

Corporate Social Responsibility Report

# 2015



**WHEELOCK**

Founded 1857





# CONTENT

---

MESSAGE FROM THE CHAIRMAN	2
ABOUT THIS REPORT	4
CORPORATE OVERVIEW	6
OUR CORPORATE SOCIAL RESPONSIBILITY APPROACH	8
BUILDING A BETTER ENVIRONMENT	14
OUR WORKFORCE	26
SUPPORTING THE COMMUNITIES	30
ENHANCING VALUE ALONG OUR VALUE CHAIN	40
MEMBERSHIP, AWARDS & PLEDGES	44
DATA TABLES	49
ASPECT BOUNDARY	54
GRI INDEX	55
VERIFICATION STATEMENT BY HKQAA	61



# MESSAGE FROM THE CHAIRMAN

We are pleased to present the first joint Corporate Social Responsibility (“CSR”) Report of Wheelock and Company Limited (“WAC”), Wheelock Properties (Hong Kong) Limited (“WPL”) and Harriman Property Management Limited (“HPML”), which covers our property development and property management business in Hong Kong.

Our roots are in this city, and we are invested in building and contributing to its bright future. In CSR, by enabling collaboration, we are achieving sustainability targets through alliances and partnerships.

Through building partnerships and working with likeminded stakeholders, progress is made towards achieving sustainable development together. Project *WeCan* is an example of this approach. Started in 2011 as a Wheelock-Wharf Business-in-Community initiative, it has grown to become a partnership of more than 30 organisations, reaching one third of the most under-resourced secondary schools in Hong Kong, and benefitting over 42,000 students in 2015. Project *WeCan* is an open platform where the students, schools, volunteers and

organisations within and beyond our Group come together and engage. The target is to reach 150 of the lower band schools in Hong Kong. In 2015, we arranged dozens of activities for Wheelock’s four partner schools, ranging from job tasting and interview skills training, to volunteering and sports events. Apart from Project *WeCan*, we also promote arts and design by organising a photo competition and sponsoring WIN, an interior design internship.

On the environmental front, we work together with different ends of our value chain to reduce energy consumption, resources used and waste generated through our operations. We work with architects and engineers to design green buildings, and since 2013, all of our projects have adopted the BEAM Plus requirements.

We work closely with our contractors and suppliers to monitor our environmental performance. We also help the end users of our buildings to reduce their environmental footprint by selecting energy-efficient and water-saving fitting and fixtures. In 2015, despite an increase in area under development, our greenhouse gas emissions intensity decreased by 10.6%.



Promoting and enhancing environmental awareness amongst tenants and residents is a key step in building awareness on the importance of preserving resources and reducing the varied impact on the environment. At our managed properties, HPML provides abundant waste separation facilities and organises educational activities and campaigns. We have appointed Green Ambassadors to promote these concepts to tenants and residents.

We could not achieve our CSR goals without the support of our colleagues and partners. All Wheelock employees are empowered to drive and support change in order to achieve long-term sustainability of our Company. We aim to provide an inclusive and supportive workplace, as well as competitive remuneration and benefits, to attract and retain top talent. As our business continues to grow, it will be vital for us to recruit, retain and develop the competencies of our team.

Wheelock is still at the beginning of our CSR journey. Since WPL published its first CSR Report in 2011, we have continued to use the reporting process to reflect on our environmental and

social performance, and seek feedback from investors, community members, employees and other important stakeholders. We applaud continued initiatives to drive and improve capacity and awareness of CSR issues amongst businesses and the community.

Globally, cities will increasingly be expected to answer the call of the Sustainable Development Goals and take the climate action necessary to achieve COP21 targets. Wheelock is committed to continue to explore how we play a part in addressing these immense global challenges. As ever, we welcome your feedback on this Report and on our CSR initiatives, which will help us to continue learning and improving our performance.

**Douglas C K Woo**

Chairman  
Wheelock and Company



# ABOUT THIS REPORT

## Report Profile

This Report describes the CSR initiatives of WAC and its two wholly-owned subsidiaries, WPL and HPML.

WPL has published a CSR report annually since 2011, and WAC produced its first Environmental, Social and Governance (“ESG”) report in 2014. This will be the first CSR report covering all three companies (jointly referred to as “Wheelock” in this Report).

Disclosures in this Report cover 20 material issues, which were identified through stakeholder engagement. The Report is divided into four chapters: Building a Better Environment, Our Workforce, Supporting The Communities and Enhancing Value Along Our Value Chain.

## Report Scope

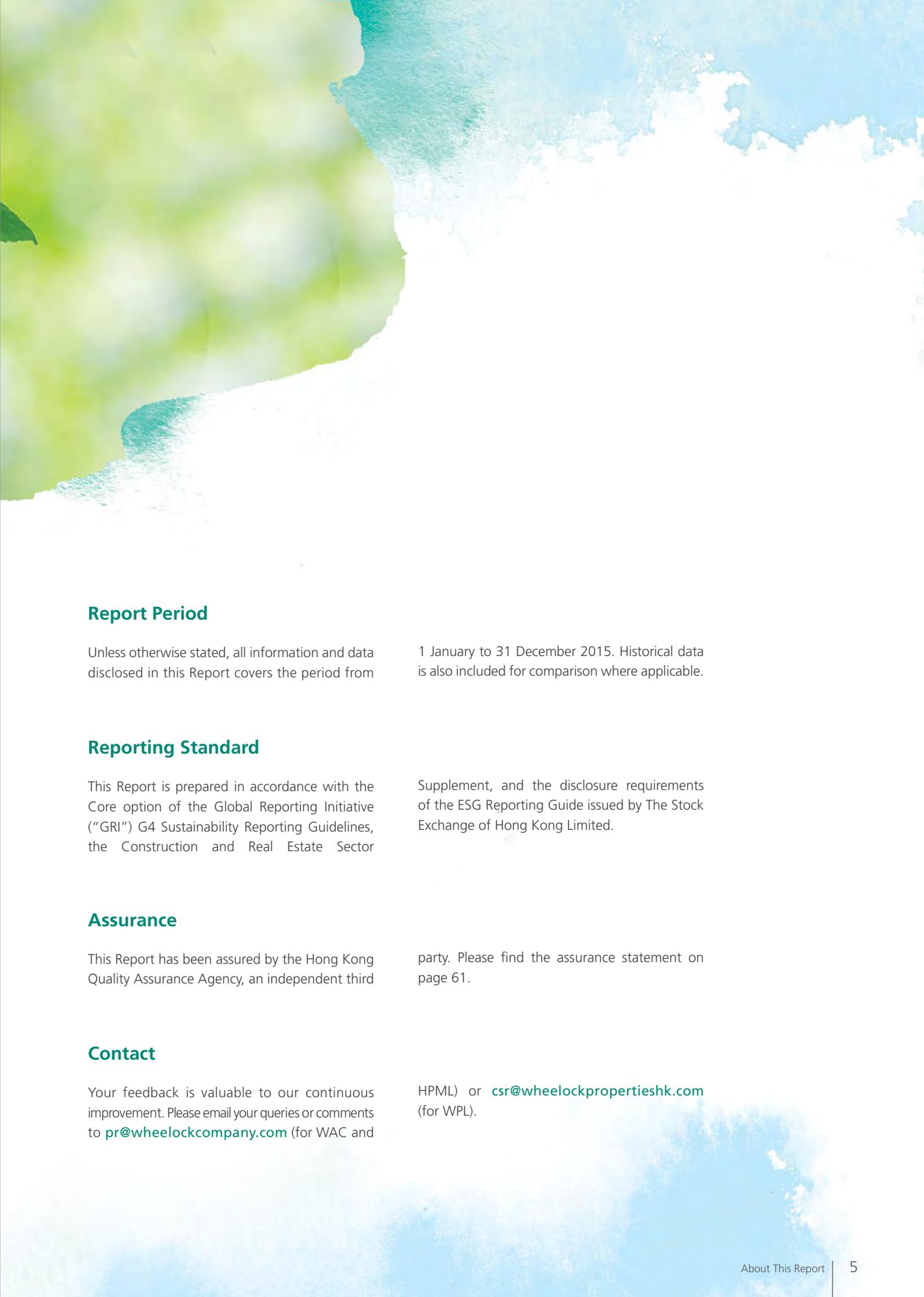
This Report covers the Hong Kong operations of the following companies.

**Wheelock and Company Limited** ([www.wheelockcompany.com](http://www.wheelockcompany.com)), a listed investment holding company headquartered in Hong Kong.

**Wheelock Properties Hong Kong Limited** ([www.wheelockpropertieshk.com](http://www.wheelockpropertieshk.com)), a wholly-owned subsidiary of WAC that undertakes property development, sales and marketing and asset management of Wheelock and Wharf Group properties.

**Harriman Property Management Limited** ([www.harriman.com.hk](http://www.harriman.com.hk)), a wholly-owned subsidiary of WAC that focuses on management of residential, commercial, retail and industrial properties in Hong Kong.

WAC’s key subsidiaries, Wheelock Properties (Singapore) Limited and The Wharf (Holdings) Limited (“Wharf”) are not included in the scope of this Report. Wharf produces its own **CSR report**.



