on-going sustainability initiatives and key achievements across our property portfolio where WPL has management control.

Where relevant, initiatives that are interlinked with Harriman Property Management Limited (“HPML”), the property management arm of WPL, are also reported to better demonstrate our comprehensive approach to sustainable development.

All information and data disclosed in this Report cover the period from 1 January to 31 December 2020, unless otherwise stated. Compared to the content previously reported in Wheelock and Company Limited (“WAC”)’s Sustainability or CSR Reports, the scope of environmental data was expanded to include HPML’s office and 27 managed residential and commercial properties. Historical data is also included for comparison where applicable.

Reporting Standard

This Report has been prepared in accordance with the Global Reporting Initiative (“GRI”) Standards: Core Option, GRI G4 Construction and Real Estate Sector Disclosures, and the Environmental, Social and Governance (“ESG”) Reporting Guide issued by The Stock Exchange of Hong Kong Limited (“HKEx”).

Our materiality analysis has been guided by the AA1000 Stakeholder Engagement Standard from AccountAbility, with specific reference to the principles of inclusivity, responsiveness, and impact of the latest AA1000 AccountAbility Principles.

Assurance

To enhance the credibility of this Report, the content has been independently reviewed and verified by the Hong Kong Quality Assurance Agency (“HKQAA”). The independent assurance statement can be found on page 53.

Contact for Feedback

We value your feedback for our continuous improvement. Please email your queries or comments to csr@wheelockpropertieshk.com.

Chairman's Message

2020 Overview

2020 was a year of unprecedented challenges for the world as the COVID-19 pandemic persisted and spread across borders, impacting economies, employment and the health and safety of mass populations. Living and working patterns continue to adapt and evolve.

The pandemic also brought a rethink and renewed focus on sustainability.

With confined economic and social activities, global carbon emission dropped by 6.4%, equivalent to 2.3 billion tonnes. Green finance surged in both amount and attention received as the World Bank Group allocated US\$21.4 billion to climate-related investments in their fiscal year 2020, while global issuance of sustainable bonds rose to nearly US\$100 billion in the second quarter of the year.

On the climate change battlefield, there were encouraging commitments from major countries — China pledged to become carbon neutral by 2060 while the United States rejoined the Paris Agreement and pledged to halve its carbon emissions by the end of this decade.

Wheelock was unwavering in its commitment towards sustainable development. As I have outlined in the Company's Annual Report, we are firmly anchored in our cornerstone which has guided us through challenges and uncertainties: commit to financial prudence, be a quality and trusted partner, create and deliver long-term value, and bring positive environmental impacts to people and the planet.

Sustainability Performance

Serving our customers first and foremost, we continue to be a quality and trusted partner through delivering and improving exceptional products and service.

In the tenth year of our sustainability journey, we are pleased to report that significant progress in carbon emission reductions has been made. Carbon intensity at construction sites was reduced by 3.4%, exceeding the 2015 target of 3%; energy intensity at Wheelock's headquarters was reduced by more than 40%, surpassing the 2015 target of 10%. Through leveraging cutting-edge technologies and advancing building efficiency and resources conservation, we strive to bring positive environmental impacts. During the year, 8 Bay East/NEO has been certified with both BEAM Plus and LEED Final Platinum ratings, being one of the first four commercial buildings in Hong Kong attaining the dual platinum accord.

As recognition of our sustainability commitment and performance, Wheelock and Company has received upgraded rating of "AA" for the Hang Seng Corporate Sustainability Indexes and was ranked fourth out of 105 diversified real estate companies with similar market capitalization by Sustainalytics.

During the pandemic year, the Company placed the health and wellbeing of its employees and customers as its utmost priority. Wheelock acted with haste and urgency in the early stage of the pandemic, cultivating a safe workplace for employees, a safe environment for customers, and providing personal protective equipment to the community. Timely responsive initiatives were rolled out as Hong Kong went through different COVID-19 waves.

We also continued to build long-term value with our business and community partners. For example, the Company supported Lok Sin Tong's application for transitional housing scheme regulatory approval. We also joined force with the DO School, a Berlin-based social enterprise, to provide workshops that empower participants to be a positive catalyst of change. We continued to empower local secondary school students through Project *WeCan*, and support local startups through our collaboration with Hong Kong Science & Technology Parks Corporation ("HKSTP") to nurture talents in innovation and technology.

Outlook

At the time of writing, pandemic risks remain — East Asia is ravaged while new variants of the COVID-19 coronavirus continue to challenge scientists. Access to emergency supplies and speed of vaccination rollout are critical.

In certain parts of the world, we are seeing a growing call for greater green commitments with both national governments and corporations considering achieving net zero carbon. 2021 could well be a watershed year in this endeavor.

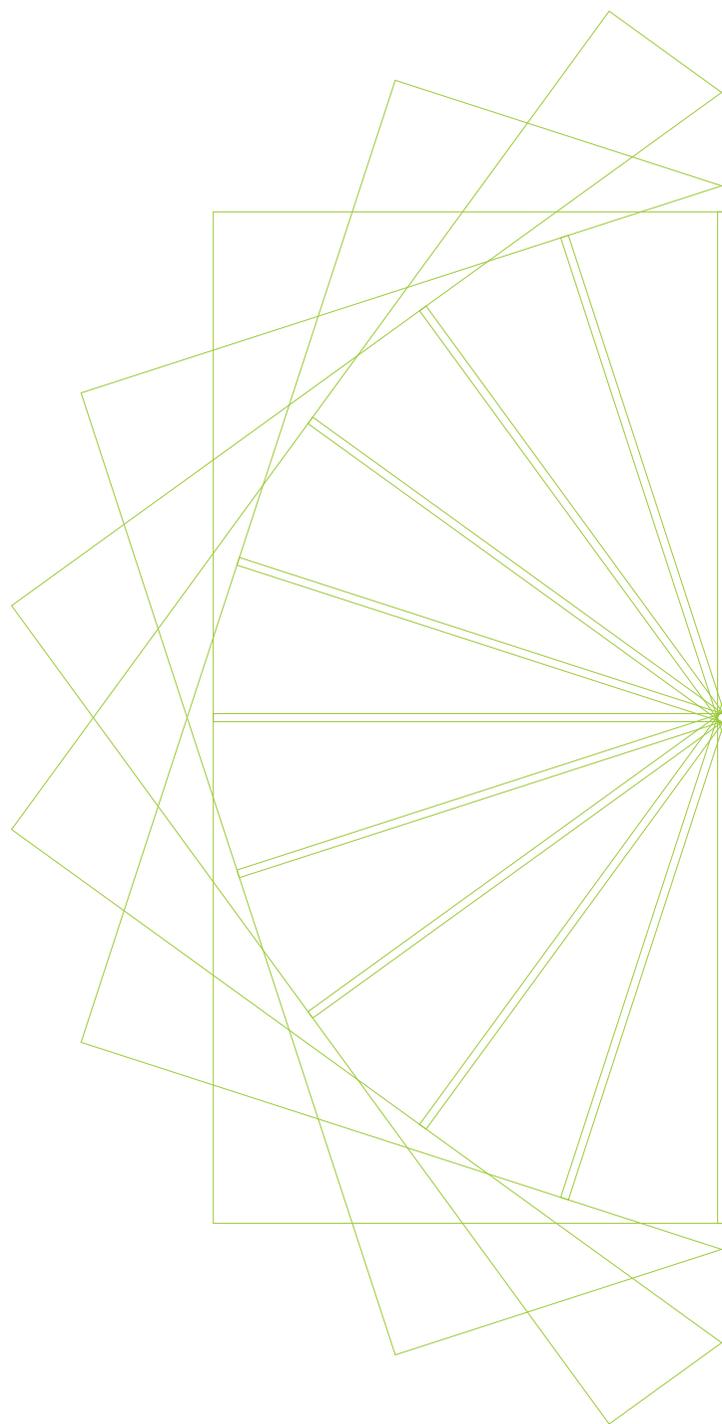
At Wheelock, we will continue to deliver on our cornerstone philosophy discussed earlier in this message, and which are aligned with the United Nations Sustainable Development Goals (“UNSDGs”) principals and other international ESG benchmarks.

Closing

In this extraordinary year, our sustainability efforts could not be achieved without the contribution of our employees and the support of our business partners and customers. I welcome your feedback on our sustainability performance and reporting as we progress along the journey. Thank you.

Douglas C. K. Woo

Wheelock Group Chairman
Hong Kong, July 2021

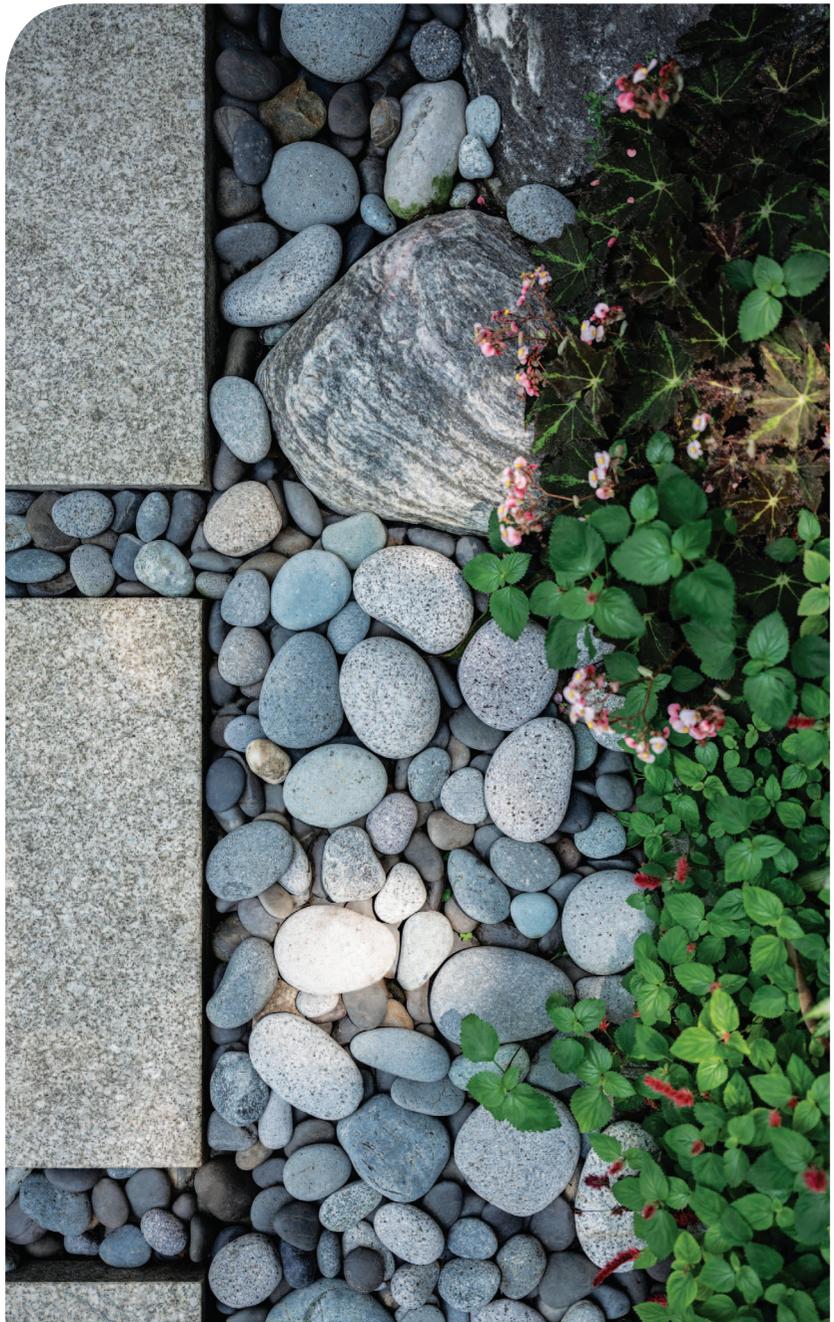


Cornerstone of Our Business

Our philosophy is simple and cornerstone to everything that we do: commit to financial prudence, be a quality and trusted partner, create long-term value and deliver positive impacts to people and environment.

Material topics addressed in this chapter:

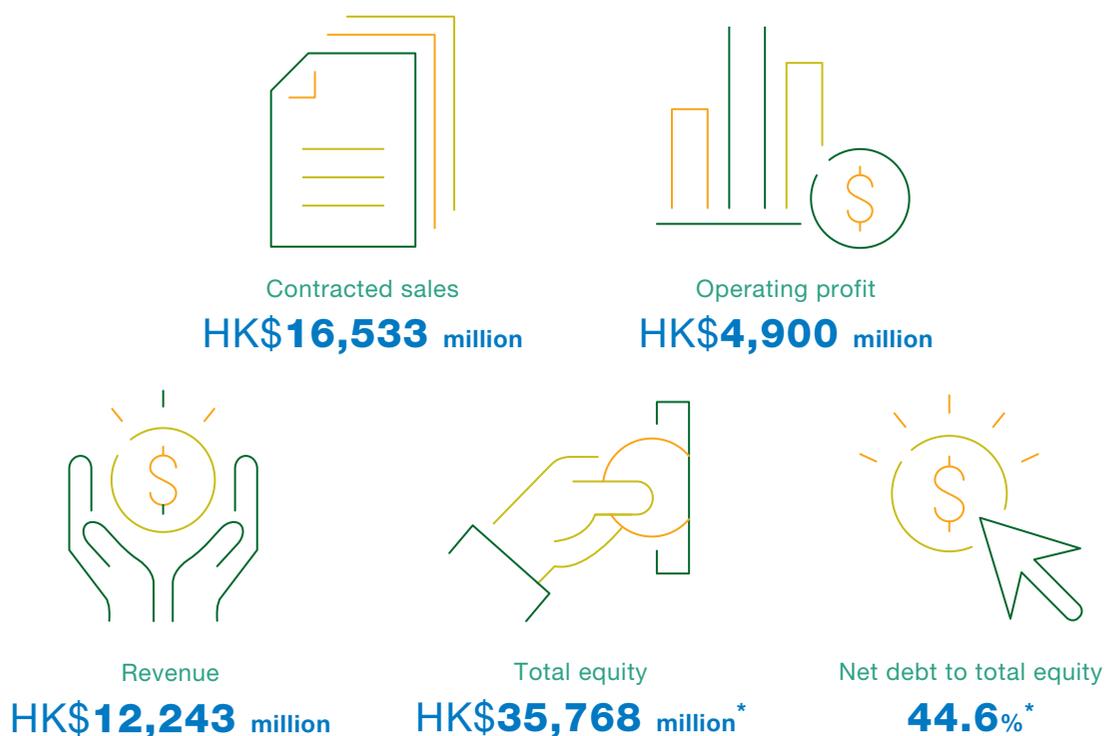
- Ethical behaviour and anti-corruption
- Economic performance



Business Overview

At Wheelock, the drive for positive change lies in every domain of our business. WPL is a dedicated developer with diverse product offerings and continues to be one of the leading developers in Hong Kong. It has ranked among the top four developers in terms of property sales for at least five consecutive years. The sales results do not only reinforce WPL's strong market position but also underline its understanding of the expectations of today's discerning customers.