## Report Period

Unless otherwise stated, all information and data disclosed in this Report covers the period from

1 January to 31 December 2015. Historical data is also included for comparison where applicable.

## Reporting Standard

This Report is prepared in accordance with the Core option of the Global Reporting Initiative (“GRI”) G4 Sustainability Reporting Guidelines, the Construction and Real Estate Sector

Supplement, and the disclosure requirements of the ESG Reporting Guide issued by The Stock Exchange of Hong Kong Limited.

## Assurance

This Report has been assured by the Hong Kong Quality Assurance Agency, an independent third

party. Please find the assurance statement on page 61.

## Contact

Your feedback is valuable to our continuous improvement. Please email your queries or comments to [pr@wheelockcompany.com](mailto:pr@wheelockcompany.com) (for WAC and

HPML) or [csr@wheelockpropertieshk.com](mailto:csr@wheelockpropertieshk.com) (for WPL).



# CORPORATE OVERVIEW

WAC is a property company listed on The Stock Exchange of Hong Kong (HKSE: 00020) and headquartered in Hong Kong. Founded in 1857, Wheelock operates in Hong Kong,

Mainland China and Singapore. Total assets of the Company reached HK\$512 billion as of December 2015.

## WAC's Financial Performance in 2015<sup>1</sup>

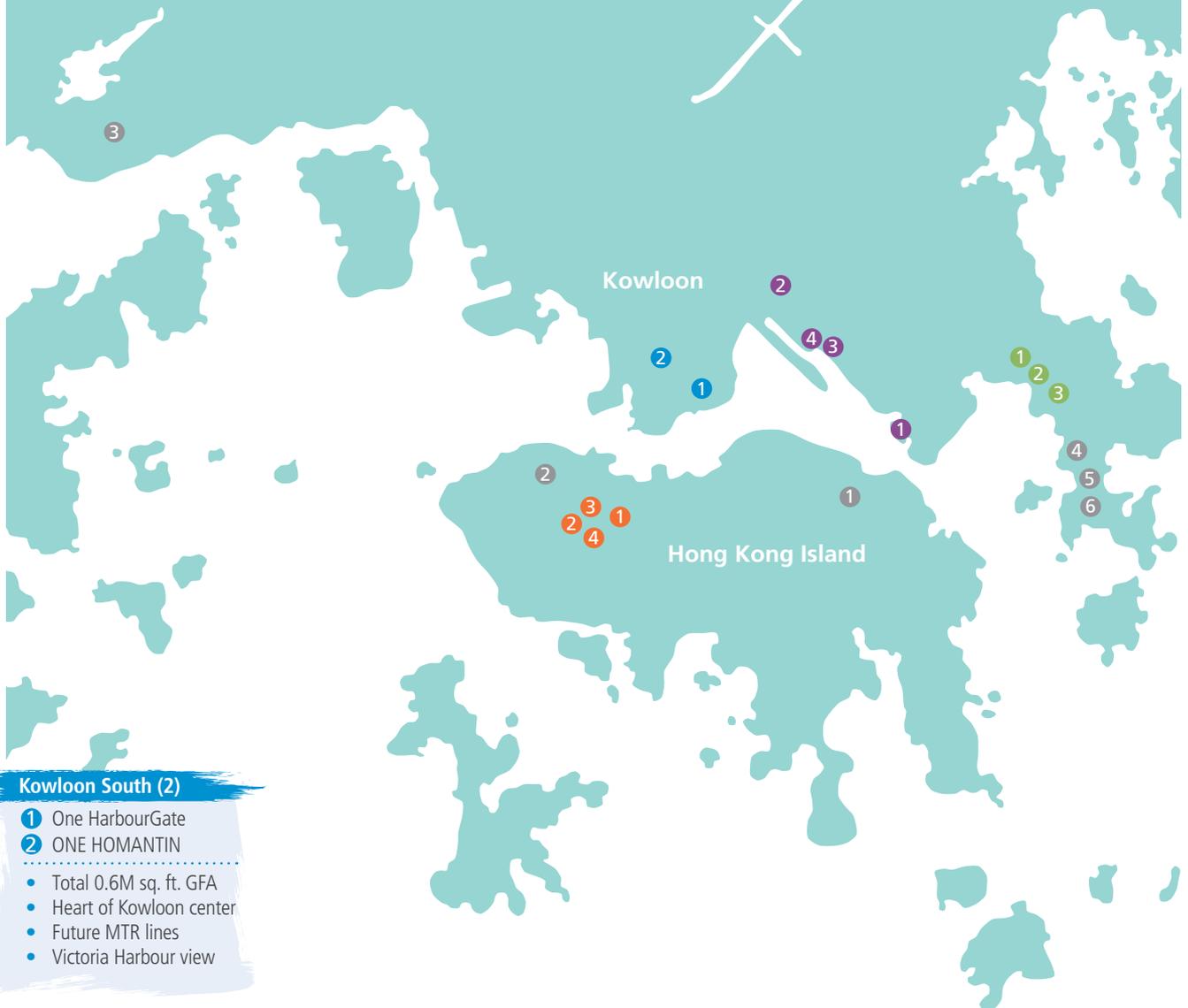
	2015 HK\$ Million	2014 HK\$ Million	Change
Revenue	57,431	40,953	+40%
Operating profit	20,053	15,729	+27%
Net debt	78,927	96,599	-18%
Total equity	340,859	339,916	+0%
Net debt to total equity	23.2%	28.4%	-5.2%pt

## Property Development, Sales and Marketing Highlights in 2015

- Land bank under management stood at **8.7 million square feet**
- **Two new residential sites acquired** in Lohas Park
- **One Bay East and THE PARKSIDE** were completed and **HK\$15.5 billion** in sales was recognised
- **HK\$12.9 billion contracted sales** was achieved, of which 50% were from residential and 50% were from commercial properties

<sup>1</sup> Financial data covers all WAC subsidiaries, including those outside the scope of this Report. More information is available in the 2015 Annual Report.

19 Projects under development, 79% along Victoria Harbour



**Kowloon South (2)**

- 1 One HarbourGate
  - 2 ONE HOMANTIN
- 
- Total 0.6M sq. ft. GFA
  - Heart of Kowloon center
  - Future MTR lines
  - Victoria Harbour view

**Peak portfolio (4)**

- 1 Mount Nicholson
  - 2 1 Plantation Road
  - 3 11 Plantation Road
  - 4 77 Peak Road
- 
- Total 0.5M sq. ft. GFA
  - Prestige locations
  - Panoramic harbour view

**Kowloon East (4)**

- 1 PENINSULA EAST
  - 2 Kai Tak residential development
  - 3 123 Hoi Bun Road commercial development
  - 4 Kowloon Godown
- 
- Total 2.4M sq. ft. GFA
  - Clusters in CBD2 & Yau Tong
  - MTR connectivity
  - Victoria Harbour view

**O'South (3)**

- 1 CAPRI
  - 2 SAVANNAH
  - 3 TKOTL No. 126
- 
- Total 1.6M sq. ft. GFA
  - Tseung Kwan O & Tiu Keng Leng MTR stations
  - Victoria Harbour view

**Others**

- 1 Island Residence
- 2 Kensington Hill
- 3 So Kwun Wat
- 4 LOHAS Park Phase 5
- 5 LOHAS Park Phase 7
- 6 LOHAS Park Phase 9

**Property Management Highlights in 2015**

17.3 million square feet of managed properties, of which 23% were residential, 19.6% were

commercial, 1.3% were retail, 22.9% were industrial, 33.2% were others.



# OUR CORPORATE SOCIAL RESPONSIBILITY APPROACH

Our corporate values and policies guide our actions to ensure responsible and ethical business conduct. Our *Code of Conduct*, *Statement of Business Integrity*, *Equal Opportunity Policy*, *Grievance Procedures* and

## Corporate Governance

Wheelock is committed to the highest standards of corporate governance. Both WPL and HPML are governed by WAC's governance structure. Details of this structure and our practices can be found in the Corporate Governance Report

## CSR Management Structure

Our commitment to CSR starts at the top. In 2012, we established a formal CSR management structure consisting of a CSR Committee, steered by senior management, which oversees the approach and initiatives of our subsidiaries.

*Policy on Non-disclosure of Company Internal Information* are set at the Group level. WPL and HPML each have their own *Environmental Policy and Environmental Guide*, which outline action in specific areas relevant to their businesses.

of WAC's 2015 Annual Report (pages 25 to 36). Further details about our zero tolerance approach to corruption can be found in the *Whistleblowing Policy*.

WPL also has eight sub-committees which are responsible for devising strategy and tracking progress in specific areas. These Sub-committees report to the CSR Committee.

## WPL's CSR Sub-committees

Name of Sub-committee	Key Responsibility
Product Quality	Propose quality enhancement initiatives and inspect properties before handover
Construction Safety and Quality	Enhance construction safety and monitor workmanship quality
Compliance and Ethics	Enforce high ethical standards and ensure employees understand and comply with <i>Code of Conduct</i>
Project Sustainability and Environment	Review and initiate green building initiatives, focusing on waste reduction and conservation of natural resources
Office Sustainability and Environment	Implement initiatives and raise environmental awareness among all employees to advocate a low-carbon office environment
Wheelock Team	Drive employee engagement activities and promote Wheelock's core values and culture
NGO	Manage relationships with existing and new NGO partners
Project <i>WeCan</i>	Manage relationships with schools, students, teachers and parents





## Stakeholder Engagement

Our competitiveness depends on strong relationships with employees, suppliers, subcontractors and other key stakeholders. The better we meet their expectations and respond to their concerns, the more likely we are to gain their support and trust.