Financial Performance in 2020



* Inclusive of shareholders' loans.

2020 Property Development, Sales and Marketing Highlights

- WPL's core Hong Kong development properties business demonstrated sturdy resilience in the challenging environment.
- Ranked among the top four developers in terms of property sales for at least five consecutive years.
- Property transactions remained solid at HK\$16.5 billion albeit at a slower pace of sales given market conditions.
- Achieved a total of HK\$11.0 billion residential contracted sales.
- Land bank of Hong Kong development properties under management edged up to 7.0 million square feet as of 31 December 2020.
- Two residential developments, OCEAN MARINI and KOKO HILLS, were launched in March and July respectively.

Portfolio Overview

Our portfolio of development is diverse with residential and commercial properties spreading across Hong Kong, particularly in strategic locations, namely the Peak, Tseung Kwan O (O'SOUTH and O'EAST) and Kowloon East.



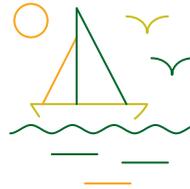
Land bank

7.0 million square feet



In city centre

99%*



On harbourfront

46%*

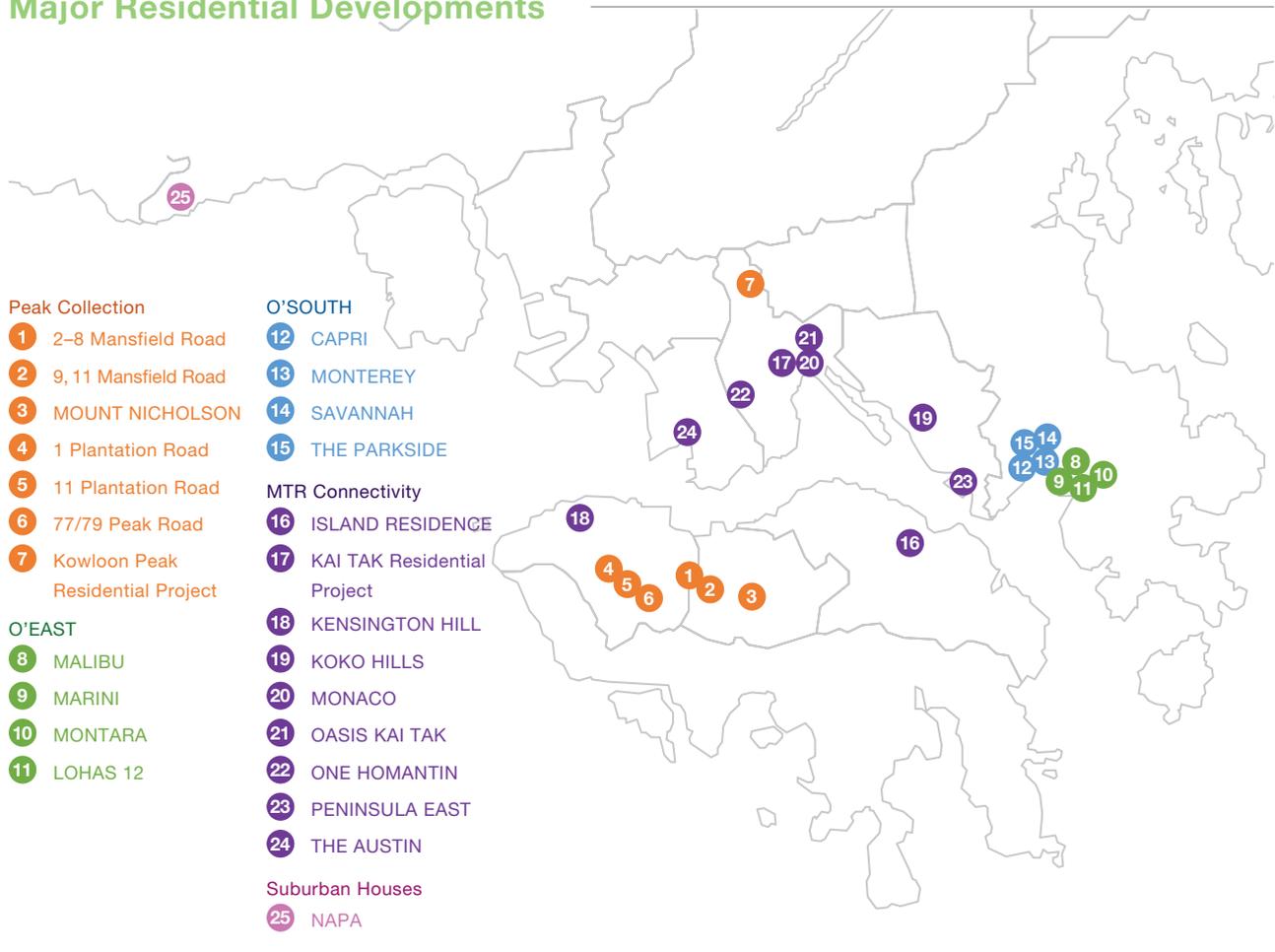


Close to MTR

53%*

* In terms of land bank.

Major Residential Developments



Corporate Governance and Risk Management

Governance Structure

Robust corporate governance is the foundation of our continued business success. The Board of Directors (“the Board”) oversees and directs WPL Group’s strategies and major business activities, and makes decisions objectively in the best interests of WPL and its stakeholders. The Board is also principally responsible for corporate governance functions of WPL, monitoring and reviewing its corporate governance practices to maintain high standards; while decisions on WPL Group’s general operations are delegated to the management team.

The Board and its committees, including the Committee on Financial Reporting (“CFR”), Committee on Remuneration and Committee on Nomination, with members appointed on their calibre, stature, and experience, guide WPL to achieve sustainable growth.

A Wheelock Advisory Council (“the Council”) has been established since March 2021 to take an independent, non-executive and advisory role in helping to shape the Company’s strategy and provide the diverse perspective needed to develop innovative solutions. The Council also gives counsel and provides insights to the Company on the business, economic and geopolitical landscape.

Risk Management and Internal Control

Operating in a dynamic business environment, WPL adopts a holistic approach to managing risks. Under the leadership of the Risk Management and Internal Control Committee (“RMICC”), system reviews are conducted throughout WPL Group at least annually in a comprehensive approach based on the Committee of Sponsoring Organisations of the Treadway Commission (“COSO”) framework. The review exercises help identify and prioritise risks, thereby supporting WPL Group in managing appropriate measures to control risks within acceptable levels.

The Board has overall responsibilities for WPL Group’s risk management and internal control systems to safeguard the interests of WPL and its shareholders as a whole. To this end, the Board oversees and approves WPL Group’s risk management and internal control strategies and policies. In adherence to its longstanding principle of prudent management, WPL Group has put in place a robust and inclusive framework to manage risks at different business operations. With the assistance of the RMICC, the CFR Directors are delegated to monitor and evaluate the effectiveness of risk management systems in place. At business units’ level, the Divisional Risk Management and Internal Control Committees are entrusted with the implementation of WPL Group’s control policies and ongoing assessment of control activities.

Approaches to Ethical Behaviour and Anti-corruption

To safeguard the interests of Wheelock and our stakeholders, we uphold high standards of business ethics and strictly forbid any unethical behaviour. Wheelock's *Code of Conduct* ("Code") clearly sets forth the range of unaccepted behaviour, for instance, conflicts of interest, bribery and corruption, and offers guidelines for handling related circumstances.

To ensure openness, probity and accountability, the Code also lists the relevant laws, regulations and industry standards applicable to Wheelock's operations. Keeping close track of the highest standards, the Personnel and Administration Department actively updates the internal policies and procedures according to the changes in laws and regulations and circulates to all related staff members.

Further securing internal compliance with business ethics, it is mandatory for all employees to sign the agreement to the *Statement of Business Integrity* as part of their New Joiner Orientation. Employees are also required to sign off on their acknowledgement to prevent

insider dealing on a yearly basis. Regular reminders and training on bribery and corruption are also offered to familiarise employees with Wheelock's standards and practices. In 2020, the total training hours on anti-corruption amounted to 69.5 hours, and no concluded case of corruption was reported.

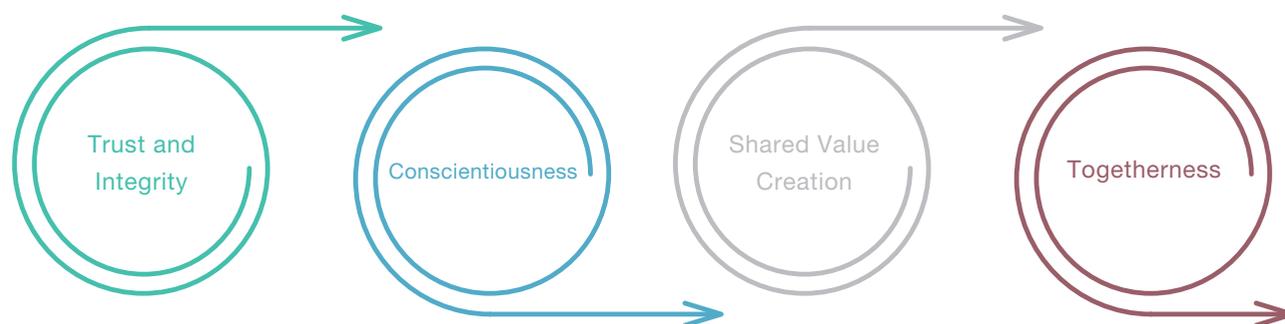
Whistleblowing Programme

With the aim of cultivating a corruption-free workplace, *Whistleblowing Policy & Procedures* ("WPP") have been adopted by Wheelock, with the authority and responsibility being delegated to CFR Directors. Such WPP are for employees and those who deal with us (e.g. customers and suppliers) to raise concerns, in confidence, with the Company Secretary. All relevant complaints received may then be referred to the Deputy Chairman and the Chief Financial Officer and disclosed to CFR about possible improprieties in any matter related to Wheelock.

The WPP outlines the complaint raising, investigation and policy monitoring mechanisms that ensure ethical business activities.

Our Approach to Sustainability

Wheelock has always seen sustainability as fundamentally embedded in our business operations and strategies. In accordance with the four guiding principles, we endeavour to create long-term value for our business partners and to deliver positive impacts to people and the environment.

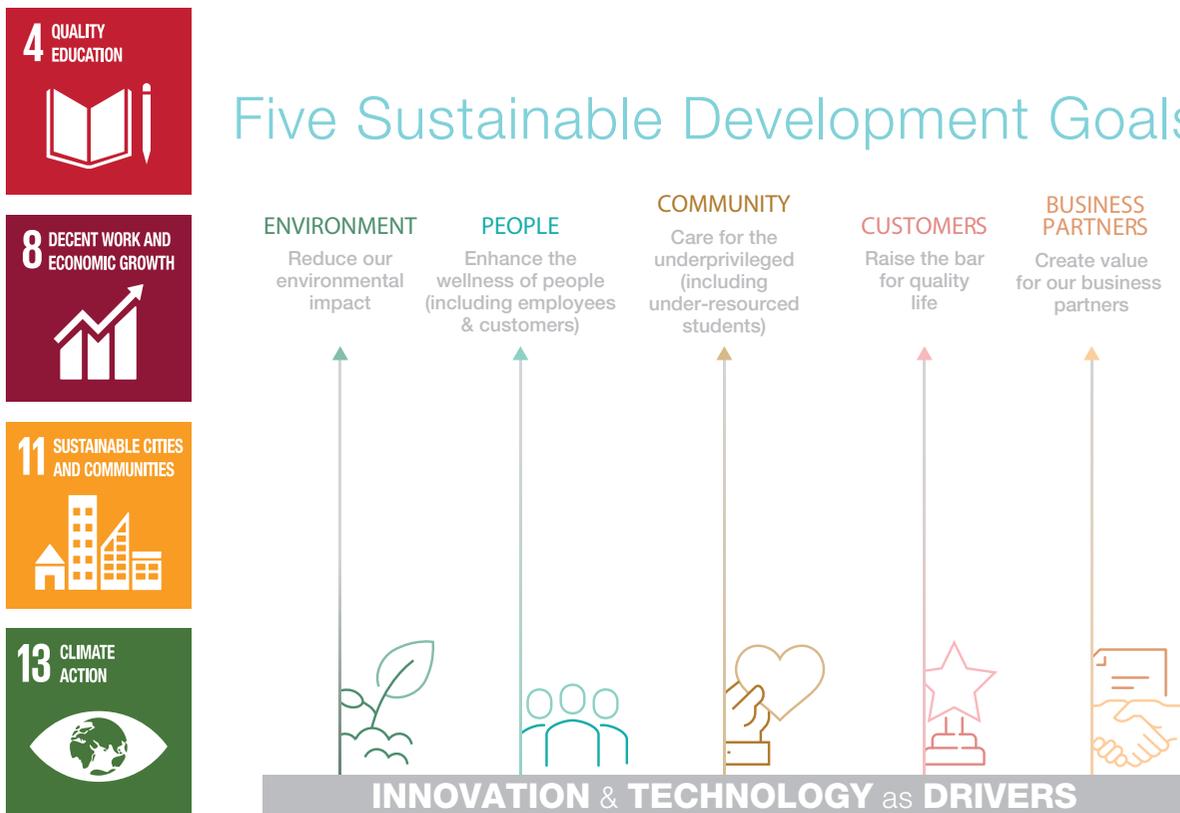


Wheelock’s Sustainable Development Goals

To set sights on Wheelock's sustainability position in the future, we established our own five Sustainable Development Goals in 2020 — Environment, People, Community, Customers and Business Partners, with respect to the multiple facets in relation to our business operations.

To ensure sustainability on all fronts, these five Goals are driven by continuous enhancements in innovation and technology that would enable Wheelock to achieve a leading position in the development of sustainable communities. The Goals will guide Wheelock in strategising our sustainability initiatives, while demonstrating our long-term commitment to sustainable development.

Our sustainability strategy complements four of the UNSDGs¹. Our contributing effort to the UNSDGs are presented in corresponding chapters in this Report, and we will continue to explore opportunities to enhance our sustainability approaches and practices.



¹ The United Nations Sustainable Development Goals (“UNSDGs”) are a collection of 17 interlinked global goals designed to tackle global challenges for sustainable future and prosperity of all under the United Nations’ 2030 Agenda for Sustainable Development.

Materiality Assessment

As a result of the annual stakeholder survey on the importance of ESG issues, 15 topics have been identified as the most relevant and significant to WPL's business and its stakeholders, which are prioritised for better management and reporting.

Please refer to Appendix I – List of Material Topics and Corresponding Boundaries on pages 42 to 43 for further details on the assessment methodology, materiality matrix and the boundaries of the material topics.

Topics most material to Wheelock



Environment

- Energy efficiency and greenhouse gas emissions
- Waste management
- Sustainable building development
- Water consumption



People

- Employee development
- Employee attraction and retention
- Non-discrimination, dignity and workplace equality
- Employee wellness, health and safety
- Customer wellness, health and safety



Community

- Smart city
- Community investment and engagement



Customers

- Customer experience and satisfaction
- Customer data privacy



Business Partners

- Ethical behaviour and anti-corruption
- Economic performance

Sustainability Governance

The successful implementation of Wheelock's Sustainable Development Goals and the integration of sustainability in our business strategies rely on an effective sustainability governance and management structure.

Steered by senior management, the Corporate Social Responsibility ("CSR") Committee oversees Wheelock's sustainability strategies and approaches, and identifies and manages emerging ESG risks and opportunities in the meetings held on a bi-weekly basis with the management, department heads and sustainability department. They report ESG issues, such as the latest ESG trends, environmental targets and Wheelock's progress, to the Chairman and senior management and when necessary, report to the Board on sustainability issues through the Chairman.

At the working level, task forces focusing on a range of affairs, such as the Project Sustainability Task Force and Community Task Force, are established to oversee the implementation of sustainability initiatives and approaches. They conduct regular meetings to strategically develop execution plans. At HPML, a total of nine task forces were formed in 2020, including the Sustainability Task Force, to drive sustainable development in multiple facets and to formulate relevant initiatives at our managed properties.

Sustainability Ratings and Recognition

We have received recognition from various sustainability benchmarks and ratings for our sustainability performance.



Received various awards at RICS Hong Kong Awards 2020



Hang Seng Corporate Sustainability Index Series	Rated "AA" in the 2020–2021 assessment ¹
Sustainalytics ESG Risk Rating	Ranked 4 th out of 105 diversified real estate companies with similar market capitalisation ²
HKQAA CSR Index Plus Scheme	Attained HKQAA CSR Index Plus Mark ³
BCI Asia Awards 2020	Awarded as one of the Top 10 Developers in 2020 by BCI Asia
RICS Awards Hong Kong 2020	Attained awards in the following categories: CSR Project, Residential Team, Construction Project Management Team and Sustainability Achievement
5 Years Plus Caring Company Logo	Has been awarded Caring Company Logo by Hong Kong Council Social Service since 2014

¹ Unsolicited rating received by WAC.

² Based on the ESG Risk Rating Report of WAC dated 14 August 2020.

³ Rating received by WAC.

Stakeholder Engagement

To lay a stable foundation for the advancement of Wheelock's sustainability strategies, we maintain close relationships with our stakeholders and value their feedback on our performance.

During the year, we have been proactively engaging a wide array of key stakeholders, including our employees, industry associations, business partners and community partners, through a series of dialogues, such as focus group discussions and one-on-one interviews. Feedback collected is insightful for shaping our sustainable development journey and identifying priorities for continuous improvements under each Goal.

Highlights of Key Stakeholders' Comments and Our Responses

Corresponding Goal **Stakeholders' Comments** **Our Responses**

Environment	<p>In view of the government's pledge for carbon neutrality in 2050, Wheelock as a major developer in Hong Kong, is expected to work in alignment with the agenda.</p>	<p>Wheelock acknowledges the importance of long-term commitment to our sustainability journey. In previous years, we have set targets on energy and greenhouse gas emissions reduction by 2020 compared with the baseline year 2015, and targets have been achieved with new long-term targets set.</p> <p>Looking into the future, with increasing local and global efforts in addressing climate change, Wheelock will seek to demonstrate its ambition, by setting long-term targets and keeping track of the performance progress.</p>
People	<p>In times of the pandemic when there are heightened concerns about health, safety and wellbeing, stakeholders would appreciate Wheelock's effort in enhancing people's wellness by maintaining a low injury rate and zero fatalities, coupled with wellness programmes and supporting initiatives.</p>	<p>Wheelock puts health and safety at top priority for the best interest and protection of its people. Partnered with The DO School, webinars were held to promote both physical and mental wellbeing and to build emotional resilience.</p> <p>To showcase our commitment to cultivating a safe workplace, a new target for injury rate has been set.</p>

Corresponding Goal	Stakeholders' Comments	Our Responses
Community	<p>The industry has witnessed rising attention on corporate efforts on community investment and engagement in recent years. Stakeholders are interested in Wheelock's integration of community contribution with its core business operations.</p>	<p>Wheelock has always upheld the "Business-in-Community" notion and kept a close eye on the evolving needs in the local community.</p> <p>The Company supported Lok Sin Tong Benevolent Society Kowloon's application for transitional housing scheme regulatory approval.</p> <p>We have also provided students with interests in the property field with job tasting opportunities at our company under Project <i>WeCan</i>.</p>
Customers	<p>Smart living with user-friendly technologies has been a fast-growing interest in the market. Stakeholders expect Wheelock to embody innovative solutions in its development to enhance customer experience.</p>	<p>Wheelock embraces smart living solutions and technologies in its latest projects. Mobile apps are also used to provide handover workshops, useful information and various functions to bring exceptional customer experience.</p> <p>As innovation and technologies continue to emerge, we strive to keep abreast of the latest trends and continue to improve our products and services.</p>
Business Partners	<p>In the era of technological advancement, the fusion of art and innovation and technology has been a heated trend as recognised in the 2020 Policy Address. Stakeholders have expectations of Wheelock's collaboration and support of arts development in this regard.</p>	<p>Wheelock shares the vision of supporting art talents and young innovators through various programmes and initiatives, including the latest collaboration with The DO School on WLAB, the HKSTP@Wheelock Gallery and the Wheelock Art Fund, etc. We will continue to welcome any partnering opportunities.</p>

Contributing to the Environment

Wheelock has demonstrated steadfast commitment to building sustainable living circles conscientiously to drive positive environmental impacts. Sustainable design and low carbon initiatives are built into our design, construction and operation of our offices, managed properties and construction projects. With a collective effort in minimising environmental impacts throughout our portfolio, we strive for a greener and more sustainable way of development and operation and continue to leverage innovative technologies for advancing building efficiency and sustainability to the next level.

MALIBU achieved BEAM Plus Final Platinum rating in 2021

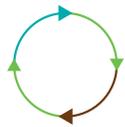
Material topics addressed in this chapter:

- Energy efficiency and greenhouse gas emissions
- Waste management
- Sustainable building development
- Water consumption



Building Sustainable Communities

As a leading property developer, Wheelock is committed to growing sustainable communities while minimising the environmental impacts to the greatest possible extent. We remain committed to obtaining at least Gold rating under BEAM Plus certification for all developments, and at least Gold rating under LEED® certification for all commercial developments. Furthermore, we strive to ensure all development projects will undergo life cycle assessment. As of 31 December 2020, 100% of the construction floor area in our portfolio has been certified with or under application for relevant green building standards.



100%
of new development projects
undergone Life Cycle Assessment

During the design and construction of low carbon communities, Wheelock integrates the concepts of health and wellbeing with reference to the WELL¹ certification guidelines. We endeavour to create indoor and outdoor environments where users can lead a healthy and well-balanced lifestyle.

While keeping the development of our sustainable buildings in sight with recognised industry standards, we carry out periodic reviews of our *Environmental Policy*, internal and regulatory requirements as well as the latest sustainability standards.

Our *Environmental Policy* outlines our commitments and directives on sustainability performance, environmental awareness programmes, emission reduction initiatives and targets, resource efficiency enhancement, waste management and environmental compliance. We closely monitor and communicate our environmental performance with stakeholders to demonstrate our devotion and leadership in managing our carbon footprint and achieving improvement targets.

Wheelock holds an equally high standard of environmental protection at our managed properties, striving to manage impacts throughout the building's lifecycle.

Four of our sites managed by HPML earned the ISO 14001 Environmental Management System certifications, namely CAPRI, Cable TV Tower, Wheelock House and Harriman Headquarters, thus covering the head offices of Wheelock. The systems facilitate the evaluation and management of operational risks related to climate change, carbon and energy. The external environmental audit has been conducted since 2018 by appointing independent parties with insightful professional advice to explore improvement opportunities for our environmental management approach. To ensure continuous improvement, site audits are also carried out annually to ensure management of emerging risks.

Promoting Sustainable Buildings

We extend our commitment to promoting a sustainable built environment to our business partners. We strive to promote environmental consciousness along the supply chain, particularly with the use of green building materials.

Guidelines and requisites stipulating our expectations have been set out for suppliers and contractors to follow. In our development projects, WPL encourages the use of green materials, such as timber certified by the Forest Stewardship Council, as well as materials that are regionally sourced with high recycled content and low volatile organic compounds. The *Green Procurement Working Instruction* and *Green Instruction for Contractor* stipulated by HPML outline the environmental standards in procurement and contractors' working processes, and the use of environment-friendly products, with continuous updates according to the tightening industry standards.

We recognise the construction and demolition waste from our development projects and the general waste from our managed properties to be the major sources of waste of WPL. As such, we strive to reduce waste by putting effective waste management practices in place and giving our full support for the waste reduction initiatives launched by the Government, as outlined in the HKSAR Government Environment Bureau's Waste Blueprint for Hong Kong 2035, with the vision of "Waste Reduction • Resources Circulation • Zero Landfill".

¹ WELL™ (WELL Building Standard™) is the premier standard for buildings and communities to implement, validate and measure features that advance human health and wellness, and is developed by The International WELL Building Institute™.

Developments Awarded with BEAM Plus Certifications (2012-2020)

Final Platinum	MALIBU Residential Development 8 Bay East/NEO Commercial Development
Final Gold	ONE HOMANTIN Residential Development The Austin & Grand Austin Residential Development CAPRI Residential and Commercial Development MONTEREY Residential and Commercial Development OASIS KAI TAK Residential and Commercial Development SAVANNAH Residential and Commercial Development THE PARKSIDE Residential and Commercial Development One Bay East Commercial Development One HarbourGate Commercial Development
Final Silver	KENSINGTON HILL Residential Development MOUNT NICHOLSON Residential Development NAPA Residential Development ISLAND RESIDENCE Residential and Commercial Development
Provisional Gold	77/79 PEAK ROAD Residential Development KAI TAK Residential Development KOKO HILLS Residential Development Kowloon Peak Residential Development MARINI Residential Development MONACO Residential Development MONTARA Residential and Commercial Development
Provisional Bronze	1 Plantation Road Residential Development

Developments Awarded with LEED® Certifications (2012-2020)

Final Platinum	8 Bay East/NEO Commercial Development
Final Gold	One Bay East Commercial Development One HarbourGate Commercial Development

With our aspirations of creating a green supply chain, we actively engage with our suppliers and contractors to adopt sustainable management practices.

To ensure our contractors are fully aware of our waste minimisation approach to properly handle, reuse and recycle waste at construction sites, we have set minimum waste recycling targets for contractors to comply with on all construction projects. Regular workshops are held with contractors and representatives from our Project Sustainability Task Force to review the environmental performance of each construction site and the contractors, as well as to share the latest low carbon and waste management initiatives. Waste and greenhouse gas (“GHG”) emissions performances are quantitatively monitored against the waste recycling targets in the construction and demolition processes for all construction sites.

At construction sites

Target



↓3%

Carbon intensity¹ by 2020
(compared with baseline year 2015)

2020 Progress



↓3.4%



Achieved

Wheelock has been exploring ways to reduce and recycle plastic waste at our managed properties. Partnering with an external waste management party, HPML rolled out a new initiative on plastic recycling during the year. We worked with our residents and tenants collectively and have collected and recycled 2,900kg of plastic waste from 24 managed properties. This plastic waste will be upcycled into plastic pellets for industrial use.



At OASIS KAI TAK,
>90% of the timber was supplied from sustainable sources/ recycled timber

Wheelock recognises its role as a leader in developing sustainable communities. As a board member of the Business Environment Council (“BEC”) and the Hong Kong Green Building Council (“HKGBC”), we continue to work collectively and actively promote low carbon practices. We have spearheaded the use of the Carbon Assessment Tool from the Construction Industry Council (“CIC”) on selected construction projects.

New Target



Use of CIC Carbon Assessment Tool to conduct embodied carbon assessment through “Design Input” and “Construction Input” modes for all BEAM Plus submissions² by 2025

At managed properties

2030 Target³



GHG emissions
↓22% (compared with baseline year 2018)

¹ Carbon intensity (Scope 1, 2 and 3) in kgCO₂e/m².

² Applicable for projects which will register for BEAM Plus New Buildings Version 2.0.

³ The target covers 27 development and investment properties managed by HPML.

Case Study: Sustainable Community at Kowloon East

Wheelock spearheads an exemplary low-carbon commercial hub in Kowloon East CBD2 with the twin towers of One Bay East awarded BEAM Plus Gold, LEED® Gold and WELL Certified Silver¹ as well as 8 Bay East/NEO awarded BEAM Plus Platinum and LEED Platinum. The commercial hub offers a combined GFA of 140,378 m², equivalent to 6.1%² of the overall commercial floor area in Kai Tak. The principles of placemaking, “Energising Kowloon East” and the concept of low carbon and smart city have been embedded in the overarching principle in Wheelock’s acquisition of nearby land parcels with smart and low-carbon infrastructure. Wheelock is excited to showcase the organic growth of the low-carbon and green communities in Wheelock’s Kowloon East Portfolio comprising four residential developments which are KAI TAK residential project, MONACO, OASIS KAI TAK and KOKO HILLS.

The combined 207,763 m² of Kowloon East Portfolio offers approximately 7%³ of the overall private residential floor area of the neighbourhood for 17%⁴ of the residential units planned. These green communities will accommodate 20%⁵ of the local population. The greenery, water features and recreational area amount to 21,483 m². All the residential developments of Kowloon East have been awarded a BEAM Plus Gold⁶ rating. The masterplan adopts grid neighbourhood to replicate the street pattern of the adjacent existing fabric of the Kai Tak area and provides the connection to the Kai Tak heritage. Kowloon East creates a labyrinth of breeze corridors, greenery, open space and water features, equivalent to 1.6 football pitches. The juxtaposition of these urban green pockets and the smooth transition from low

blocks to towers enhance visual, daylight and breeze permeability, establish well-defined streetscape and ascertain visual quality. The effectiveness of breeze corridors and massing options behind the principle of grid neighbourhood has been verified by microclimatic studies to deliver communities of high environmental quality and lay the foundation for resident wellness. With ever-changing climate patterns, extreme weather and the spread of epidemics, Wheelock integrates scientifically proven concepts and solutions in Kowloon East. The air ventilation tests covered 60% of the entire Kai Tak area⁷. Porous architectural boundary fence walls further compliment the permeability and visual connectivity.

Wheelock recognises wellness, efficiency, convenience and security as priorities for residents. Wheelock applies IoT concepts and integrates a state-of-the-art home automatic system for 40% of the residential units such that residents can optimise their time management on wireless control of appliances and thermal comfort systems, book facilities provided in the clubhouse, and enhance security in their homes. Wheelock has adopted the United Nations Disability Inclusion Strategy launched in 2019 and spearheaded a multi-sensory wayfinding pilot system in KAI TAK Residential Project to make it easier for the visually impaired to find way.