Relevant departments and relationship managers use a variety of communication channels to

engage stakeholders on a regular basis. This year, we engaged a consultant to facilitate dialogue with internal and external stakeholders specifically on CSR. Given this is the first year that WAC, WPL and HPML have prepared a joint report, we worked with the consultant to review our sustainability context and determine the material issues and their boundaries.

## Key Stakeholder Groups and Engagement Channels

Key Stakeholder Groups	Engagement Channels
<b>Business Partners<sup>2</sup></b> (Suppliers, contractor, service providers, consultants)	Meetings, workshops, calls, emails
<b>Community Partners<sup>2</sup></b> (Project WeCan schools, NGOs, green groups)	Site visits, public events, meetings, calls, emails
<b>Customers<sup>2</sup></b> (Property buyers, tenants, residents)	Club Wheelock events and online platform, focus group, handover service surveys, service hotline, meetings, calls, emails
<b>Employees<sup>2</sup></b>	Employee surveys, intranet, meetings, emails
<b>Government and Regulators</b>	Meetings, seminars, reports
<b>Media</b>	Press conferences, press releases, interviews and announcements
<b>Investors<sup>2</sup></b> (Analysts)	Briefings, annual and interim reports, company website
<b>Other external stakeholders<sup>2</sup></b> (Academia, industry associations)	Online materiality assessment survey

<sup>2</sup> Stakeholder groups specifically engaged for preparing this Report. Individual stakeholders were selected based on their relationship to and interest in the Company, and their expertise in the property sector and CSR issues.

## Highlights of Stakeholder Feedback

Category	Stakeholder Feedback	Our Response
<b>Environment</b>	<ul style="list-style-type: none"> <li>Energy consumption was the most mentioned topic. Stakeholders would like us to reduce energy consumption in new buildings and managed properties, as well as in the Company headquarters.</li> <li>Stakeholders would like us to disclose trends in our environmental performance over time, and details of where we could improve.</li> </ul>	<p>WPL takes energy efficiency into consideration in the design and selection of fittings of new buildings.</p> <p>HPML is optimising energy use in common areas of managed properties, and actively promotes sustainable living to tenants and residents.</p> <p>We have included more detailed disclosure on environmental issues this year, and where applicable, we have provided historic data for comparison.</p> <p><i>More information can be found in the Building a Better Environment section on pages 14 to 25.</i></p>
<b>Workforce</b>	<ul style="list-style-type: none"> <li>Stakeholders perceive that Wheelock genuinely cares for its people.</li> <li>Stakeholders would like greater disclosure of information about Wheelock's workforce to better understand its culture.</li> </ul>	<p>We strive to attract and retain the best people and provide them with an environment in which they can thrive.</p> <p><i>More information can be found in the Our Workforce section on pages 26 to 29.</i></p>
<b>Community</b>	<ul style="list-style-type: none"> <li>Stakeholders would like to see the expansion of Project <i>WeCan</i>, and better understand its impact.</li> <li>Stakeholders suggested we could leverage our properties to support small local businesses.</li> </ul>	<p>Our target is to reach 150 schools and benefit 150,000 students.</p> <p>The University of Hong Kong was commissioned to conduct an evaluation study on selected schools to assess the impact of the model.</p> <p>We have leveraged both financial and non-financial resources to support Project <i>WeCan</i>, and we have started to do this for other initiatives. Our recent partnership with Lex Coffee is an example of how we are supporting small local businesses.</p> <p><i>More information in Supporting Our Communities section on pages 30 to 39.</i></p>
<b>Value Chain</b>	<ul style="list-style-type: none"> <li>Suppliers and customers have positive feedback about their communication with us.</li> <li>Stakeholders would like to know more about safety and worker welfare standards we require of subcontractors.</li> </ul>	<p>We will continue to build strong relationships with stakeholders through regular and frank engagement.</p> <p><i>More information about our procurement practices and requirements of subcontractors can be found in the Enhancing Value along Our Value Chain section on pages 40 to 43.</i></p>

## Materiality Assessment

Material issues are defined as issues that are both highly important to our stakeholders and our business. These are the issues we are monitoring

and managing. We followed the GRI's process for determining material issues and boundaries, and material issues are reviewed annually.



## Our Materiality Matrix

20 material issues were identified through the materiality assessment. Two online surveys were conducted to obtain scores for each issue to plot the materiality matrix below. We set the

threshold for materiality based on the survey results and issues that fall into the green shaded area are considered material issues.





# BUILDING A BETTER ENVIRONMENT

Delivering sustainable urban developments is one of our core business objectives. We actively consider the environmental impacts of our business decisions, and strive to minimise negative impacts and integrate best practices along our value chain.

We take a holistic view of our impact on the environment. As a property developer, WPL's operations in construction account for our most significant environmental impacts. We can also positively influence end-user behaviour, and hence the **long-term footprint** of the building, by including **sustainability considerations at the design stage**. As a property management company, HPML only has direct control over the environmental performance of common areas, but we can also raise the awareness of tenants and residents so that they are encouraged to adopt more sustainable practices.

Both WPL and HPML have environmental policies. We have developed a set of guidelines, distilling these policies into relevant issues and appropriate action to help us integrate environmental considerations into our daily operations. HPML has established an internal environmental management system with reference to ISO 14001 requirements.

In our own operations, we continue to enhance environmental awareness by convening regular green meetings with on-site managers to share new policies, methods and ideas to facilitate resident and tenant participation in green activities. HPML trains Green Ambassadors who champion environmental initiatives and raise such awareness in each managed property. **Green Ambassadors** conduct site visits to tenants' premises and make recommendations on how to improve energy efficiency, for example, by installing T5 or LED lightbulbs. They also assist tenants in collecting environmental data so as to achieve green office recognition.

## Sustainable Building Development and Certification

The Hong Kong SAR Government incentivises developers to achieve BEAM Plus certification for all new buildings. We seek to **go beyond minimum requirements** and to provide users with real benefits from environmental facilities. **All our development projects follow the BEAM Plus guidelines** and we

strive to achieve BEAM Plus pre-certification for both residential and commercial development and LEED pre-certification for commercial developments. Properties under development are awarded provisional BEAM Plus certification and are reassessed upon completion for final classification.

Award	Projects		Organiser
Provisional BEAM Plus Gold	8 Mount Nicholson Road Residential Development	Mount Nicholson	Hong Kong Green Building Council
	77 Peak Road Residential Development		
	TKOTL No. 119, Tseung Kwan O Residential Development	THE PARKSIDE	
	No. 33 Tong Yin Street, Tseung Kwan O Residential Development	CAPRI	
	TKOTL No. 126, Tseung Kwan O Residential and Commercial Development		
	No. 1 Sheung Foo Street, Homantin Residential Development	ONE HOMANTIN	
	Kai Tak 1H Residential Development		
	18 Hung Luen Road Commercial Development, Hung Hom	One HarbourGate	
	123 Hoi Bun Road Commercial Development		
Provisional BEAM Plus Silver	TMTL427, So Kwun Wat Residential Development	NAPA	
	No. 98 High Street, Sai Ying Pun Residential Development	Kensington Hill	
	No. 163 Shau Kei Wan Road, Residential and Commercial Development	Island Residence	
Provisional BEAM Plus Bronze	1 Plantation Road		
Award	Projects		Organiser
Pre-certified U.S. LEED Platinum	123 Hoi Bun Road Commercial Development		The U.S. Green Building Council
Pre-certified U.S. LEED Gold	18 Hung Luen Road Commercial Development, Hung Hom	One HarbourGate	

WPL engages an **independent consultant to help track environmental performance** of its construction sites and in its headquarters. Before site work commences, the consultant leads a site inspection together with the contractors and proposes necessary measures to reduce impacts on the environment. Data for energy, water and waste is collected monthly by the main contractors, and analysed by the consultant.

Different stages of construction, such as demolition, foundation and superstructure, can affect the emissions and waste intensity, and must be taken into account when interpreting our environmental performance. More than half of our project portfolio has moved from the foundation stage to the superstructure stage in 2015.

## Emissions

We are committed to reducing greenhouse gas (GHG) emissions of our operations, as well as increasing disclosure of performance in this area.

GHG emissions data is not available this year for HPML-managed properties, as it is the Company's first CSR Report. We aim to collect and report on data for common areas in later year.

We have increased the scope of construction sites that we **monitor from 14 to 17 sites** this year. Since the number of buildings under construction and the stage of construction differ from year to year, we have used emissions

intensity (i.e. emissions produced per unit of construction floor area (CFA)) as a performance indicator. In 2015, despite an increase in CFA, our emissions intensity has decreased by 10.6% from 18.39kg CO<sub>2</sub>e/m<sup>2</sup> to 16.43kg CO<sub>2</sub>e/m<sup>2</sup>. This year, we have set two targets for our construction sites to further reduce our environmental impact.



emission intensity decreased  
**10.6%**

## Our targets for construction sites

“ GHG emission intensity to **decrease 3%** in 5 years ”

“ Construction waste to **reduce by 1%** in 2016 ”

## Energy Consumption

Buildings consume 90% of Hong Kong's electricity, while air conditioning accounts for the most significant proportion of electricity end use, followed by lighting. In our managed properties, HPML is working to upgrade equipment to optimise energy consumption without impacting the quality of services. By **replacing air-cooled chillers with more energy efficient water-cooled chillers at Wheelock House** in 2012, we were able to reduce electricity consumption by about 47% year-on-year. This also led to an estimated cost savings of over HK\$2 million per year, which the upgrade will pay for itself in less than five years. HPML received a Certificate of Merit from the Sectoral Awards of



reduced electricity consumption  
at headquarters by about **47%**  
year-on-year



cost savings of over  
**HKD 2 million per year**

the **Hong Kong Awards for Environmental Excellence (HKAEE)** for this initiative in 2014. In 2015, we optimised the chiller plant management system in One Midtown to reduce energy consumption.