Residents are spoilt for choice in low-carbon transportation options. Apart from the MTR Kwun Tong line and Shatin-to-Central Link along with 120 bus routes that pass through the area, Kowloon East encompasses 115 bicycle parking and is supported by GreenWay⁸, a 13 km cycling track and walking path.

Kowloon East sets the benchmark for a smart and low-carbon living in the oasis in CBD2.

¹ Citi Tower obtained WELL Certified Silver.

² Total GFA of 2.3 million m² for commercial development in CBD2 from Planning for Kowloon East — Hong Kong’s CBD2, Energising Kowloon East Office of HKSAR Government Development Bureau December 2017.

³ Total GFA of 2.9 million m² of residential development in CBD2 from Planning for Kowloon East — Hong Kong’s CBD2, Energising Kowloon East Office of HKSAR Government Development Bureau December 2017. Total residential GFA of 129,080 m² for Ex-Cha Kwo Ling Kaolin Mine Site, Task 4 Formulation of Master Layout Plan — PLNQ 21/2011 — Planning Review on Development of Ex-Cha Kwo Ling Kaolin Mine Site.

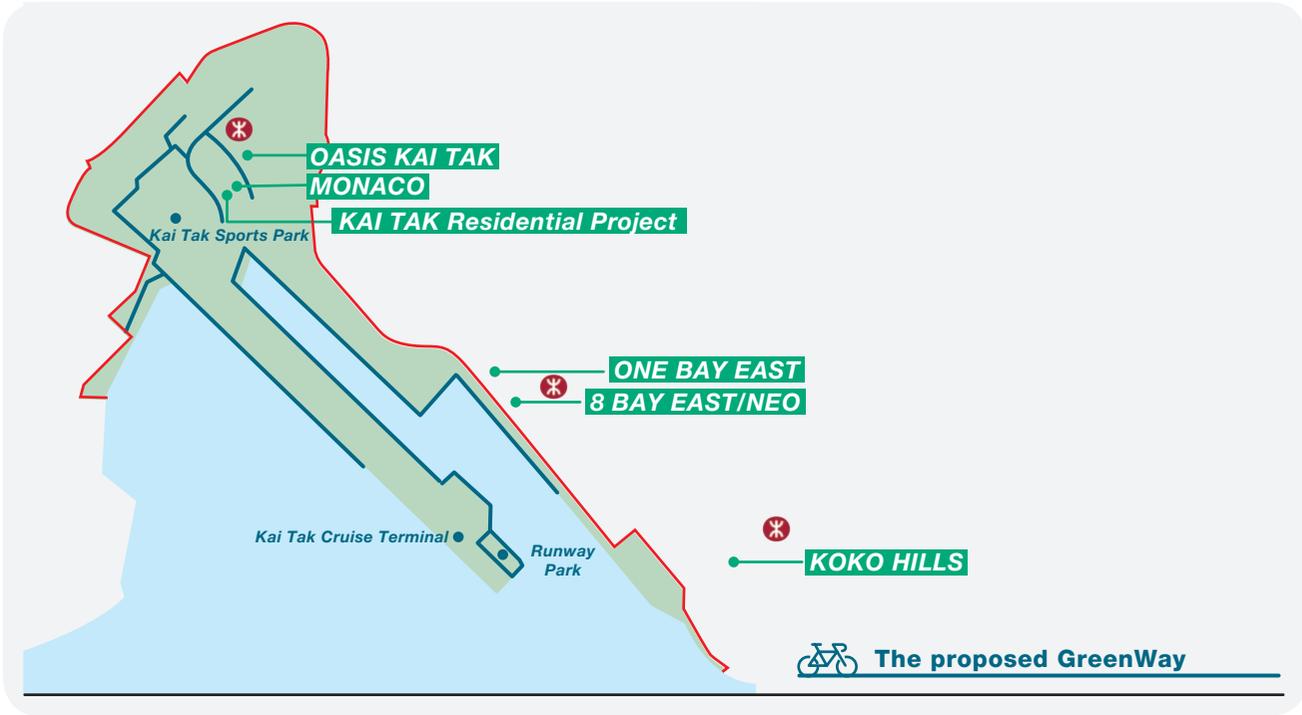
⁴ Total 17,000 private residential units for Kai Tak Development. Total residential units of 2,200 for Ex-Cha Kwo Ling Kaolin Mine Site, Task 4 Formulation of Master Layout Plan — PLNQ 21/2011 — Planning Review on Development of Ex-Cha Kwo Ling Kaolin Mine Site.

⁵ The overall population in private residential development in Kai Tak is 86,000. The overall population in residential development is 6,000 for Ex-Cha Kwo Ling Kaolin Mine Site.

⁶ Either provisional or final ratings.

⁷ Including part of Cha Kwo Ling area, 175,390 m².

⁸ The first phase due to complete in 2023, the second phase is expected to be completed after 2025.



The performance of Kowloon East Portfolio, which includes KAI TAK Residential Project, MONACO, OASIS KAI TAK and KOKO HILLS



Saved **158,383** m³ of potable water, equivalent to **63** Olympic sized swimming pools



Provided recreational areas, green space and breeze corridors equivalent to **2** standard football pitches



Reduced carbon emissions by **5,106** tonnes



100% car parking spaces installed with electric vehicle charging stations with 122 fast charging stations



3,254 BEAM Plus Gold certified residential units, accommodating **20%** of the vicinity's population



Adjacent to the bicycle path and provided **115** bicycle parking spaces



Planted **784** trees



Reduced **7,385** tonnes of construction waste

Leveraging Technology to Enhance Building Efficiency

Through appreciating and applying the latest technologies in the field, Wheelock stays abreast of innovative technologies to enhance the sustainability of the design and construction of our projects. We recognise the synergy between our construction partners and regularly exchange findings and lesson learnt.

Building Information Modelling (“BIM”)

BIM was adopted in all new development projects to provide an accurate estimation of the quantity of building materials needed and avoid construction clashes on site. Compared with conventional construction methods, about 10% of abortive works could be avoided with the use of BIM. It also makes marking and amendment on details of the layout easier, and reduces the use of paper.

Virtual Reality (“VR”)

VR was applied to reduce the amount of resources needed to construct physical mock-ups. With increased flexibility, amendments were readily made to design details reducing the burden on landfills. We applied VR technology to all our development projects.

Modular Integrated Construction (“MiC”) & Use of Prefabricated Components

MiC, enabled by high-quality prefabricated building components, was piloted in selected projects to minimise waste generation, lower energy consumption and thus reduce carbon footprint on-site. It also shortens the construction time and brings down construction nuisance.

Energy Storage System (“ESS”)

The AMPD Evertainer, an advanced battery-type ESS, was introduced on selected construction sites to replace diesel generators as a temporary source of electricity before grid connection, which significantly lowers CO₂ emission, emits no NO_x, SO₂, PM and reduces noise pollution. Connected to the internet, the Evertainer allows automatic recharging, remote maintenance, monitoring and analytics of data to improve energy performance.

According to the case study at our site MONACO, the annual carbon emissions of using ESS has dropped by 76% compared with the use of diesel generator.

Climate Resilience

As a leader in pioneering low-carbon communities, Wheelock supports Hong Kong's pledge for carbon neutrality by 2050 and the Paris Agreement.

To showcase our dedication to long-term decarbonisation, both WPL and HPML are signatories to the BEC Low Carbon Charter, while HPML has been a signatory to the Carbon Reduction Charter since 2008. We constantly align our policies and guidelines to address the challenges and opportunities brought by climate change.

Our approach to climate resilience consists of four pillars in compliance with Task Force on Climate-related Financial Disclosures

Governance



The Project Sustainability Task Force was established in 2016. The Task Force reviews climate-related risks and monitors the progress of GHG and waste reduction at construction sites, formulates strategies, and regularly reports key findings and progress to senior management.

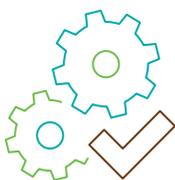
Strategy



Wheelock recognises the potential climate risks in our portfolio brought by climate change and incorporates strategies to build climate-resilient communities. In the face of identified physical climate risk drivers such as floods, strong winds and super typhoons, we adopt climate-proof building designs on various aspects such as structural robustness, mechanical and electrical safety and drainage capacity, to enhance building resilience against these extreme weather events.

We also actively explore the use of renewable energy in support of a low-carbon transition. In 2020, roof solar PV panels were installed with an annual electricity generation of 61,000 kWh at 8 Bay East/NEO, which joined the CLP's Renewable Energy Feed-in Tariff Scheme.

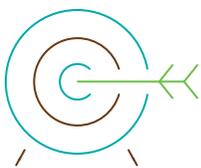
Risk Management



Wheelock considers climate risks and extreme weather in our project risk assessments. We conduct comprehensive impact evaluation of wind force, such as wind tunnel simulations, on all new development projects to identify the wind flow characteristics and the desired building wind loads. Computational fluid dynamic studies are also conducted to understand microclimates and improve designs on the air flow and quality in densely populated areas and the surroundings.

The identification of exposed risks from extreme weather events is critical to inform decisions on our climate-resilient building design strategy and to reduce the adverse impacts on our development brought by climate change. These physical risks include flooding and structural damages caused by super typhoons and torrential rain with higher frequency and intensity. We are also aware of the transition risks when progressing towards climate resilience, such as more stringent regulatory requirements on emissions disclosure and investment in low-carbon technologies.

Target-setting



Acknowledging energy and waste as our major sources of GHG emissions, Wheelock has set relevant quantitative targets for our headquarters, construction sites and managed properties.

The targets of GHG emission reduction of 3% for construction sites and energy consumption reduction of 10% at Wheelock's headquarters by 2020 have been achieved. We also aim to achieve a 2% annual carbon reduction for each property managed by HPML gradually.

The performance and progress in achieving the targets are monitored quarterly at WPL and annually at HPML-managed sites. We also leverage industry resources like the CIC Carbon Assessment Tool to track our carbon emissions during project design and construction stages.

Green Office Culture

Putting our sustainability commitment into practice, we promote green and sustainable practices at our offices. Our Office Presentation and Sustainability Task Force is dedicated to raising employee awareness on environmental protection and driving behavioural changes.

A wide array of initiatives has been introduced to cultivate a sustainable workplace at Wheelock. In 2020, WPL attained the Gold Label under the Low-carbon Office Operation Programme (“LOOP”) by WWF Hong Kong. Furthermore, we set a 10-year carbon target for HPML’s office to achieve a better performance by working towards a common goal.



Obtained LOOP Gold Label

Aspects	Initiatives
Energy Use	<ul style="list-style-type: none"> T5/T8 fluorescent big tubes are phased out and replaced with LED for energy saving Electrical appliances, including refrigerators and microwave ovens, of Grade 1 Energy Label or Energy Star are used Desktop displays are set to turn off automatically after 10 minutes of idling Lighting zoning to allow flexible control of lights and better utilisation of daylight Employees are reminded to turn off the lights when rooms are not in use
Materials Use	<ul style="list-style-type: none"> Paperless IT platforms, including e-Leave system, e-Purchase system and site staff electronic appraisal platform, are introduced at HPML Sustainable printing paper certified by the Forest Stewardship Council is used Employees are encouraged to adopt good habits of the 3Rs — Reduce, Reuse and Recycle Continuous review on proper recycling practices

At headquarters¹

Target



↓10%

Energy intensity² by 2020
(compared with baseline year 2015)

2020 Progress



↓42%



Achieved

Other environmental performance



↓9%

Water intensity³
(compared with baseline year 2019)

At HPML’s office

2030 Target



↓10%

GHG emissions
(compared with baseline year 2020)

Supporting Environmental Projects and Green Groups

Wheelock has always been an active supporter of environmental projects and other initiatives advocating sustainable development. In 2020, we supported external green programmes such as Earth Hour, Hong Kong Green Building Week and the Greeners Action’s Lai See Reuse and Recycle Programme.

¹ Targets for Wheelock’s office in Wheelock House.

² Energy intensity in terms of kWh/employee/m².

³ Water intensity in terms of L/employee/m².

Enhancing Wellness of People

Aspiring to become the employer of choice, Wheelock makes every effort to empower our employees and enhance their wellness through a caring and inclusive workplace. We invest in training and development to build a productive and engaged workforce. Amid the COVID-19 pandemic, we strive to promote the health and wellbeing of our own people, contractors, tenants and customers.

Material topics addressed in this chapter:

- Employee development
- Employee attraction and retention
- Non-discrimination, dignity and workplace equality
- Employee wellness, health and safety
- Customer wellness, health and safety

8 DECENT WORK AND
ECONOMIC GROWTH



Employer of Choice

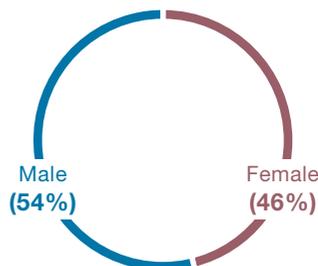
Talent Development and Retention

With our growing portfolio, we are expanding our team with the right talents. Upholding objectivity in the recruitment process, multiple assessment tools are deployed to comprehensively assess job candidates. In 2020, 118 new hires joined our directly employed team with a total of 585 people.

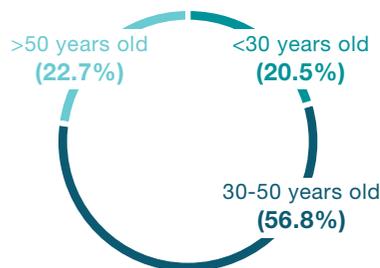
We connect new joiners with buddies to help adapt to the company culture and workplace. In Wheelock, we value the efforts and contributions of our talents. We provide promising promotion opportunities and invest in their development along career paths.

Team profile overview

Gender Diversity



Age Diversity



By creating a diverse, non-discriminatory and inclusive workplace with equal opportunities, we aim to allow our employees from different backgrounds and mindset to thrive. Our commitment to providing a working environment that is free from discrimination or harassment is stipulated in our *Equal Opportunities Policy, Code of Practice on Employment* and *Grievance Procedures Policy*. Despite the property sector being a traditionally male-dominated industry, we maintained a relatively gender-balanced workforce of 54:46 (male to female).

To capture a greater breadth of perspectives, we make our recruitment, remuneration and promotion decisions based on an individual’s capabilities, experience and performance, regardless of age, gender, religion, race, colour, nationality, disability, sexual orientation, family, marital status or any other legally protected status. We strive to retain the best talents and ensure they are compensated fairly by offering a market-competitive remuneration package. In 2020, hospitalisation benefits were enhanced and one-off free seasonal influenza vaccinations were offered to staff.

We strictly prohibit all forms of discrimination and handle complaints or issues concerning harassment, discrimination or vilification professionally within Wheelock. All employees are made aware of our formal grievance channel and are free from fear of retribution to raise concerns or complaints in confidence. In 2020, no incidents of discrimination were reported.

Developing a High-performing Team

Wheelock continues to upskill our talents. Our Learning and Development Team is responsible for supporting the planning and budget allocation of our learning and development initiatives.

Recognising the need to equip our employees with the capabilities and knowledge needed today and tomorrow, a large variety of online and face-to-face training was offered on the latest technologies and personal development. During the work-from-home period, we put forth dedicated efforts in providing online training as classroom training was not feasible. For instance, we tapped on the current partnership of Club Wheelock with The DO School to offer a learning series that builds participants' resilience, growth mindset, as well as body and emotional intelligence. Furthermore, training on the latest trends and technologies including BIM and Power BI are provided to inspire innovations in our product offerings and grasp emerging opportunities.

To groom our talents, we rolled out different development programmes in 2020.

In addition to technical skills, we launched soft skills workshops and awareness training courses on topics such as communication skills, anti-corruption, code of conduct, health and safety, and sustainability etc. We also partnered with The Hong Kong University of Science and Technology for training on strategic thinking and influencing skills.

We also allow our employees to reimburse the costs of external tuitions on specialised technical skills and regulation updates as appropriate to their job duties. In 2020, we allocated around HK\$660,000 to provide a wide range of internal and external training to employees. The average training hours per employee reached 6.7 hours in 2020.

CONNECT Mentorship Programme

To nurture young talents and facilitate the exchange of knowledge and experience, we continue to organise CONNECT Mentorship Programme by connecting department heads with high-potential staff. In 2020, six pairs of mentors and mentees were formed to discuss topics related to personal growth, career development, as well as Wheelock's culture.



Six pairs of mentors and mentees were formed in 2020

Summer Internship Programme

HPML launched a two-month Summer Internship Programme, allowing talented undergraduates to develop and explore their career interests in the property management industry. In 2020, we hired 11 summer interns and provided them with opportunities to work in different site management offices and participate in the sales launch of KOKO HILLS.



A two-month Summer Internship Programme organised in 2020

Reviewing Team Performance

Performance Management Cycle



Throughout the year: Coaching and Feedback

We implement a robust annual performance review process for all direct employees to evaluate their career development. Through the process, employees discuss their performance and career ambition openly with supervisors and identify achievable goals to strive for improvements. It is also an opportunity for us to collect feedback on suitable training programmes and work towards continuous refinement in our talent strategies.

Cultivating an Open and Thriving Culture

Wheelock is determined to foster a speak-up culture that encourages innovation and people empowerment. Two-way dialogues with our employees through various communication channels are maintained, such as regular townhall meetings, quarterly drinks and offsite meetings, enabling employees from different departments to understand, interact and contribute new ideas on our business development. In 2020, virtual “W Forum” and annual e-party were held to facilitate communication and support the staff in staying connected to the workplace and each other when they were required to work from home.

People Wellness

Promoting Employee Wellness

The wellness of people working on our premises is of absolute priority to us. Guided by our stringent policies and operational guidelines, we strive to maintain a zero-harm workplace for our employees, contractors and subcontracted workers, and mitigate the occupational health and safety (“OHS”) risks in our operations, especially under the pandemic. In addition, we set a target for injury rate to demonstrate our commitment to people wellness. This is a key step in achieving our Sustainable Development Goals and building a healthier and better environment for our people. During the year under review, no fatalities of employees were recorded.

Target

Maintain an injury rate below

10 per 1,000 employees¹

Progress

2020 injury rate:

2.75
(per 1,000 employees)

¹ The target scope covers the cases from WPL only.

At Construction Sites

We are committed to zero fatalities and safeguarding the health and safety of our employees and contractors. The Construction Management Steering Committee and relevant task forces are in place to oversee OHS issues. The *Safety Plan* and the *Project Safety Manual for Corporate Level* were formulated, providing our employees and contractors with guidance on site inspection, incident reporting and regular audits.

Our site safety practices include but are not limited to:

- Weekly, biweekly and monthly internal site inspections to identify safety hazards and risks
- Monitoring of all lost-time, near-miss incidents, reportable and major injuries involving direct and contractors' employees
- Monthly meetings to review site safety performance with project staff, contractor and subcontractor safety supervisors
- Biannual site-safety inspection and health and safety audits by external safety consultant
- Regular OHS training, wellbeing talks and safety workshops to promote site safety
- Guidelines on precautionary measures and emergency plans to maintain preparedness against bad and extreme weather events



0.46 injuries
per 1,000 employees and workers
(Lower than Hong Kong industries'
average of 10.8 per 1,000 employees¹)

In 2020, we continued to carry out an "Independent Site Safety Inspection" annual review on all our ongoing projects. We engaged an independent safety consultant to evaluate the sites' safety performance under six key areas – "General Site Conditions", "Plant and Machines", "Working at Height", "Equipment and Tools", "Special Process and Operations" and "Safety Management System Displays". Where necessary, recommendations would be brought up to the management levels of main contractors in order to enhance the performance and take appropriate reinforcement measures.

We maintain close collaboration with our contractors to ensure effective OHS management at our construction sites. In the tender agreements and *Supplier Code of Conduct*, we set out OHS conditions and safety guidelines to oversee site safety, which includes requirements on preparing an Environmental Health and Safety Plan and assigning a safety officer. Incentives such as safety bonus and safety hero awards were also adopted in some projects to recognise outstanding individual and contractor OHS performances. During the term of the contract, we also undertake ongoing monitoring to ensure our contractors consistently meet our requirements.

During the outbreak of COVID-19, we have strengthened the communication with our contractors and taken a proactive approach to enhance site hygiene measures and handling procedures of both suspected and confirmed cases. For instance, body temperature auto-measurement machines, instant hand sanitisers and Leave Home Safe QR codes were installed at the entrance gate of the sites to reduce transmission risk. Furthermore, we staggered lunch hours of the construction workers and made use of partitions at the canteen to maintain social distancing. We also increased the frequency of cleaning in common areas, toilets, lobbies and canteens to prevent the spreading of the virus.

¹ Industry rate recorded in the Occupational Safety and Health Statistics Bulletin (August 2020) of HKSAR Government Labour Department.

At Managed Properties & Offices

HPML has health and safety policies such as the *OHS Management Plan* in place to outline safety instructions on various office and site safety hazards, demonstrating our commitment to upholding safety at our managed properties and offices.

Besides, our newly recruited operational staff members who are tasked with manual handling duties are required to participate in the training delivered by the HKSAR Government Labour Department OHS Team every six months. Regular health and safety inspections and drills, alongside training in emergency responses and

procedures, have been arranged for staff. We also have improved overall site-management efficiency by enhancing contractors' awareness of safety. Seminars were arranged for sharing knowledge and experiences, and our safety committee assigns an external safety officer, together with the internal safety supervisor from HPML, to perform regular site check for reviewing the safety condition of sites and proposing preventive measures where appropriate.

HPML has obtained ISO 45001 Occupational Health and Safety Management System certification for four of our managed buildings.

Protecting Employees from COVID-19

We mobilised concerted resources to ensure people in our managed properties are protected. Comprehensive guidelines, checklists and reporting procedures, including *Business Continuity Plan*, were swiftly formulated to reduce the risk of the virus spreading at properties, effectively handle the suspected and confirmed cases and ensure the business can operate as usual. We also closely monitor the situation and update the guidelines as needed.

In addition to a series of cleaning and disinfection measures, we implemented the following caring measures to protect our employees:

- Offer work-from-home arrangement, staggered working hours and lunch arrangement
- Promote virtual meetings, interviews and training and offering relevant equipment
- Provide frontline pregnant staff with options to temporarily switch to back-office support
- Distribute anti-epidemic items to employees
- Offer one-time anti-epidemic allowance to frontline property management staff for their diligent contributions



Sending love pack to employees in the fight against COVID-19

Safeguarding Customers' Health and Wellness

Taking health and wellness of residents, tenants and customers as our own business, Wheelock has introduced innovative solutions to prevent the spread of COVID-19 at our managed areas.

We maintain good indoor air quality with some of our managed offices having attained the IAQwi\$e Certificates. To uphold stringent hygiene level, professional devices are installed onsite to enable objective measurements on environmental contamination, and to improve the hygiene level based on data and findings.

Apart from AI robots and indoor air-quality devices, HPML has also implemented a wide range of sanitisation and touchless measures in the managed properties such as disinfection mist fogging, anti-bacteria coating and UV lift button steriliser. We are actively exploring the application of touchless lift control panels to further lower the transmission risks in common areas.

During the sale of residential projects, a series of pandemic prevention measures are implemented to safeguard the health and safety of our employees, customers and estate agents, which include:

- Requiring all to perform temperature checks and fill in health and travel declaration forms before entering the sales gallery
- Inviting customers to join the 360° virtual tour to preview the show flats and sales gallery via website
- Setting up VIP Suites to provide customers with a private space to understand the residential projects
- Conducting regular cleaning and medical grade disinfection
- Maintaining social distancing by limiting the number of visitors

We also send health information to owners and tenants regularly to raise their awareness of personal wellness. Going forward, we will continue to explore the incorporation of sports infrastructure like jogging trials in our future projects.

AI Robots for 24-hour Cleaning and Disinfection

During the outbreak of the pandemic, AI robots are introduced for 24-hour cleaning and disinfection at some of our managed sites. These AI robots have improved productivity by recording and storing routes to clean and disinfect the area autonomously on its own, and helped to raise indoor air quality and lower the level of PM2.5. The feedback received from tenants and residents were positive.



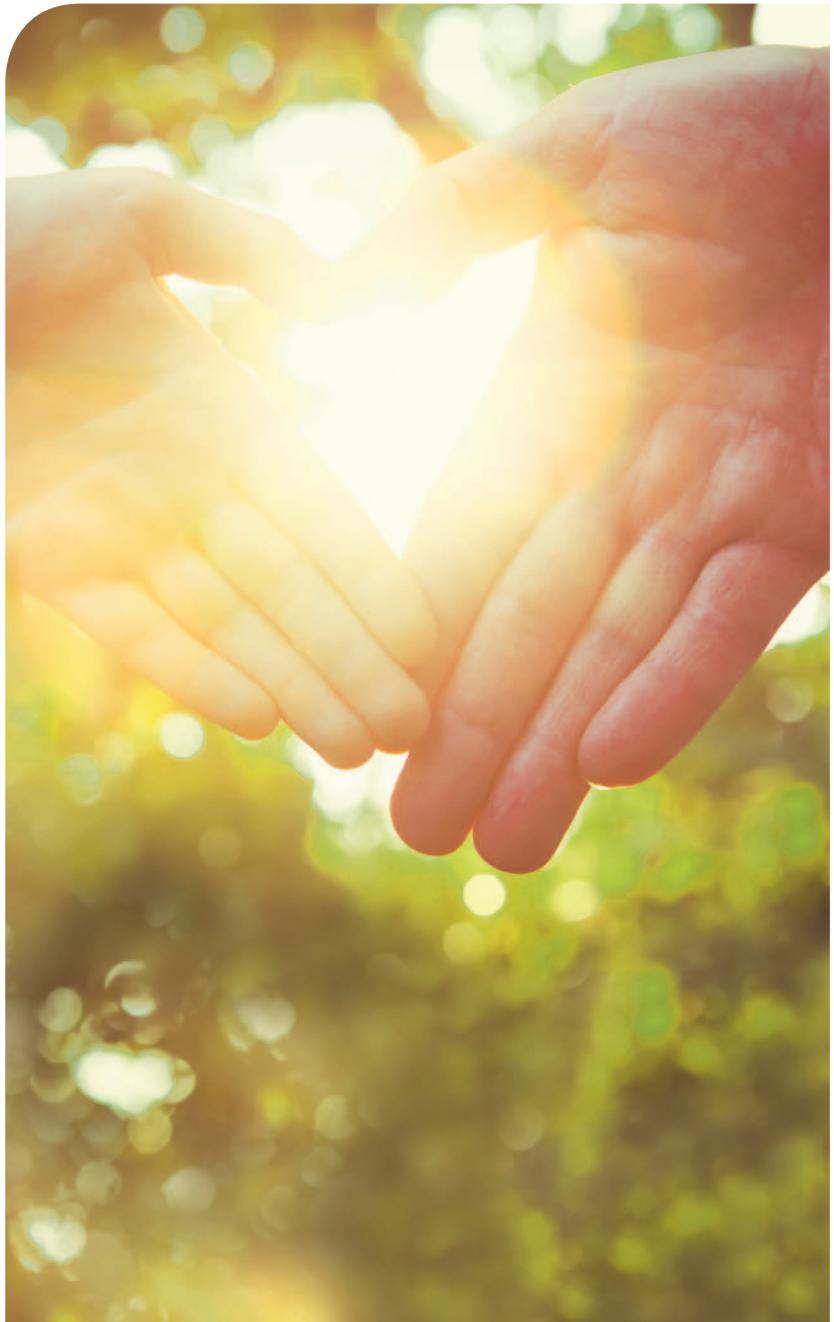
Adopted AI robots for cleaning and disinfection

Caring for the Community

In line with Wheelock's Business-In-Community ("BIC") principle, we have continued prioritising community wellbeing in our business decision-making process. A wide range of programmes have been implemented to continue supporting the community, and we have actively established new partnerships to foster a more harmonious and caring community.

Material topics addressed in this chapter:

- Community investment and engagement
- Smart city



Supporting the Community

Community Support Amid COVID-19

To support the community amid the challenging times of the pandemic, Wheelock rolled out responsive initiatives to care for the impacted population, donating batches of anti-epidemic items to schools and organisations through our NGO partners.



Supported the community & donated anti-epidemic supplies



Donate batches of anti-epidemic items

In the fourth wave of the pandemic, Club Wheelock and The DO School Asia worked with the Lok Sin Tong Benevolent Society, Kowloon (“Lok Sin Tong”) to organise a virtual Zentangle workshop for children with special educational needs. More than 60 teachers and students from Lok Sin Tong were invited to participate in a self-soothing process of drawing and meditation,



Zentangle drawing workshop

hoping to release emotional tensions during their fight against the pandemic. The experience also successfully enabled Lok Sin Tong’s visual art teachers to expand their reach to students using virtual platforms.

Empowering youth

Project WeCan

As one of the partner organisations, Wheelock has been actively supporting a variety of activities in which students can develop skill sets to better prepare for higher education and their future career. The programme today has expanded to reach a heartening coverage of up to 68 partners with over 2,200 volunteers, benefitting more than 75,000 students from 76 schools.

Project WeCan 10th Anniversary Logo Design Competition

Wheelock invited its partnering schools to participate in the Project WeCan 10th Anniversary Logo Design Competition. Approximately 100 entries were received, with all entries going through three rounds of judging. A student from our partnering school Ng Yuk Secondary School, won the champion of the competition, whose logo shows the spirit of WeCan — care, inheritance and BIC.



Winning entry — Champion



Winner of the Project WeCan 10th Anniversary Logo Design Competition

“Our Cheers to Fung Kai” Video Campaign and Virtual Internship Programme

“Our Cheers to Fung Kai” Video Campaign was organised to give our ardent support to the students of Fung Kai No. 1 Secondary School (“Fung Kai”) amid the pandemic. Messages of encouragement from over 30 volunteers were received to share positive energy with students. We also hosted briefing sessions for the “2020 Job Tasting – Virtual Internship Programme”, to interact with the students on exploring their career interests.