## Waste

Most of the waste directly generated by our business comes from property development. WPL aims to go beyond the baseline requirements of BEAM Plus, and works closely with contractors and construction workers on site to ensure that waste is recovered and properly sorted. In 2015, 74% of our construction waste was recycled. The significant increase in the proportion of recycled waste is principally due to the 123 Hoi Bun Road project that was being demolished, as inert waste generated from demolition was recycled as aggregates.

WPL has established a **Project Sustainability and Environment Sub-committee** that focuses on reviewing and initiating green building initiatives. In 2015, the Sub-committee studied

ways to reuse inventory in property sales offices or to donate it to Project *WeCan* schools. The Sub-committee also discussed strategies for monitoring and measuring environmental performance indicators during project development and in building operations. The team **will focus on waste reduction and natural resources conservation** in 2016.

In our **property management business**, most of the waste is generated by tenants and residents and is therefore beyond our direct control. We **encourage and facilitate waste separation** by providing recycling bins. HPML often provides collection points for glass, toner cartridges and other recyclable materials in addition to the standard paper, plastic and metal receptacles.



**74%** of construction waste was recycled



**100%** recycling rate achieved at 123 Hoi Bun Road project

## Materials

Constructing a building uses significant quantities of resources such as concrete, steel and timber. We **track our consumption of materials**, and where feasible, strive to source materials that are sustainability-certified or are made from recycled materials.

HPML has a **Green Purchasing Guideline** so that supplies, in particular spare parts for

machinery and chemicals such as cleaning fluid or paints, are only **purchased as required**, are stored properly and checked regularly to avoid accidental leakage or expiration. HPML **gives priority to** suppliers who can demonstrate that their products have a **lower environmental footprint**, and are taking steps to improve the environmental performance of their own businesses.

## Woo Wheelock Green Fund

The **Woo Wheelock Green Fund** was established in 1994 as a joint venture with the Government's Environment and Conservation Fund. It was the first joint effort of its kind between the business sector and the Government, and

serves as a catalyst for other businesses to render support to environmental protection in Hong Kong. Since 2010, the Fund has **supported 21 projects with over HK\$6 million** in funding.

## Setting an Example in Our Headquarters

Despite increases in gross floor area (GFA) and the size of our workforce, WAC and WPL have successfully continued to reduce energy intensity and emissions intensity in 2015.

WPL has achieved a Gold Label in WWF-Hong Kong's Low-carbon Office Operation Programme (LOOP) for the **fourth consecutive year**.

Although electricity use in WPL office has increased by 19.5%, the office space has increased by 11.2%. The energy footprint per square metre of office space dropped by 7.4%, from 0.40 to 0.37 kWh/m<sup>2</sup>/year.

The paper used and waste generated in WPL office have also decreased in 2015. The total amount of paper used by WPL has decreased by 12.2%.



**12.2%**  
of paper used decrease

We encourage our employees to recycle whenever possible. On average, each employee in WPL has recycled 11.08kg in 2015. The Office Sustainability Sub-committee is working on new ways for more improvement.

## Supporting Environmental Initiatives

Wheelock supports a number of environmental NGOs and initiatives as part of our commitment

to a cleaner and healthier planet for future.

Campaign	Organiser
Earth Hour	WWF-Hong Kong
No Air-Con Night	Green Sense
I'm FINished with FINs	Shark Savers Hong Kong
Power Smart Saving Contest	Friends of the Earth
Lai See Packets Reuse and Recycle Program	Greeners Action
Green Plus	China Light & Power





One HarbourGate is a commercial development in Hung Hom that demonstrates our dedication to developing sustainable buildings. Provision

BEAM Plus and LEED Gold have been achieved in the construction stage.

## Integrated Sustainable Design and Construction Approach

### Design

The vision for the project was borne from the idea of creating a 'gateway' that promotes **connectivity** and serves the public in various ways. This design concept embraces the **regeneration of the area to create a vibrant hub** accessible to the public. Throughout various stages of the project, our integrated design approach brought together stakeholders from the design, planning, construction and future management of the facility. Their collective input helped to shape One HarbourGate.

### Construction

To minimise the environmental impact during construction phase, we undertook a rigorous process to select the best and most capable suppliers and subcontractors. Most of our materials were sourced regionally to reduce GHG emissions from transportation. We also gave preference to materials with **low embodied energy**, and used **FSC certified wood** for temporary works to support sustainable forest management. We **diverted 53% of waste from landfills** by creating a designated area for sorting and recycling. Additionally, materials with recycled content, such as Pulverised Fuel Ash (PFA), were used in concrete preparation.

### Building façade

Air conditioning and lighting are the main energy consumption areas in most of the commercial buildings in Hong Kong. In order to reduce the reliance on air conditioning and artificial lighting, One HarbourGate installed the best available **double low-E glass curtain walls** to reduce solar gain whilst harnessing sufficient daylight. To mitigate the urban heat island effect, the design team has integrated a number of environmental considerations into the building architecture, which include a **15m wide wind corridor between the towers**; **2,363m<sup>2</sup> of horizontal greenery** and **330m<sup>2</sup> of vertical greenery** close to the pedestrian level; and **150m<sup>2</sup> of water features**.

### Building Services Systems

The development uses **best-in-class energy efficient chillers, cooling and pumping systems, low energy lighting** in the office building, and smart vertical transportation that not only economises on waiting time but also on electricity consumption. The overall energy performance of One HarbourGate **saves an estimated 8,849 MWh of energy** and **avoids 5,692 tonnes of CO<sub>2</sub>e every year**, which is equivalent to planting over 247,000 trees.

We reduced the potable water demand through selection of water-saving faucets and toilets, and

harvesting rainwater. One HarbourGate **saves approximately 13.6 million litres of potable water** and **45.9 million litres of flushing water** every year; this combined annual saving is equivalent to water contained in about 24 Olympic-sized swimming pools.



CO<sub>2</sub>e avoided = **247,000** trees



Saves almost **24** Olympic-sized swimming pools of water every year



Mechanical ventilation and air conditioning system to bring in **40%** more fresh air



Savings of **\$9 million** each year on electricity and water

Energy and water sub-meters are integrated in the building management system to monitor the environmental performance of One HarbourGate.



# ONE HARBOURGATE



## Indoor Environmental Quality

The indoor air quality of our twin towers and retail blocks will be measured to ensure optimal air quality in the building. The mechanical ventilation and air conditioning system is designed to bring in at least 40% more fresh air. To reduce energy use without impacting air quality, One HarbourGate adopts demand ventilation and monitors the level of carbon dioxide to ensure ample fresh air is provided when necessary. We also ensured that the composite **wood and agrifibre products installed are free from urea-formaldehyde resins**, and the **adhesives, sealants, paints and coatings applied indoors contain the lowest levels of volatile organic compounds (VOC)**. These measures and initiatives help to provide a healthy workplace for better wellbeing.

Carbon monoxide and carbon dioxide sensors are installed in the car park for improved safety and air quality.

## Sustainability Features

<b>Site Connectivity</b>	<ul style="list-style-type: none"><li>• Public transport within 0.5km distance from the site, including the Hung Hom MTR station, Hung Hom Ferry Pier and 8 bus lines</li><li>• 10 electric vehicle charging stations</li><li>• 43 bicycle racks</li><li>• Additional covered footbridge</li><li>• Excellent covered pedestrian connectivity to the waterfront</li><li>• Generous set-backs with quality hard and soft landscape:<ul style="list-style-type: none"><li>- 10 m from Waterfront Promenade</li><li>- 30 m from the adjacent lot</li></ul></li></ul>
<b>Design</b>	<ul style="list-style-type: none"><li>• 3 generous landscaped ventilation corridors. Provide good air ventilation for all seasons</li><li>• 2 view corridors</li><li>• South facing façade for optimal passive design orientation</li><li>• Architectural shading fins to reduce solar gain</li><li>• No daylight deprivation for neighbouring buildings due to generous building-to-building gaps and maximum building height at 75mPD</li><li>• Excellent access to daylight. Average daylight factor 7% to 27%</li></ul>
<b>Reducing the Urban Heat Island Effect</b>	<ul style="list-style-type: none"><li>• 50% of the roof area is covered by material that is highly reflective (0.78 on the Solar Reflectance Index), which means less solar energy is absorbed</li></ul>
<b>Energy Monitoring</b>	30% savings in energy consumption achieved through: <ul style="list-style-type: none"><li>• Natural and energy efficient lighting</li><li>• Automatic daylight and motion sensors</li><li>• Ventilation fan operation in car park is optimized by CO sensor, reducing energy consumption</li><li>• Lifts with regeneration and destination control system</li></ul>
<b>Water Use</b>	<ul style="list-style-type: none"><li>• 42.5% savings in potable water</li><li>• 65% savings in flushing water</li><li>• Harvest rainwater to save potable water for irrigation</li></ul>
<b>Waste Recycling Facilities</b>	<ul style="list-style-type: none"><li>• More than 53% of waste diverted from landfill during construction, through on-site waste sorting and recycling</li><li>• Refuse sorting and materials recovery chamber</li><li>• Recycling bins on each office floor</li></ul>
<b>Maximum Landscape and Ecology</b>	2,843 m <sup>2</sup> of greenery and water features
<b>Green Transportation</b>	<ul style="list-style-type: none"><li>• Bicycle racks and shower facilities</li></ul>
<b>Material Selection</b>	Regionally manufactured and recycled materials: <ul style="list-style-type: none"><li>• Use FSC certified timber for temporary works</li><li>• All refrigerants are CFC-free</li><li>• 33% of building structural materials for façade and structural components are recycled materials</li><li>• 51.9% of building materials are manufactured within 800km of project site</li><li>• Modular and adaptable floor plan and structural design</li><li>• Non-ozone depleting refrigerants and insulation materials</li></ul>
<b>Healthy Indoor Air Quality</b>	<ul style="list-style-type: none"><li>• Smoking is prohibited within 25 feet of all entrances</li><li>• At least 40% more fresh air indoors</li><li>• Use of demand control ventilation with CO<sub>2</sub> sensors</li><li>• Adhesives, sealants, paints and coatings applied indoor are low in volatile organic compounds</li><li>• No added urea-formaldehyde resins in composite wood and agrifiber products</li></ul>

## Residential Development **THE PARKSIDE**

THE PARKSIDE, a residential development located in Tseung Kwan O South, showcases how WPL incorporates sustainability into the design and construction of its buildings.

### Design and planning

THE PARKSIDE is designed to **promote wellbeing for residents through healthier and greener living**. The design received **BEAM Plus Provisional Gold** certification, and **fully meets** all the recommendations of the **Urban Design Guidelines** (“UDG”) issued by the Government’s Planning Department. THE PARKSIDE adopts environmental and architectural design drivers such that the development integrates seamlessly with surrounding environment.

Its three towers are arranged in an L-shape formation and set back from a large central courtyard. The space between buildings is designed to maximise natural light and ventilation, whilst their orientation is optimised to minimise solar gain (increase in temperature resulting from solar radiation).

As much as 30% of the space is allocated to landscaping, including an extensive **green roof** and vertical greenery. More than **2,600 square metres of greenery** extend the adjacent government open space, and benefits the surrounding community by enhancing the streetscape and reducing the urban heat island effect.

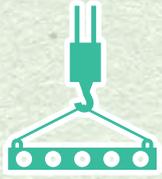


A **life-cycle assessment** was conducted to determine the embodied energy in major elements of the building structure, taking into account its structural components including concrete and steel.

### Construction

We used sustainable building materials where feasible. For example, 100% of the timber used for temporary works were from sustainable sources, while 88% of the timber used in permanent works also came from well-managed forests. 21% of construction materials were sourced within 800 km to minimise carbon emitted from long-distance transportation. 12% of the structural and façade materials contain recycled content. We also used a precast façade system, aluminium handset formwork and reusable metal scaffolding to reduce waste generated and to ensure quality.





**21%** of construction materials sourced within 800 km



**2,440 MWh** electricity is saved each year



**100%** of timber used for temporary works from sustainable sources



**30.8 million litres** of potable water saved each year

**CO<sub>2</sub>e 1,594 tonnes** avoided

On the construction site, we designated waste segregation stations to increase the rate of recycling. These measures enabled us to **divert 4,820 tonnes of construction waste from landfill** and achieved a **recycling rate of 35%**.

#### Sustainability for end users

All apartments at THE PARKSIDE are equipped with inverter split type air conditioning units which are not only highly energy efficient, but also ensure that heating and cooling are readily available for better thermal comfort for residents.

The lighting levels and choice of light fittings in public areas are optimised for comfort and energy efficiency, using timers and zoning controls. THE PARKSIDE provides appliances with Grade 1 or equivalent energy label to support a low carbon lifestyle. Our effort extends to water use, including the choice of faucets, showers and flushing system. As THE PARKSIDE has an exceptionally generous expanse of landscape which, while beneficial to residents, could also impact on local water resources, we have used the most efficient drip-feed irrigation system for roof greenery and harvest rainwater for irrigation.

THE PARKSIDE also provides **solar thermal collectors to pre-heat water for showers in the clubhouse**.

The holistic design of THE PARKSIDE will lead to a reduction in electricity use of 2,440 MWh every year as well as a saving of 30.8 million litres of potable water, which is equivalent to 5.4 Olympic-sized swimming pools, every year. The GHG emissions avoided amounts to 1,594 tonnes of carbon dioxide equivalent (CO<sub>2</sub>e) every year.





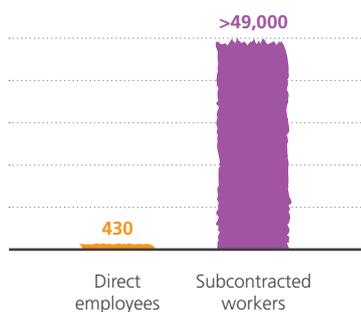
# OUR WORKFORCE

Our employees are the key to our success. We have a high calibre team of 430 exceptional staff who work hard to deliver results. Through regular engagement and professional development opportunities, we respond to the needs of our employees and help them to grow

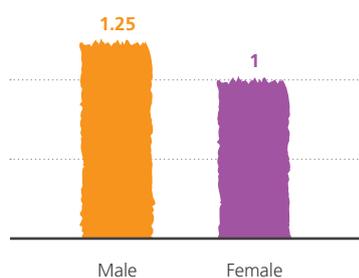
their capabilities and careers. We are an equal opportunities employer, and strive to build an inclusive and supportive workplace for all. We encourage employees to communicate and take initiatives, work as a team and have a learning mindset.

## Our Workforce Profile

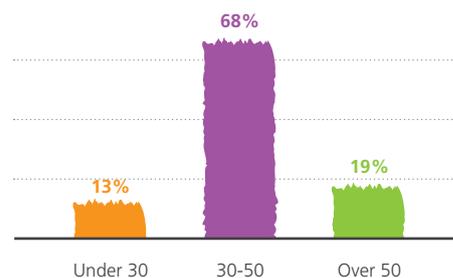
**Our Workforce**  
no. of people



**Ratio of males to females**  
(direct employees only)



**Workforce breakdown by age group**  
(direct employees only)



## Training and Career Development

To help employees reach their full potential, we offer a wide range of skills development programmes. We provided training on diverse topics, from communication and customer

service skills, to leadership and team building. Some employees have also received training in specialist technical skills and regulations updates, as appropriate for their positions.

Training in 2015	Average number of hours in 2015
Average number of hours of training per employee	4.51
<b>Training hours (by gender)</b>	
Male	3.90
Female	5.26
<b>Training hours (by employee category)</b>	
Management	8.07
Executive or above	6.75
Officer	5.80
Clerical/ secretary	2.90
Construction site workers (direct employees only)	0.22

For its large number of customer-facing frontline staff, HPML partners with the Wharf Institute of Service Excellence to deliver courses in concierge skills, customer service skills and others. Training is also provided to outsourced staff, such as cleaners, to ensure a consistently high standard of service.

Our well-established appraisal system ensures that employees are given timely feedback on their performance, and discuss any challenges or aspirations directly with their line managers.

Based on the results of the performance review, management will identify training needs for their team members. Around 90% of our direct employees receive regular performance reviews.

We are a relatively young and dynamic organisation with over half of our employees aged between 30 and 50 years old. Preparing for the long term, however, we have a strategy for succession and identify high flyers at an early stage to be groomed to rise through the ranks.

## Engaging and Retaining Our Employees

Our goal is to foster a sense of ownership amongst our workforce, and make sure that employees are well informed of our annual strategy and direction and understand the important part they play. We hold quarterly **town hall meetings** to present our **business plan and targets to all employees**, as well as drinks and offsite meetings to allow employees from different departments to **interact and share ideas**. Social activities such as sports teams and an annual dinner allow employees to relax and catch up outside of the office.

Employees are remunerated according to their job responsibilities and the market pay trends, with a discretionary annual performance bonus that rewards individual performance and contributions to the Company's achievement and results. The new hire rate for direct employees of Wheelock was 28% in 2015. The employee turnover rate for direct employees of Wheelock was 13% in 2015.

## Occupational Health and Safety

It is our responsibility to ensure that our employees have a **safe working environment**. The most significant health and safety risks in our operations occur on construction sites, where the majority of workers are not direct employees of Wheelock. More information about the labour practices we expect of our suppliers can be found in the Value Chain section on pages 40 to 43.

We give preference to subcontractors who have OHSAS 18001 accredited safety management systems, and set strict safety standards for our contractors. We also deploy **routine site checks** and **training briefings** to ensure that adequate provisions and risk mitigation measures have been implemented.

With regards to health, workers on construction sites have a higher risk of occupational diseases such as lung problems from dust inhalation, occupational deafness and muscular injuries due to repetitive strain. The most effective way to mitigate these issues is to encourage preventative behaviour and use protective equipment. We work with our subcontractors and consultants to **identify potential risks** at the start of each project and **develop a risk mitigation plan**.

Some of our employees work on site, and we ensure that they also receive safety training and follow proper protocol so as to reduce the risk of accidents.