Volunteers from different departments conducted online discussions and sharing with students

Fung Kai Virtual Buddy Programme “Wow! Let’s Chat”

A five-month programme “Wow! Let’s Chat” was launched to provide an e-platform for Fung Kai’s students to build and enhance their confidence in English speaking and improve their presentation skills. Eight groups of volunteers and students were formed to achieve mutual learning through active interactions.

Wheelock Interior Design Internship Programme

To nurture young talents in the interior design industry, we continue to support individual talent development through Wheelock Interior Design Internship Programme (“WIND”). This year, two graduates from The Hong Kong Polytechnic University and the Hong Kong Design Institute received sponsorships to intern abroad for six months at professional architectural or design firms of their choices. This valuable opportunity allows them to gain hands-on working experience, pursue their passion and explore new frontiers of the interior design industry.



Sponsorship recipients of WIND 2020

Appreciating Art and Culture

Placing great value on art and culture, Wheelock sees it as a vital component of crafting good architecture and healthy, quality living, with the ability to invoke curiosity and inspire others. We have worked with renowned organisations to procure artworks and promote art and cultural appreciation, whilst connecting local and international artists with enthusiasts through our events.

Wheelock Art Fund

Since 2015, the Wheelock Art Fund has granted over HK\$56 million to support young and emerging artists. The fund aims to select and acquire suitable artworks to decorate the living environment of Wheelock’s residential projects to promote art appreciation among members and the general public.



Red Apple By Kim Byung Jim, placed in SAVANNAH

National Geographic Wheelock Hong Kong Photo Contest 2020

Wheelock has organised public photo competition since 2013 and started to collaborate with National Geographic since 2017 to offer a platform for photography enthusiasts to showcase and develop their talents. The theme for the Hong Kong Photo Contest 2020 was “Happy • Healthy”, inviting participants to uncover the uniqueness of Hong Kong and to channel positivity in these uncertain times. Outstanding participation was recorded with over 7,000 entries from photographers from over 13 countries and regions, showing the beauty of Hong Kong through their lenses.



National Geographic Wheelock Hong Kong Photo Contest 2020 Award ceremony



1



2



3



4



5

1. Winning photo of Mobile Photography category by Leung Yan Kin
2. Winning photo of Wildlife category by Fung Man Hon
3. Winning photo of People category by Choi Wai Ha
4. Winning photo of City category by Chak Kwong Man
5. Winning photo of Landscape category by Leung Chi Hang

Collaboration with Hong Chi Association

We continued to co-organise the Christmas eCard Design Competition with Hong Chi Association for the 12th consecutive year. The theme for this year's design competition was "Walk with Love in Christmas", and was opened to all students with intellectual disabilities, offering an opportunity for them to showcase their creativity and artistic talent. Forty entries were received, with the winning e-cards adopted as the design of our corporate holiday e-card.



Winning entries

Promoting Creativity and Innovation

Understanding how innovations could potentially resolve critical issues for the society, we invest resources into encouraging innovation, research, and development will lead to the betterment of the community.

Club Wheelock X The DO School

In 2020, we joined forces with The DO School, a social enterprise based in Berlin, to empower the people of Hong Kong to grow and to enhance their innovative ability by providing various engagement activities. A webinar series including Personal Growth Event and Job Skills Career Growth was delivered during the year with support from international experts and innovators. The learning series helps to build participants' resilience through mindset development and job skills enhancement.

HKSTP@Wheelock Gallery

Wheelock is dedicated to supporting young technopreneurs and startups. Since 2018, our collaboration with the Hong Kong Science and Technology Parks Corporation ("HKSTP") has provided knowledge sharing and business match-making opportunities at our primely located HKSTP@Wheelock Gallery. As of the end of 2020, HKSTP@Wheelock Gallery has facilitated over 3,300 business meetings and 130 events, with approximately 2,500 members.

While the HKSTP@Wheelock Gallery has been temporarily closed due to the COVID-19 outbreak, Wheelock remains committed to facilitating innovation through online dialogue and partnerships. The latest virtual event series "On the Horizon" invited key figures from various fields to carry out interdisciplinary conversations over I&T applications in the real world. The first session covered PropTech, which discussed applications of technology in transforming the real estate and construction fields.



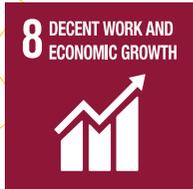
Key figures geared up for the first "On the Horizon" virtual event series

Building Partnerships along Value Chain

Wheelock strives to drive sustainability through long-term and mutually beneficial relationships with our suppliers, contractors, customers and tenants. Responding to customer needs, we work closely with our partners to deliver high-quality, innovative and eco-friendly products and services. We are working towards the creation of positive value throughout our sustainable value chain.

Material topics addressed in this chapter:

- Customer experience and satisfaction
- Customer data privacy



Delivering Quality Products and Services

Wheelock endeavours to be a best-in-class property developer that provides quality products and services. We continue to make progress towards our customers' and business partners' expectations with the formation of internal sub-committees and task forces. These include the Customer Product Research Task Force and Handover Preparation Task Force, Customer Services Task Force and Property Management Task Force, which comprise senior executives from relevant departments to manage and oversee the overall product design, quality assurance and process efficiencies. Our building products are managed with quality and safety assurance processes at different stages of the projects.

Throughout project design and construction phases, we integrate both green and wellness features in our products to foster a quality built environment. 8 Bay East/NEO was awarded LEED for Building Design and Construction and BEAM Plus Final Platinum ratings. It is among the first four commercial buildings in Hong Kong being awarded dual-platinum certificates. In addition, WPL is among the five Hong Kong private developers being awarded BEAM Plus Final Platinum for both private residential and commercial development projects. It is also the first developer certified with dual Platinum under the BEAM Plus New Building V1.2 scheme.



Exchanging best practices in
Partnership Meetings
with JV partners

At HPML, we maintain regular initiatives such as fire safety drills and inspections, and hygiene checks, to ensure quality services and facilities. Beyond compliance, we look up to international standards and have obtained ISO 9001 Quality Management System certifications for four of our managed buildings. Our efforts have received wide recognition from customers, and were presented with various awards during the year.

Upholding product responsibility, WPL places extensive information regarding our building products on our website and marketing brochures in compliance with all relevant regulations. To ensure accurate and complete disclosure of information, both internal and external cross-disciplinary professionals are responsible for the preparation and review process of the marketing materials.

To ensure ongoing improvement in our services and offerings, we value customers' suggestions and feedback. We carry out annual and post-event customer satisfaction surveys to evaluate customer expectations; and handle feedback and complaints in a professional and timely manner, as guided by ISO 9001, best industry practices and service pledges.



Regular workshops were arranged to enhance staff's knowledge and communication skills for customer service

Embracing Innovative Customer Solutions

Recognising the increasing expectations on smart and sustainable living, we introduce customers to innovative solutions for our latest projects to keep abreast of the evolving trends, and in particular, to maintain unobstructed communication and services to customers during times of social distancing.

Apart from introducing smart living solutions like Wi-Fi-ready homes and car plate recognition security systems for our projects, we collaborated with HKT during the year to introduce smart home and smart control solutions for KOKO HILLS, which include direct communication with the visitors and management office using the built-in video intercom system to enhance security, as well as smart control of lighting, air-conditioners and electric curtains with a mobile app to optimise energy efficiency.

To smoothen the residential property sales and handover experience, we have also implemented online registration and queue management systems at sales offices, and have fully adopted mobile apps for end-to-end handover processes. Handover service, defect submissions and clubhouse service functions are included in the mobile apps. Handover workshops and relevant information are also available in the mobile apps to drive an exceptional customer experience.

Smart Living in OASIS KAI TAK

With the launch of the all-in-one OASIS KAI TAK App, we upgraded the after-sales services for OASIS KAI TAK. We incorporated the latest technologies to improve the handover process and daily property management, which includes the following functions:

- The one-stop official app “OASIS KAI TAK” provides owners with effective follow-up on defects, which allows convenient handling process and handover services.
- The app notifies customers with general information, latest notice and property information in times of facilities or services emergent suspension.
- Smart clubhouse booking functions to reserve desired facilities simply with a few clicks at the fingertips.
- Facial recognition system and smart card access control system are deployed to control workers and visitors’ access and ensure residents’ safety.

Leveraging the technologies, we enhanced our operational efficiency, and on the other hand, provided a smart, customer-friendly and environment-friendly experience to our residents and visitors in OASIS KAI TAK. Our excellent services have earned us the “Property Management Team of the Year – Certificate of Excellence” at the RICS Hong Kong Awards 2020.



All-in-one mobile app to improve handover process

As the use of online solutions increases, we ensure stringent data protection standards and procedures are in place to maintain customer trust. We specify the authorisations of staff to access and export data from the sales system, and their rights of access are reviewed quarterly to strengthen customers' data protection. Our customer-facing units, which handle most of our customer data, are well-informed and trained on our internal standards and proper data handling procedures. During the year, we strictly complied with the Personal Data (Privacy) Ordinance and there was no substantial complaint received concerning breaches of customer data privacy.

Engaging Customers to Live In Style and Well

Wheelock continues to engage and care for our customers in these special times. In Club Wheelock, our flagship loyalty programme, has continued to serve as our platform to connect with residents, property owners, tenants and the public who enjoy stylish living. A variety of lifestyle events and exclusive offers are provided to our valued members. We also leverage digital platforms such as social media and the mobile app to actively engage our stakeholders. During the year, our Wheelock Living App was upgraded with features and a new look for releasing the latest events and offers, and providing an array of services for residents – from online property purchase to management tips.

“Club Wheelock X The DO School” Event Series to Support Our Fight against the Pandemic

Wheelock joined forces with The DO School, to organise a series of events that aim to inspire positive changes to individual lives.

Club Wheelock X The DO School Mindful Yoga

Led by experienced yoga instructors, a live-streamed webinar on mindful yoga was provided for our members, promoting a healthy and active lifestyle.

Club Wheelock X The DO School Webinars

A series of webinars were held during the year to help participants become happier and healthier, and at the same time, make step-by-step changes for the world through self-discovery. Topics included Somatics Embodiment, and Building a Better World with Inner-Peace. Through sharings by renowned speakers, we aim to introduce appropriate psychological management in response to stress and improve self-awareness of people's wellbeing.



Mindful yoga was provided to promote a healthy and active lifestyle

Promoting Tenants' and Residents' Eco-efficiencies

Wheelock makes vigorous efforts in engaging our partners and customers to care for the environment. We continue to support the Hong Kong Green Shop Alliance by encouraging tenants and consumers to practise environment-friendly and sustainable behaviour. Particular focus has been placed on the waste problem in Hong Kong. Apart from placing recycle bins to facilitate proper waste segregation and recycling, we held different recycling activities and competitions, eco-workshops and waste charging trial schemes to engage our tenants and residents. With the aim of contributing to the Government's target recycling rate of 55%, we have joined the BEC's Intelligent Resource Management Programme and taken steps to transform Hong Kong into a greener city.

Green Office Reward Scheme at Commercial Buildings

Our success in waste management is dependent on the joint efforts of different stakeholders. To incentivise tenants to recycle, HPML has rolled out the Green Office Reward Scheme in four of its managed commercial buildings, which include Wheelock House, Crawford House, Wing On House and China Insurance Group Building.

Under the scheme, tenants are provided with custom-made recycling bags to collect their waste paper which are weighed to earn points for gift redemption. The recycling data are then shared with the tenants to promote the importance of waste recycling and drive further behavioural changes.



Custom-made recycling bags are distributed for collecting tenants' waste paper

Driving Supplier Sustainability

Wheelock's promise to procure locally, ethically and sustainably requires the cooperation of our upstream value chain partners. Our procurement policies and procedures ensure effective considerations of supplier sustainability performance in our procurement practices. All our suppliers, especially during the tendering stage, are required to acknowledge our *Supplier Code of Conduct* and our expectations on their environmental and social practices.

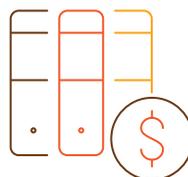
Through a proactive management approach, environmental and social considerations, such as construction environmental impact, health and safety, compliance and business ethics, are included in our supplier assessment during the prequalification and tendering stage. In addition, technical assessment is conducted to ensure the professional capability of the suppliers. Suppliers and contractors with ISO 14001 Environmental Management System and ISO 45001 Occupational Health and Safety Management System are given higher priority in the selection process.

Throughout the contract period, we monitor and work closely with our suppliers and contractors through regular meetings, audits and inspections, and encourage them to strive for a continual improvement in environmental and social performances. During the year, our key contractor of KAI TAK Residential Project implemented one of the first green guarantees in Asia-Pacific.

Going forward, we will continue to promote sustainable economic activities across our businesses. Suppliers with malpractice or non-compliance with laws and regulations will be requested for immediate investigation and correction, or else will be subjected to termination of contract. Zero tolerance is given to all kinds of child and forced labour, discrimination, as well as bribery and corruption in our supply chain.



Integrating
ESG considerations
in tendering documents and
subsequent contracts



99%
of our total project procurement
budget was spent on local suppliers
to support the local economy

Appendices

Appendix I – Material Topics and Corresponding Boundaries

With the aim to co-create the vision of Wheelock’s Sustainable Development Roadmap, and to identify priority sustainability topics for management under the vision, stakeholders were invited to participate in a survey questionnaire, focus group discussions, and one-on-one interviews in 2020. Over 130 internal and external stakeholders were engaged, which included senior management, employees, business partners and suppliers, community partners, investors and bankers, industry associations, media and NGOs.

The list of sustainability topics for analysis was regrouped and refined into 22 topics given the latest sustainability trends and international reporting guidelines. Of the 22 topics assessed, 15 were identified as the most material, which were prioritised for disclosure in this Report and potential performance enhancements.

Materiality Matrix



Material Topics and Boundaries

No.	Material Topics	Within organisation	Outside organisation		
		Employees	Contractors/ Suppliers	Customers/ Tenants	Community
Environment					
1	Energy efficiency and greenhouse gas emissions	○	○		
3	Waste management	○	○		
5	Sustainable building development	○	○		
6	Water consumption	○	○		
People					
8	Employee development	○			○
9	Employee attraction and retention	○			
10	Non-discrimination, dignity and workplace equality	○	○	○	
11	Employee wellness, health and safety	○	○		○
12	Customer wellness, health and safety	○		○	
Community					
16	Smart city	○	○	○	○
17	Community investment and engagement	○	○	○	○
Customers					
18	Customer experience and satisfaction	○		○	
19	Customer data privacy	○		○	
Business Partners					
20	Ethical behaviour and anti-corruption	○	○	○	○
21	Economic performance	○	○		

Other Topics Considered

No.	Topics
2	Climate resilience
4	Pollution mitigation
7	Biodiversity
13	Social inclusion
14	Aging population
15	Cultural heritage
22	Supply chain management

Appendix II – Performance Data

Environmental Data

	Unit	2020 ¹	2019 ²	2018 ³
Energy consumption				
Total energy consumption				
Headquarters	Gigajoules (GJ)	738	932	1,023
HPML's office	GJ	842	–	–
Construction sites	GJ	109,124	211,736	174,115
Managed properties	GJ	231,026	–	–
Energy intensity				
Headquarters	Kilowatt-hour (kWh)/m ² of gross floor area (GFA) ⁴	39	50	55
HPML's office	kWh/m ² of GFA	180.7	–	–
Construction sites	kWh/m ² of construction floor area (CFA) ⁴	5.35	4.26	4.77
Managed properties	kWh/m ² of GFA	54.6	–	–
Electricity consumption				
Headquarters ⁵	GJ	738	932	1,023
	Megawatt-hour (MWh)	205	259	284
HPML's office	GJ	842	–	–
	MWh	234	–	–
Construction sites	GJ	12,843	13,966	15,181
	MWh	3,567	3,879	4,217
Managed properties	GJ	228,468	–	–
	MWh	63,463	–	–
Diesel consumption				
Headquarters	L	–	–	–
HPML's office	L	–	–	–
Construction sites	L	2,431,354	4,994,195	4,013,492
Managed properties	L	67,756	–	–

¹ Environmental data of 2020 include head office at Wheelock House, HPML's office, 27 managed properties and seven construction sites.