## Construction sites' safety performance in 2015



Number of injuries: **55**



Injury rate per 1,000 workers: **1.12**



Number of fatalities: **0**

## Equal Opportunities and Non-Discrimination

Guided by our Equal Opportunities Policy, we respect human rights and have zero tolerance for discrimination or harassment of any kind. All staff are made aware of our formal

grievance channel, and can raise concerns or complaints in confidence, without fear of retribution. **No incidents of discrimination were reported in 2015.**





# SUPPORTING THE COMMUNITIES

The business sector is often called to play a part in tackling societal challenges. Philanthropy is important, but it is not enough to just give money. We support the communities through Business-in-Community, where we leverage on our resources and employees and encourage collaboration with other stakeholders to increase the positive impact of our programme.

Our community investment approach focuses on youth education and development, and we also promote arts and culture and support the underprivileged.

Employee participation is central to our strategy. Our business touches the lives of many Hong Kong residents, and our people are part of the communities in which we operate. Our initiatives provide them with a platform to contribute time and skills to provide meaningful support to those in need.



Over **80%** of staff joined volunteer team



Participated in 69 CSR events and dedicated over **900** volunteer hours



Donated **HK\$43 million**

### Project WeCan

**Project WeCan** is our flagship Wheelock-Wharf Business-in-community initiative. Launched in 2011, this is a **multi-year programme supports the personal growth and professional development of youth** in the most under-resourced secondary schools in Hong Kong. Through *Project WeCan*, underprivileged students have opportunities to build their basic skills, confidence and character through summer job placements, business visits, business idea development and other activities that increase their competitiveness in the world of work.

*Project WeCan* has grown beyond the boundaries of Wheelock and Wharf, and is now a **partnership network of 27 companies, 3 consulates, 3 universities and 2 other organisations** who are working to achieve collective impact that

is greater than the sum of its parts. The project now **reaches 50 secondary schools** in Hong Kong, **benefitting over 42,000 students**. A study conducted by The University of Hong Kong has verified that the *Project WeCan* model is effective in promoting personal development through activities and facilitating the transition of students from secondary school to workforce.

Each business unit within the Wheelock Group partners with a school, which it works with directly to design its programme. WAC is partnered with Fung Kai No. 1 Secondary School, WPL is partnered with Ng Yuk Secondary School, while HPML is partnered with HHCKLA Buddhist Ching Kok Secondary School and collaborate with LWK & Partners (HK) Limited to partner with Ko Lui Secondary School.



Organized **over 60** activities for the four schools



Over **3,000** students and teachers were engaged

## 2015 HIGHLIGHTS

### WAC and Fung Kai No. 1 Secondary School

- **Six career sharing events** enabled students to meet professionals from different industries.
- Eight graduating students were given the opportunity to participate in a **Job Tasting programme** at Wheelock to obtain first-hand work experience.
- Nike, a WAC partner on Project *WeCan*, arranged for **professional boxing champion Rex Tso** to deliver a talk to the students.
- Nike also arranged a **friendly basketball match** between students and a team of professional basketball players and Wheelock volunteers. Almost 100 students turned out to cheer on their peers.
- The Repulse Bay, another WAC partner on Project *WeCan*, arranged a tour and lunch for students to experience **high table etiquette**.



## 2015 HIGHLIGHTS

### WPL and Ng Yuk Secondary School

- The **mentorship programme** pairs students with corporate volunteers to improve the students' confidence and boost their English language abilities. Diverse and fun activities were organised to facilitate interaction. Highlights in 2015 included a **bubble soccer match**, **vegetarian cooking class** and a **photography workshop** with prominent photographer Edward Stokes.
- **Four company visits** helped students gain a better understanding of different industries, including integrated communications (i-CABLE), air cargo (Hong Kong Air Cargo Terminals), property management (HPML at One Island South) and high-end retail (Lane Crawford).
- Other activities included the **Young Innovators Bazaar**, which teaches students entrepreneurial skills by giving them a platform to develop and pitch a new business idea, a **3-D printing workshop** and a **table etiquette class** at Pacific Club.
- To **promote greater social awareness**, students were invited to join Wheelock volunteers to spend time with intellectually disabled youth from Hong Chi Association, a long-term partner of WPL.
- 15 students experienced a **mock interview** to practice and receive valuable feedback to improve their performance in actual interview.
- 3 students participated in a **Job Tasting Programme** at WPL's marketing department to gain real work experience.



## 2015 HIGHLIGHTS

### HPML and HHCKLA Buddhist Ching Kok Secondary School

- A **mobile applications development course** introduced students to a valuable skill that will be increasingly useful in the future.
- Over 130 students participated in an **interview skills workshop** to practice interview technique and received constructive feedback.
- 11 students experienced working at the front desk of one of our residential properties through our **Job Tasting** initiative.



## 2015 HIGHLIGHTS

### HPML, LWK & Partners (HK) Limited and Ko Lui Secondary School

- An innovative **3-D printing course**, provided by **LWK & Partners (HK) Ltd.**, introduced students to a useful new skill.
- Over 30 students visited **Kowloon Motor Bus Co. Ltd** and attended a talk given by the bus company's careers development team.
- 120 students participated in a careers talk arranged by HPML, and three students participated in the **Job Tasting** programme at HPML.



## Promoting Arts and Culture

Arts and culture play an important role in our vision of promoting quality living and building thriving communities. We are committed to **integrating art into everyday life** by

supporting local artists and providing a **platform for Hong Kong citizens to explore, develop and showcase** their creative talents.

### Creative Video Campaign 2015 with the Hong Kong Design Institute

WPL invited students from the **Hong Kong Design Institute's (HKDI)** Advertising Design, Creative Media and Film & Television departments to create short videos under the theme of **'A Brighter Living, A Brighter Future'**. We received 45 submissions, of which 21 were **publicly exhibited at the sales gallery** of Wheelock's property developments. The range of styles and interpretations revealed the imagination of Hong Kong's youth.



### Boosting Career Prospects for Young Creative Talents

Making it in the creative industry is hard. For the second consecutive year, Wheelock provided students of Savannah College of Art and Design (SCAD) Hong Kong with an opportunity to display their work at the Queensway Wheelock Gallery in an exhibition setting. Potential employers were invited to meet with these young artists and designers who would soon be graduating, hence giving their career start a boost.





### Wheelock Photo Competition and Exhibition 2015

To capture the beauty, character and vibrancy of the community, WPL organized the **public photo competition** for the third consecutive year. Theme for the 2015 event is **'Harbour Sight'**. **Over 800 entries** were received, of which six winners were selected. The winner of the student category would have an opportunity to study at the Savannah College of Art & Design. All winning entries were **exhibited at the Hong Kong Maritime Museum in the HARBOUR, CITY, SKY exhibition**, which was curated by Edward Stokes, alongside the works of professional photographers Rogan Coles and Nicholas Kitto. The Chief Secretary for Administration, Mrs Carrie Lam, was the guest of honour at the opening ceremony.



### Helping Local Businesses Grow

When looking for tenants for Wheelock Gallery West, WPL chose to **work with a small local business**, Lex Coffee, which shares the same CSR vision with us. Lex coffee trained and employed the first visually impaired barista. Since its opening, Lex Coffee has become the 'go-to' place for artisan coffee in the area, and the Café doubles as a **space to exhibit the work of local artists**.



## Engaging Our Employees

Sports are a great way to build team spirit, and in 2015 our employees participated in several **charity sports events** including The Community Chest Wheelock Swim for Millions, Hike for Hospice, MTR Hong Kong Race Walking, Run for Paralympians and WWF Run for Change.



## The Community Chest Wheelock Swim for Millions



**500** participants



**4** Wheelock relay teams



**HK\$4 million**  
raised for youth services

WPL once again joined forces with Harbour City to participate in **The Salvation Army's Chuk Yuen Estate Repainting Project**. Over the last four years, volunteers have **repainted more than 127 homes** of the poor and elderly residents of Chuk Yuen Estate who were living alone.



## Respecting and Engaging Our Neighbouring Communities

Beyond the immediate users of our properties, the way we design, construct and operate our buildings can impact neighbouring communities and it is important for us to take into consideration their concerns.

During the planning stage, WPL and its contractors will **establish clear communications channels** with communities **adjacent to the construction site**. Any grievances or complaints received are

logged and contractors must **respond and address stakeholder concerns** in a timely and efficient manner. We have handling procedures clearly outlined in tender contracts, and work closely with contractors to identify potential problems and take steps to mitigate the negative impact on nearby communities. Noise barriers and dust alleviation precautionary measure are set up, and construction site operating hours are adjusted to take into account school examination periods.



# ENHANCING VALUE ALONG OUR VALUE CHAIN

Our activities have far-reaching environmental and social impacts beyond those directly generated by our employees and offices. In both our property development and property management businesses we depend on input from multiple suppliers and service providers, and our role is to coordinate meaningful action towards sustainable development.

Throughout a building's lifecycle - from property development and sales to handover and property management - various types of suppliers are engaged for goods and services. WPL had over 600 direct suppliers and 129 indirect suppliers in 2015. Over **98% of our total expenditure on suppliers was spent on suppliers in Hong Kong.**

## Major Suppliers in a Property Development Lifecycle

### Property development

- Contractors
- Subcontractors
- Consultants
- Suppliers of construction materials
- Architects

### Sales and Marketing

- Sales agents
- Marketing consultants and suppliers

### Handover and property management

- Subcontractors
- Property agents

## Suppliers' Environmental Practices

In property development, WPL relies on suppliers and contractors to achieve its environmental commitment. WPL stipulates, at the negotiation stage, that **all tenderers** must **comply with BEAM Plus guidelines**. **Monthly meetings** are held to **track environmental performance and corrective actions** are taken if any incidence of non-compliance is discovered. WPL also takes into consideration the need to balance environmental benefits with costs when selecting raw materials and interior fittings. Further details of our green approach can be found in the Building a Better Environment section (pages 14-25).

HPML also has systems in place to promote environmentally conscious behaviour from its suppliers. For example, HPML specifies in its cleaning contracts that cleaning products should meet LEED requirements, and that the cleaning contractor should develop a green purchasing strategy. In 2015, HPML required maintenance contractors to use water-based paint at World Tech Centre to reduce emissions of volatile organic compounds (VOCs), which are harmful to the environment and to human health.

## Suppliers' Labour Practices

WPL's business supports around 50,000 jobs on our construction sites alone. Each and every potential supplier goes through our stringent prequalification process, which checks past performance and project references. Our *Supplier Code of Conduct* details Wheelock's expectations for labour standards and basic human rights. The *Code of Conduct* is clearly communicated to suppliers in tender documents and contracts.

Occupational health and safety is a concern on construction sites, therefore subcontractors are required to submit a method statement, and implement risk assessment and control measures, which must be approved by Wheelock's onsite professional team. Regular site checks are arranged to ensure that plans are being followed.

## Customer Satisfaction

Customer satisfaction is of utmost importance, and we strive to ensure that our service exceeds their expectations. Each property buyer is assigned a personal after-sales ambassador, who also provide support on handover procedures and provide updates and other useful information. In our property management business, we believe in the importance of personal touch, whether it be a smile or a greeting. We train our staff to be attentive to the needs of customers.

HPML commissions an independent **customer survey** on an annual basis. In 2015, Hong Kong Baptist University was engaged to **survey 25 residential, commercial and industrial properties managed** by HPML. Almost all respondents (99.2%) declared satisfaction with the overall management services provided; in particular, staff attitude was the area in which our tenants and owners were most satisfied.



Almost **ALL** survey respondents were **satisfied** with property management services

HPML's security guards undertake rigorous training to ensure that they can handle difficult situations at a moment's notice. In 2015, an HPML security guard was named **Best Top-Ten Security Personnel** in the Hong Kong Island Best Security Services Awards 2014-2015, organised by the Hong Kong Police, after he acted swiftly and decisively in defusing a tense situation.

**Club Wheelock** is a social platform established in 2012 to enhance communication with customers, owners and tenants of the Company's developments. Members enjoy special privileges and are informed of dining and lifestyle activities organised by WPL. The platform creates a **new touch point with property buyers, clients and partners**. In 2015, an online survey was carried out to better understand and enhance the customers' experience of the Club, and the data collected helped us to refine our offerings.



**Over 80%** of members recommended  
**Club Wheelock to friends and family**

## Customer Data Privacy

We have a Personal Data Privacy Policy that covers how we collect and use personal information. All personal information collected is encrypted, password-protected and stored in a dedicated server in a secure location. Only authorised personnel who have been trained

to handle personal information can access the server, and only on a need-to-know and need-to-use basis. We do not provide information to third parties without customer's consent.

## Anti-Corruption

We operate with integrity and accountability. To run our business responsibly, we have zero tolerance for corruption and bribery in any form. Our *Code of Conduct* clearly outlines what could be construed as unacceptable behaviour and the applicable laws, regulations and industry standards that must be adhered to. All employees are given a copy of the *Code of Conduct* to accept and sign during their induction. Our managers regularly remind vendors and business partners about our anti-corruption policies.

We have established a *Whistleblowing Policy* and Procedures and our Compliance and Ethics Sub-committee is responsible for ensuring that employees at all levels are aware of, and abide by, our Code of Conduct. There were **no cases of corruption reported in 2015**.

## MEMBERSHIP, AWARDS & PLEDGES

Organization	Capacity
Commission on Poverty	Co-opt member
Development Bureau – Land and Development Advisory Committee (Hong Kong SAR Government)	Member
Environment and Conservation Fund	Committee Member
Central Policy Unit	Associate Member
Hong Kong Examination and Assessment Authority	Co-opted member
The Chinese People’s Political Consultative Conference	Member
All-China Youth Federation	Member
APEC Business Advisory Council	Alternative Representative of Hong Kong, China
Business Environment Council	Board of Directors Member
Employers’ Federation of Hong Kong	Member
Estate Agents Authority	Ordinary Member
Hong Kong General Chamber of Commerce	Member Vice Chairman
Hong Kong Green Building Council (Gold Patron membership)	Co-opted Member Vice Chairman
Hong Kong-Mainland International Investment Society	Executive Vice Chairman
Royal Institution of Chartered Surveyors	Fellow Member Director
The Real Estate Developers Association of Hong Kong (REDA)	Chairman Member
Centum Charitas Foundation	Vice Chairman
Community Chest of Hong Kong	Vice Patron Member of Board of Directors
World Wildlife Fund for Nature (Hong Kong)	Chairman Member



Award	Award unit	Organizer
<b>Hygiene &amp; Environmental Management</b>		
Green Plus Award 2015	Kadoorie Hill Metro Loft Grandtech Centre My Loft Bailey Garden	China Light & Power
Hong Kong Awards for Environmental Excellence - Carbon "Less 43%" Certificate	Wheelock House	Environmental Protection Department
Hong Kong Awards for Environmental Excellence (Energywise Label) - Class of Excellence	Wheelock House	Environmental Protection Department
Hong Kong Awards for Environmental Excellence (Energywise Label) - The "Best Performing Organization" in 2013	Wheelock House	Environmental Protection Department
Hong Kong Awards for Environmental Excellence - Wastewise Label - Class of Excellence	Telford House Wing On House World Tech Centre Bellagio Grandtech Centre Bailey Garden Crawford House Wing On House China Insurance Group Building Cable TV Tower Metro Loft My Loft Chelsea Court	Environmental Campaign Committee
Indoor Air Quality Certification Scheme for Offices and Public Places - Excellent Class	Wheelock House Crawford House	Environmental Protection Department
Hong Kong Awards for Environmental Excellence - IAQwise Label - Class of Excellence	Wheelock House Crawford House	Environmental Campaign Committee
Quality Water Recognition Scheme for Buildings	Cheong Hing Building 60 Victoria Road The Babington On Lee Building Telford House Wing On House World Tech Centre Chelsea Court Gough Hill Residence Bellagio Grandtech Centre Bailey Garden Crawford House Wheelock House China Insurance Group Building One Island South Cable TV Tower One Midtown Metro Loft My Loft Kadoorie Hill	Water Supplies Department

Award	Award unit	Organizer
Flushing Water Plumbing Quality Maintenance Recognition Scheme - Blue Certificates	Cheong Hing Building 60 Victoria Road The Babington On Lee Building Telford House Wing On House World Tech Centre Chelsea Court Bellagio Grandtech Centre Bailey Garden Crawford House Wheelock House China Insurance Group Building One Island South Cable TV Tower One Midtown Metro Loft My Loft Kadoorie Hill	Water Supplies Department
<b>Occupational Health &amp; Safety</b>		
The 7th Award Scheme for the Best Occupational & Safety Health Employees 2015  <ul style="list-style-type: none"> <li>• Organization/ Corporate - Management category - Brozen</li> <li>• Organization/ Corporate - Frontline category - Merit</li> </ul>	Telford House - Senior Building Manager  World Tech Centre - Senior Technican	Occupational Safety and Health Council, Labour Department, Employee Representative of Labour Advisory Board and Members of Legislative Council (Labour)
14th Hong Kong Occupational Safety & Health Award	Wing On House	Occupational Safety and Health Council, Labour Department, Development Bureau, Hong Kong Housing Authority, Construction Industry Council, The Hong Kong Federation of Trade Unions, Federation of Hong Kong Industries, The Hong Kong Chinese Importers' & Exporters' Association, The Chinese Manufacturers' Association of Hong Kong, The Chinese General Chamber of Commerce, Hong Kong Construction Association, Employers' Federation of Hong Kong, Hong Kong General Chamber of Commerce, The Hong Kong Institution of Engineers, Hong Kong Quality Assurance Agency and The Hong Kong Federation of Insurers