² Environmental data of 2019 include head office at Wheelock House and nine construction sites.

³ Environmental data of 2018 include head office at Wheelock House and eight construction sites.

⁴ The data refer to electricity intensity.

⁵ The electricity consumption of air conditioning system is excluded.

	Unit	2020 ¹	2019 ²	2018 ³
GHG emissions⁶				
Total GHG emissions (Scope 1, 2 and 3)				
Headquarters	tonnes of CO ₂ equivalent (tCO ₂ e)	207	254	275 ⁷
HPML's office	tCO ₂ e	156	–	–
Construction sites	tCO ₂ e	10,414	16,785	14,313
Managed properties	tCO ₂ e	40,651	–	–
GHG emissions intensity				
Headquarters	kg of CO ₂ equivalent (kgCO ₂ e)/m ² of GFA	40	49	53
HPML's office	kgCO ₂ e/m ² of GFA	120	–	–
Construction sites	kgCO ₂ e/m ² of CFA	15.6	18.5	16.2
Managed properties	kgCO ₂ e/m ² of GFA	35	–	–
Direct GHG emissions (Scope 1)				
Headquarters	tCO ₂ e	0	0	0
HPML's office	tCO ₂ e	0	–	–
Construction sites	tCO ₂ e	0	0	0
Managed properties	tCO ₂ e	177	–	–
Indirect GHG emissions (Scope 2)				
Headquarters	tCO ₂ e	164	207	224
HPML's office	tCO ₂ e	117	–	–
Construction sites	tCO ₂ e	1,963	2,080	2,180
Managed properties	tCO ₂ e	37,576	–	–
Other indirect GHG emissions (Scope 3)				
Headquarters	tCO ₂ e	43	47	50
HPML's office	tCO ₂ e	39	–	–
Construction sites	tCO ₂ e	8,451	14,705	12,133
Managed properties	tCO ₂ e	2,898	–	–
Waste				
Total waste to landfill				
Headquarters	tonnes	9	10	10.5
HPML's office	tonnes	25	–	–
Construction sites	tonnes	31,617	33,712	22,586
Managed properties	tonnes	6,324	–	–

⁶ GHG emissions data were calculated by using the Guidelines to Account for and Report on Greenhouse Gas Emissions and Removals for Buildings (Commercial, Residential or institutional Purposes) In Hong Kong published jointly by HKSAR Government Environmental Protection Department and HKSAR Government Electrical and Mechanical Services Department.

⁷ Figures may not add up to the total due to rounding.

	Unit	2020 ¹	2019 ²	2018 ³	
Proportion of total waste recycled					
Headquarters	%	9.4	6.7	7.5	
HPML's office	%	2.3	–	–	
Construction sites	%	33	19	27	
Managed properties	%	0.9	–	–	
Waste recycled by type⁸					
<i>Non-hazardous waste</i>					
Paper	tonnes	56	8	21	
Plastic	tonnes	7	0.04	0.34	
Metals/Aluminium	tonnes	2.5	0.012	74	
Steel	tonnes	11,905	3,792	5,428	
Concrete	tonnes	1,368	2,761	1,784	
Wood	tonnes	1,604	1,115	1,091	
Glass	tonnes	2.83	–	–	
Water					
Water consumption					
Headquarters	m ³	179	216	468	
HPML's office	m ³	165	–	–	
Construction sites	m ³	224,736	209,294	214,704	
Managed properties	Municipal water	m ³	300,686	–	–
	Captured rainwater	m ³	1,035	–	–
	Recycled water	m ³	1,000	–	–
Water intensity					
Headquarters	m ³ /employee	0.62	0.68	1.43	
HPML's office	m ³ /employee	2.75	–	–	
Construction sites	m ³ /m ² of CFA	0.34	0.23	0.24	
Managed properties	m ³ /m ² of GFA	0.26	–	–	
Materials					
Paper used					
Headquarters	tonnes	9.9	10.3	11.3	
HPML's office	tonnes	3.53	–	–	

⁸ For paper, plastic and metals, the data of 2020 include headquarters, HPML's office, construction sites and managed properties.

	Unit	2020 ¹	2019 ²	2018 ³
Major construction materials used				
Bricks	tonnes	1,151	1,252	0
Cement	tonnes	1,741	6,063	437
Cement mortar	tonnes	1,160	3,441	599
Concrete	m ³	145,574	248,268	207,872
Joint steel	tonnes	2,292	1,259	0
Reinforcing steel bars	tonnes	19,912	53,735	155,008
Sand	tonnes	4,602	4,466	785
Timber	tonnes	1,077	1,643	8,828

Social Data

Workforce

	Unit	2020	2019	2018
Total workforce				
Direct employees	no. of people	585	594	560
Sub-contracted construction workers	no. of people	44,791	46,116	50,349

	Unit	2020		2019		2018	
		Male	Female	Male	Female	Male	Female

Direct employees by employment contract and gender

Permanent contract	no. of people	266	236	287	253	282	244
Fixed term contract	no. of people	45	13	45	9	28	2
Temporary contract	no. of people	7	18	0	0	3	1

Direct employees by employment type and gender

Full-time	no. of people	312	249	332	262	312	247
Part-time	no. of people	6	18	0	0	1	0

New hires by age group and gender

Below 30	no. of people	19	31	18	30	27	24
30–50	no. of people	26	23	34	25	38	43
Above 50	no. of people	15	4	14	4	9	5

New hires rate by age group and gender

Below 30	%	6	12	5	11	9	10
30–50	%	8	9	10	10	12	17
Above 50	%	5	1	4	2	3	2

	Unit	2020		2019		2018	
		Male	Female	Male	Female	Male	Female
Staff turnover by age group and gender							
Below 30	no. of people	16	24	13	19	15	20
30–50	no. of people	19	21	28	34	26	39
Above 50	no. of people	14	1	17	5	15	7
Staff turnover rate by age group and gender							
Below 30	%	5	9	4	7	5	8
30–50	%	6	8	8	13	8	16
Above 50	%	4	0	5	2	5	3

Occupational Health and Safety

	Unit	2020		2019		2018	
		Male	Female	Male	Female	Male	Female
Work-related injuries and fatalities							
Direct employees							
Injuries	no. of people	1	1	5	2	2	1
	per 1,000 workers	3.1	3.7	15.1	7.6	6.4	4.0
Fatalities	no. of people	0	0	0	0	0	0
	per 1,000 workers	0	0	0	0	0	0
Construction sites (sub-contracted workers)							
Injuries	no. of people	17	2	5	0	7	0
	per 1,000 workers	0.45	0.28	0.13	0	0.16	0
Fatalities	no. of people	0	0	0	0	0	0
	per 1,000 workers	0	0	0	0	0	0

	Unit	2020		2019		2018	
		Male	Female	Male	Female	Male	Female
Lost days and absenteeism							
Direct employees							
Lost day rate	%	0.12	0.03	0.15	0	0.06	0.09
Absentee rate	%	0.9	1.2	1.37	1.94	1.19	2.05
Construction sites (sub-contracted workers)							
Lost days	days	1,053	0	395	0		435
Lost day rate	%	0.01	0	0.004	0		0.003

Employee Training and Career Development⁹

	Unit	2020	2019	2018
Percentage of total employees trained by gender				
Male	%	86	89	82
Female	%	83	90	68
Percentage of total employees trained by employee category¹⁰				
Managerial	%	89	–	–
Supervisory	%	93	–	–
General	%	87	–	–
Others	%	49	–	–
Average hours of training by gender				
Male	hours	6.8	7.4	7.0
Female	hours	6.7	4.2	6.2
Average hours of training by employee category				
Managerial	hours	13.4	–	–
Supervisory	hours	7.7	–	–
General	hours	6.5	–	–
Others	hours	1.3	–	–

Equal Opportunities

	Unit	2020	2019	2018
Workforce composition by employee category, age group and gender				
Managerial				
Male	no. of people	31	30	24
Female		14	14	10
<30		0	0	0
30–50		22	19	12
50+		23	25	22
Supervisory				
Male	no. of people	195	215	196
Female		139	139	142
<30		40	38	39
30–50		240	271	256
50+		54	45	43

⁹ The data cover direct employees only.

¹⁰ The employment category is revised to Managerial, Supervisory, General and Others for 2020.

	Unit	2020	2019	2018
General				
Male	no. of people	45	43	49
Female		98	97	86
<30		79	71	61
30–50		52	57	60
50+		12	12	14
Others				
Male	no. of people	47	44	44
Female		16	12	9
<30		1	1	1
30–50		18	15	11
50+		44	40	41

Supply Chain Management¹¹

	Unit	2020	2019	2018
Number of suppliers by geographical region				
Hong Kong	no. of suppliers	1,399	927	794
Outside Hong Kong	no. of suppliers	11	17	43

Community Investment

	Unit	2020	2019	2018
Resources contributed				
Total cash donations	HK\$ million	7	5 ¹²	2 ¹²
Total volunteer hours	hours	188.1	3,014.5	2,631

¹¹ Scope of supplier number has been adjusted thus figures may not be directly comparative with past data. Data of 2020 and 2019 include the major suppliers of WPL and HPML.

¹² Data were adjusted to reflect the actual donations of WPL.

Appendix III – Charters, Select Memberships and Awards

Charters and Pledges

Company	Charter	Organisation	Year
HPML	Glass Container Recycling Charter	HKSAR Government Environmental Protection Department	Since 2020
HPML	Mental Health Workplace Charter	Advisory Committee on Mental Health, HKSAR Government Food and Health Bureau	Since 2020
WPL & HPML	Low Carbon Charter	Business Environment Council	WPL: Since 2020 HPML: Since 2019
HPML	Good Employer Charter	HKSAR Government Labour Department	Since 2018
WPL	Green Shop Pledge	Hong Kong Green Building Council	Since 2017
HPML	Charter on External Lighting	HKSAR Government Environment Bureau	Since 2015
HPML	Energy Saving Charter	HKSAR Government Environment Bureau/ HKSAR Government Electrical and Mechanical Services Department	Since 2014
HPML	Energy Saving Charter on “No Incandescent Light Bulbs (ILB)”	HKSAR Government Environment Bureau/ HKSAR Government Electrical and Mechanical Services Department	Since 2013
WPL	I’m finished with FINS	Shark Savers Hong Kong	Since 2013
WPL	No Air-Con Night	Green Sense	Since 2012
WPL	“Earth Hour” Campaign	WWF-Hong Kong	Since 2012
HPML	Carbon Reduction Charter	HKSAR Government Environment Bureau	Since 2008

Select Memberships

Organisation	Capacity
HKSAR Government Environment and Conservation Fund	<ul style="list-style-type: none"> • Committee Chairman • Investment Committee member
Business Environment Council	<ul style="list-style-type: none"> • Board Member • Various positions
Construction Industry Council	<ul style="list-style-type: none"> • Member of Committee on Environment
Estate Agents Authority	<ul style="list-style-type: none"> • Board Member • Various positions
HKSAR Government Development Bureau	<ul style="list-style-type: none"> • Non-official member of the Land and Development Advisory Committee • Various positions
Employers’ Federation of Hong Kong	<ul style="list-style-type: none"> • General Committee member • Various positions
HKSAR Government Home Affairs Bureau	<ul style="list-style-type: none"> • Ex-officio member of Social Enterprise Advisory Committee • Chairman of Advisory Committee on Enhancing Self-Reliance Through District Partnership Programme
Community Chest of Hong Kong	<ul style="list-style-type: none"> • Board Member

Organisation	Capacity
Hong Kong General Chamber of Commerce	<ul style="list-style-type: none"> Vice Chairman Member of General Committee
Hong Kong Green Building Council	<ul style="list-style-type: none"> Board Member
The Real Estate Developers Association of Hong Kong	<ul style="list-style-type: none"> Board Member Executive Committee Chairman Various positions
Royal Institution of Chartered Surveyors	<ul style="list-style-type: none"> Fellow Event Committee member
WWF-Hong Kong	<ul style="list-style-type: none"> Executive Council member

Major Awards¹

Award	Awardee	Awarder
LOOP Labelling Scheme 2020 — Gold label	WPL	WWF-Hong Kong
RICS Hong Kong Awards 2020 — Residential Team of the Year — Certificate of Excellence	WPL for MALIBU	Royal Institution of Chartered Surveyors
RICS Hong Kong Awards 2020 — Property Management Team of the Year — Certificate of Excellence	HPML	Royal Institution of Chartered Surveyors
RICS Hong Kong Awards 2020 — Construction Project Management Team of the Year — Certificate of Excellence	WPL for 8 Bay East, Kwun Tong	Royal Institution of Chartered Surveyors
RICS Hong Kong Awards 2020 — Sustainability Achievement of the Year — Certificate of Excellence	WPL for 8 Bay East, Kwun Tong	Royal Institution of Chartered Surveyors
RICS Hong Kong Awards 2020 — Corporate Social Responsibility Project of the Year — Certificate of Excellence (7 th consecutive year)	WPL	Royal Institution of Chartered Surveyors
5 Plus Years Caring Company Logo	WPL	Hong Kong Council of Social Service
15 Plus Years Caring Company Logo	HPML	Hong Kong Council of Social Service
Green Office (GOALS) and Eco-Healthy Workplace Awards Labelling Scheme — Green Pioneer 2020	HPML	World Green Organisation
Green Office and Eco-Healthy Workplace Awards Labelling Scheme (5+)	HPML for Bellagio, Chelsea Court, One Island South, Wheelock House, Wing On House	World Green Organisation
Hong Kong Green Organisation Certification — Energywi\$e Certificate — Excellence Level	HPML for Wheelock House	Hong Kong Green Organisation
Hong Kong Green Organisation Certification — Wastewi\$e Certificate — Excellence Level	HPML for Bellagio, Cable TV Tower, Chelsea Court, Crawford House, Lexington Hill, Metro Loft, One Island South	Hong Kong Green Organisation
The 19 th Hong Kong Occupational Safety & Health Award — Safety Performance Award (Other Industries)	HPML for One Island South	Occupational Safety and Health Council
2020 — 22 Social Capital Builder Logo Award	HPML for China Group Insurance Building, Wing On House	Community Investment and Inclusion Fund

¹ A complete list of the awards is available on the websites of WPL and HPML.

Appendix IV – Verification Statement



Scope and Objective

Hong Kong Quality Assurance Agency (“HKQAA”) has been commissioned by Wheelock Properties Limited (“WPL”) to undertake an independent verification for its Sustainability Report 2020 (“the Report”). The scope of this verification covers the information illustrated in the Report regarding the sustainability performance of WPL and Harriman Property Management Limited (jointly referred to as “Wheelock”) for the period from 1st January 2020 to 31st December 2020. The Report demonstrates Wheelock’s commitments towards sustainable development.

The aim of this verification is to provide a reasonable assurance on the reliability of contents stated in the Report. The Report has been prepared in accordance with the Global Reporting Initiative Sustainability Reporting Standards (“GRI Standards”) – Core option, GRI G4 Construction and Real Estate Sector Disclosures and the Environmental, Social and Governance Reporting Guide (“ESG Reporting Guide”) set out in Appendix 27 of the Rules Governing the Listing of Securities on the Stock Exchange of Hong Kong Limited.

Level of Assurance and Methodology

The process applied in this verification was referenced to the International Standard on Assurance Engagement 3000 (“ISAE 3000”) – “Assurance Engagement Other Than Audits or Reviews of Historical Financial Information” issued by the International Auditing and Assurance Standards Board. Our verification process is designed to obtain a reasonable level of assurance for devising opinions and conclusions. The extent of this verification process undertaken covered the criteria set in the GRI Standards: Core option, GRI G4 Construction and Real Estate Sector Disclosures and the ESG Reporting Guide.

The verification process included verifying the systems and processes implemented for collecting, collating and reporting the sustainability performance data, reviewing relevant documentation, interviewing responsible personnel with accountability for preparing the reporting contents and verifying selected representative sample of data and information. Raw data and supporting evidence of the selected samples were also thoroughly examined during the verification process.

Independence

Wheelock was responsible for the collection and presentation of the information. HKQAA did not involve in the preparation of the Report. Our verification activities were entirely independent from Wheelock.

Conclusion

The verification results revealed that:

- The Report has been prepared in accordance with the Core option of GRI Standards, GRI G4 Construction and Real Estate Sector Disclosures and the ESG Reporting Guide;
- The Report illustrates Wheelock’s sustainability performance, covering all material and relevant aspects and topics, in a balanced, comparable, clear and timely manner; and
- The data and information stated in the Report are reliable and complete.

In conclusion, HKQAA has obtained reasonable assurance and is in the opinion that Wheelock has disclosed its sustainability performance transparently, in all material respects. The information included in the report are objective, responsive and free from material misstatement.

Signed on behalf of Hong Kong Quality Assurance Agency

Connie Sham
Head of Audit
April 2021

Appendix V – GRI Standards and HKEx ESG Reporting Guide Content Index

GRI indicator	HKEx indicator	Disclosure title*	Section reference/remarks	Page(s)
GRI 102: General Disclosures 2016				
102-1		Name of the organisation	About This Report	3
102-2		Activities, brands, products, and services	Cornerstone of Our Business	6–15
102-3		Location of headquarters	About this Report	3
102-4		Location of operations	Cornerstone of Our Business	6–15
102-5		Ownership and legal form	About this Report	3
102-6		Markets served	Cornerstone of Our Business	6–15
102-7		Scale of the organisation	Cornerstone of Our Business; Enhancing Wellness of People	6–15, 25–31
102-8	KPI B1.1	Information on employee and other workers	Enhancing Wellness of People; Appendix II – Performance Data	25–31, 44–50
102-9	KPI B5.1	Supply chain	Building Partnerships along Value Chain	37–41
102-10		Significant changes to the organisation and its supply chain	<i>WPL's holding entity, Wheelock and Company Limited's listing status was voluntarily withdrawn from the Hong Kong Stock Exchange on 27 July 2020.</i>	–
102-11		Precautionary principle or approach	Cornerstone of Our Business	6–15
102-12		External initiatives	Appendix III – Charters, Select Memberships and Awards	51–52
102-13		Membership of associations	Appendix III – Charters, Select Memberships and Awards	51–52
102-14		Statement from senior decision maker	Chairman's Message	4–5
102-16		Values, principles, standards, and norms of behaviour	Cornerstone of Our Business	6–15
102-17	KPI B7.2	Mechanisms for advice and concerns about ethics	Cornerstone of Our Business	6–15
102-18		Governance structure	Cornerstone of Our Business	6–15
102-40		List of stakeholder groups	Cornerstone of Our Business	6–15
102-41		Collective bargaining agreements	<i>All Wheelock's employees are located in Hong Kong where there is no statutory recognition of collective bargaining agreements.</i>	–
102-42		Identifying and selecting stakeholders	Cornerstone of Our Business	6–15
102-43		Approach to stakeholder engagement	Cornerstone of Our Business; Appendix I – List of Material Topics and Corresponding Boundaries	6–15, 42–43
102-44		Key topics and concerns raised	Cornerstone of Our Business; Appendix I – List of Material Topics and Corresponding Boundaries	6–15, 42–43

* GRI definitions have been used for disclosure title descriptions, where there are no GRI indicators for the specific issues, we have used definitions from HKEx.

GRI indicator	HKEx indicator	Disclosure title*	Section reference/remarks	Page(s)
102-45		Entities included in the consolidated financial statements	Cornerstone of Our Business	6–15
102-46		Defining report content and topic boundaries	Cornerstone of Our Business; Appendix I – List of Material Topics and Corresponding Boundaries	6–15, 42–43
102-47		List of material topics	Cornerstone of Our Business; Appendix I – List of Material Topics and Corresponding Boundaries	6–15, 42–43
102-48		Restatements of information	<i>No restatement of information.</i>	–
102-49		Changes in reporting	About this Report	3
102-50		Reporting period	About this Report	3
102-51		Date of most recent report	<i>Our previous content was reported in Wheelock and Company Limited's Sustainability Report published in May 2020.</i>	–
102-52		Reporting cycle	<i>The Report is produced annually.</i>	–
102-53		Contact point for questions regarding the report	About this Report	3
102-54		Claims of reporting in accordance with the GRI Standards	About this Report	3
102-55		GRI content index	Appendix V – GRI Standards and HKEx ESG Reporting Guide Content Index	54–60
102-56		External assurance	Appendix IV – Verification Statement	53
Topic-specific Disclosures				
Economic and General				
GRI 205: Anti-Corruption 2016				
103	Aspect B7 General Disclosure KPI B7.2	Management approach	Cornerstone of Our Business	6–15
205-2	KPI B7.3	Communication and training about anti-corruption policies and procedures	Cornerstone of Our Business	6–15
205-3	Aspect B7 General Disclosure KPI B7.1	Confirmed incidents of corruption and actions taken	Cornerstone of Our Business	6–15

GRI indicator	HKEx indicator	Disclosure title*	Section reference/remarks	Page(s)
Environmental				
GRI 301: Materials 2016				
103	Aspect A2 General Disclosure Aspect A3 General Disclosure KPI A3.1	Management approach	Contributing to the Environment	16–24
301-1	KPI A2.5	Materials used by weight or volume	Appendix II — Performance Data <i>Data on materials by renewable and non-renewable material types was not collected for this reporting cycle.</i>	44–50
GRI 302: Energy 2016				
103	Aspect A2 General Disclosure KPI A2.3 Aspect A3 General Disclosure KPI A3.1	Management approach	Contributing to the Environment	16–24
302-1	KPI A2.1	Energy consumption within the organisation	Appendix II — Performance Data	44–50
302-3	KPI A2.1	Energy intensity	Appendix II — Performance Data	44–50
302-4	KPI A2.3	Reduction of energy consumption	Contributing to the Environment	16–24
GRI 303: Water and Effluents 2018				
303-1	KPI A2.2	Water consumption in total and intensity (e.g., per unit of production volume, per facility)	Appendix II — Performance Data	44–50
	KPI A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them	<i>Not applicable — Sourcing water that is fit for purpose is not considered to be a material issue for our organisation.</i>	–
GRI 305: Emissions 2016				
103	Aspect A1 General Disclosure KPI A1.5 Aspect A3 General Disclosure KPI A3.1	Management approach	Contributing to the Environment	16–24

GRI indicator	HKEx indicator	Disclosure title*	Section reference/remarks	Page(s)
305-1	KPI A1.1 KPI A1.2	Direct (Scope 1) GHG emissions	Appendix II — Performance Data	44–50
305-2	KPI A1.1 KPI A1.2	Energy indirect (Scope 2) GHG emissions	Appendix II — Performance Data <i>The emission factors for purchased electricity are adopted referencing the information released by CLP Power Hong Kong and Hong Kong Electric in 2019 (for HPML's office and managed properties) and 2018 (for headquarters and construction sites).</i>	44–50
305-3	KPI A1.1 KPI A1.2	Other indirect (Scope 3) GHG emissions	Appendix II — Performance Data	44–50
305-4	KPI A1.2	GHG emissions intensity	Appendix II — Performance Data	44–50
305-5	KPI A1.5	Reduction of GHG emissions	Contributing to the Environment	16–24
GRI 306: Waste 2020				
103	KPI A1.6 Aspect A3 General Disclosure KPI A3.1	Management approach	Contributing to the Environment	16–24
306-3	KPI A1.3 KPI A1.4 KPI A1.6	Waste by type and disposal method	Appendix II — Performance Data <i>Our operation does not produce significant amounts of hazardous waste.</i>	44–50
GRI 307: Environmental Compliance 2016				
103	Aspect A1 General Disclosure	Management approach	Contributing to the Environment	16–24
307-1	Aspect A1 General Disclosure	Non-compliance with environmental laws and regulations	<i>During 2020, Wheelock was not affected by any incident of non-compliance with any laws, regulations or voluntary codes concerning the environment.</i>	–
GRI 308: Supplier Environmental Assessment				
103	Aspect B5 General Disclosure KPI B5.2 KPI B5.3	Management approach	Building Partnerships along Value Chain	37–41
308-1	KPI B5.4	New suppliers that were screened using environmental criteria	Building Partnerships along Value Chain	37–41
GRI G4 CRE8: Sustainable Building Development and Certification				
CRE8		Type and number of sustainability certification, rating and labelling schemes for new construction, management, occupation and redevelopment	Contributing to the Environment	16–24

GRI indicator	HKEx indicator	Disclosure title*	Section reference/remarks	Page(s)
HKEx A4: Climate Change				
	Aspect A4 General Disclosure	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer	Contributing to the Environment	16–24
	KPI A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them	Contributing to the Environment	16–24
Labour Practices and Decent Work				
GRI 401: Employment 2016				
103	Aspect B1 General Disclosure	Management approach	Enhancing Wellness of People	25–31
401-1	KPI B1.2	New employee hires and employee turnover	Appendix II — Performance Data	44–50
GRI 403: Occupational Health and Safety 2016				
103	Aspect B2 General Disclosure KPI B2.3	Management approach	Enhancing Wellness of People	25–31
403-2	KPI B2.1 KPI B2.2	Types of injury and rates of injury, occupational diseases, lost days, absenteeism, and number of work-related fatalities	Enhancing Wellness of People; Appendix II — Performance Data	25–31, 44–50
GRI 404: Training and Education 2016				
103	Aspect B3 General Disclosure	Management approach	Enhancing Wellness of People	25–31
404-1	KPI B3.2	Average hours of training per year per employee	Appendix II — Performance Data	44–50
404-3		Percentage of employees receiving regular performance and career development reviews	<i>100% of employees received regular performance and career development reviews.</i>	–
	KPI B3.1	Percentage of employees trained by gender and employee category (e.g., senior management, middle management)	Appendix II — Performance Data	44–50
GRI 405: Diversity and Equal Opportunity 2016				
103	Aspect B1 General Disclosure	Management approach	Enhancing Wellness of People	25–31
405-1	KPI B1.1	Diversity of governance bodies and employees	Enhancing Wellness of People; Appendix II — Performance Data	25–31, 44–50

GRI indicator	HKEx indicator	Disclosure title*	Section reference/remarks	Page(s)
GRI 406: Non-discrimination 2016				
103	Aspect B1 General Disclosure	Management approach	Enhancing Wellness of People	25–31
406-1		Incidents of discrimination and corrective actions taken	Enhancing Wellness of People	25–31
GRI 414: Supplier Social Assessment 2016				
103	Aspect B5 General Disclosure KPI B5.2 KPI B5.3	Management approach	Building Partnerships along Value Chain	37–41
414-1	KPI B5.2	New suppliers that were screened using social criteria	Building Partnerships along Value Chain	37–41
HKEx B4: Labour Standards				
	Aspect B4 General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour	Building Partnerships along Value Chain	37–41
	KPI B4.1	Description of measures to review employment practices to avoid child and forced labour	<i>In compliance with local laws, Wheelock and its supply chain do not employ any person below the age of eighteen years at the workplace. Wheelock prohibits the use of child, forced or compulsory labour in all its departments, subsidiaries and suppliers. No employee is made to work against his/her will or work as bonded/forced labour, or subject to corporal punishment or coercion of any type related to work.</i>	–
	KPI B4.2	Description of steps taken to eliminate such practices when discovered	Building Partnerships along Value Chain	37–41
Society				
GRI 413: Local Communities 2016				
103	Aspect B8 General Disclosure	Management approach	Caring for the Community	32–36
413-1	B8.1	Operations with local community engagement, impact assessments, and development programmes	Caring for the Community	32–36
	B8.2	Resources contributed (e.g., money or time) to the focus area	Appendix II — Performance Data	44–50

GRI indicator	HKEx indicator	Disclosure title*	Section reference/remarks	Page(s)
Product Responsibility				
GRI 418: Customer Privacy 2016				
103	Aspect B6 General Disclosure KPI B6.5	Management approach	Building Partnerships along Value Chain	37–41
418-1	Aspect B6 General Disclosure KPI B6.2 KPI B6.5	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Building Partnerships along Value Chain	37–41
GRI 419: Socioeconomic Compliance 2016				
103		Management approach	Cornerstone of Our Business	6–15
419-1	Aspect B1 General Disclosure Aspect B2 General Disclosure Aspect B4 General Disclosure Aspect B6 General Disclosure Aspect B7 General Disclosure	Non-compliance with laws and regulations in the social and economic area	<i>The Company was not subject to any significant fines or non-monetary sanctions for non-compliance with laws and regulations in 2020.</i>	–
	B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons	<i>Not applicable — Percentage of product subject to recall for health and safety reasons is not considered to be a material issue.</i>	–
	B6.3	Description of practices relating to observing and protecting intellectual property rights	<i>Not applicable — Description of practices relating to observing and protecting intellectual property rights is not considered to be a material issue.</i>	–
	B6.4	Description of quality assurance process and recall procedures	Building Partnerships along Value Chain	37–41