Award	Award unit	Organizer
Good Housekeeping 2014-15  <ul style="list-style-type: none"> <li>• Certificate of Participation</li> <li>• Good Housekeeping Plan - Silver Award</li> <li>• Best Presentation - Silver Award</li> </ul>	Telford House China Insurance Group Building  Wing On House  Wing On House	Occupational Safety and Health Council & Construction Industry Council
<b>Security Service</b>		
Hong Kong Island Best Security Awards 2014-2015  <ul style="list-style-type: none"> <li>• Outstanding Residential Property Management</li> <li>• Outstanding Industrial / Commercial Property Management</li> <li>• Outstanding Security Personnel</li> </ul>	Gough Hill Residence The Babington 60 Victoria Road Chelsea Court Lexington Hill  China Insurance Group Building Wing On House Wheelock House One Island South  Wing On House - Senior Building Attendant China Insurance Group Building - Assistant Building Supervisor Chelsea Court - Senior Building Supervisor Wheelock House - Building Supervisor Wheelock House - Senior Building Attendant Wheelock House - Building Attendant One Island South - Building Supervisor	Regional Crime Prevention Office, Hong Kong Island of Hong Kong Police Force
Kowloon East Fight Crime The Best Security Services Awards 2014-2015  <ul style="list-style-type: none"> <li>• Outstanding Partner Property</li> </ul>	Wharf T&T Square World Tech Centre Telford House Kowloon Godown	Regional Crime Prevention Office, Kowloon East of Hong Kong Police Force
Kowloon West The Best Security Services Awards 2014-2015  <ul style="list-style-type: none"> <li>• Outstanding Managed Property</li> <li>• The Outstanding Security Guard</li> </ul>	Bailey Garden  Bailey Garden - Building Attendant	Regional Crime Prevention Office, Kowloon West of Hong Kong Police Force

# DATA TABLES

Indicator	Unit	2015
<b>ENVIRONMENTAL PERFORMANCE</b>		
<b>WAC and WPL Offices in Wheelock House</b>		
<b>Materials</b>		
Paper used	Tonnes	9.6
<b>Energy Consumption</b>		
Total electricity purchased <sup>1</sup>	gigajoules (GJ)	1,135
Total electricity purchased <sup>1</sup>	'000 kilowatt hours (kWh)	315
Energy (electricity) intensity by unit of area	kWh/m <sup>2</sup> /year	64
Energy (electricity) intensity by employee	kWh/employee/year	1,164
<b>GHG Emissions</b>		
Energy Indirect GHG emissions (Scope 2)	CO <sub>2</sub> e tonnes	249
Other indirect GHG emissions (Scope 3)	CO <sub>2</sub> e tonnes	164
Emissions intensity (Scope 1,2 & 3) per unit of area	kg CO <sub>2</sub> e/m <sup>2</sup> /year	83
Emissions intensity (Scope 1,2 & 3) per employee	kg CO <sub>2</sub> e/employee/year	1.5
<b>Waste</b>		
Total waste to landfill	Tonnes	35.2
Total waste recycled	Tonnes	2.9
<b>by type</b>		
Paper	Tonnes	2.8
Plastic	Tonnes	0.03
Aluminium	Tonnes	0.02
Recycle rate	%	8
Waste intensity	kg/employee/year	130

<b>Construction Sites<sup>3</sup></b>		<b>2015</b>	<b>2014</b>
Number of construction sites covered	no. of sites	17	14
<b>Materials</b>			
Aluminum	Tonnes	207	130
Bricks	Tonnes	1,781	12,579
Cement	Tonnes	1,813	4,081
Cement mortar	Tonnes	1,235	400
Concrete	m <sup>3</sup>	222,818	288,877
Glass	Tonnes	2,232	81
Joint steel	Tonnes	18,328	201
Reinforce steel bars	Tonnes	60,160	47,164
Sand	Tonnes	9,175	1,313
Stones	Tonnes	2,475	63,282
Timber	Tonnes	2,086	1,694
<b>Energy Consumption</b>			
Total electricity purchased <sup>1</sup>	GJ	19,729	11,803
Total electricity purchased <sup>1</sup>	'000 kWh	5,480	3,279
Total diesel consumption	litres	3,715,604	4,556,692
Total diesel consumption <sup>2</sup>	GJ	147,138	180,445
Total energy consumption <sup>1</sup> (electricity and diesel)	GJ	166,867	192,248
Energy (electricity) intensity by unit of Construction Floor Area (CFA)	kWh/m <sup>2</sup> /year	5.8	3.9
<b>Water</b>			
Total water purchased	m <sup>3</sup>	236,941	251,270
Water intensity per unit of CFA	m <sup>3</sup> /m <sup>2</sup>	0.3	0.3
<b>GHG Emissions</b>			
Direct GHG emissions (Scope 1)	CO <sub>2</sub> e tonnes	0	0
Energy indirect GHG emissions (Scope 2)	CO <sub>2</sub> e tonnes	3,745	2,160
Other indirect GHG emissions (Scope 3)	CO <sub>2</sub> e tonnes	11,538	13,226
Total GHG emissions (Scope 1, 2 & 3)	CO <sub>2</sub> e tonnes	15,283	15,386
Emissions intensity (Scope 1, 2 & 3)	kg CO <sub>2</sub> e/m <sup>2</sup>	16.19	18.38
<b>Waste</b>			
Total waste to landfill	Tonnes	27,315	11,690
Total waste recycled	Tonnes	78,440	10,634
<b>by type</b>			
Paper	Tonnes	10	7
Plastic	Tonnes	7	0
Steel	Tonnes	18,396	7,464
Concrete	Tonnes	59,943	2,165
Wood	Tonnes	84	998
Recycle rate	%	74	48
Waste intensity per unit area	kg/m <sup>2</sup> /year	29	14

**WORKFORCE (data covers WAC, WPL and HPML)**

Total workforce		2015	
Direct employees	no. of people	430	
Sub-contracted construction workers <sup>3</sup>	no. of people	49,215	
Direct employees by employment contract and gender		Male	Female
Permanent contract	no. of people	230	191
Fixed term contract	no. of people	8	1
Temporary contract	no. of people	0	0
Permanent employees by employment type		Male	Female
Full-time	no. of people	238	192
Part-time	no. of people	0	0

Direct employees by age group, gender and employee category		Aged below 30		Aged 30 - 50		Aged above 50	
		Male	Female	Male	Female	Male	Female
Management (Director, general manager, assistant general manager and department head)	no. of people	0	0	8	3	11	5
Executive or above (non-department head)	no. of people	0	1	26	33	6	3
Officer	no. of people	12	19	66	53	13	6
Clerical/ Secretary	no. of people	8	15	11	47	3	5
Sites workers (direct employees only)	no. of people	2	0	43	0	29	2
Total	no. of people	22	35	154	136	62	21
New hires by age group and gender		Male	Female	% of male	% of female		
Below 30	no. of people	12	13	55	37		
30-50	no. of people	45	27	29	20		
Above 50	no. of people	21	2	36	11		
Staff turnover by age group and gender		Male	Female	% of male	% of female		
Below 30	no. of people	3	4	14	11		
30-50	no. of people	13	24	8	18		
Above 50	no. of people	11	1	19	5		

## OCCUPATIONAL HEALTH AND SAFETY

Work-related injuries and fatalities		Male	Female
<b>Direct employees of WAC, WPL and HPML</b>			
Injuries	no. of people	2	0
Fatalities	no. of people	0	0
<b>Construction Sites<sup>3</sup></b>			
Injuries	no. of people	48	7
Fatalities	no. of people	0	0
<b>Injuries by type</b>			
Injured whilst lifting or carrying	no. of people	11	2
Slip, trip or fall on same level	no. of people	15	3
Fall of person from height	no. of people	4	0
Striking against fixed or stationary object	no. of people	7	0
Striking against or struck by moving object	no. of people	6	0
Contact with moving machinery or object being machined	no. of people	0	0
Trapped in between objects	no. of people	0	0
Injured by hand tool	no. of people	2	0
Others	no. of people	3	2

Injury and fatality rate		2015
<b>Direct employees of WAC, WPL and HPML</b>		
Injury rate	per 1,000 workers	4.7
Fatality rate	per 1,000 workers	0
<b>Construction Sites<sup>3</sup></b>		
Injury rate	per 1,000 workers	1.1
Fatality rate	per 1,000 workers	0
<b>Lost days and absenteeism</b>		<b>2015</b>
<b>Direct employees of WAC, WPL and HPML</b>		
Lost day rate	%	0.01
Absentee rate	%	6.5
<b>Construction Sites<sup>3</sup></b>		
Lost day	no. of days	8,988
Absenteeism	no. of days	83

## EMPLOYEE TRAINING AND CAREER DEVELOPMENT (WAC,WPL and HPML direct employees only)

<b>Average hours of training by gender</b>		
Male	hours	4.0
Female	hours	5.4
<b>Average hours of training by function</b>		
Office staff	hours	5.5
Site staff	hours	0.2
<b>Average hours of training by employee category</b>		
Management (director, general manager, assistant general manager and department head)	hours	11.5
Executive or above (non-department head)	hours	6.8
Officer	hours	5.9
Clerical/ Secretary	hours	2.8
Site workers (direct employees only)	hours	0.2
<b>Percentage of employees receiving regular performance reviews by gender</b>		
Male	%	88
Female	%	94
<b>Percentage of employees receiving regular performance reviews by category</b>		
Management (director, general manager, assistant general manager and department head)	%	70
Executive or above (non-department head)	%	90
Officer	%	91
Clerical/ Secretary	%	100
Construction site workers (direct employees only)	%	85
<b>Non-discrimination</b>		
Total number of incidents of discrimination and corrective actions taken	number	0

### Footnotes

<sup>1</sup> Scope 2 emission factors refer to HKE 0.79kg/kwh and CLP 0.64kg/kwh

<sup>2</sup> Conversion factor for diesel is 39.6MJ/litre

<sup>3</sup> Data of construction sites are collected from main contractors in 17 sites: Mount Nicholson, 1 Plantation Road, 11 Plantation Road, 77 Peak Road, CAPRI, SAVANNAH, THE PARKSIDE, PENINSULA EAST, ONE HOMANTIN, Island Residence, Kensington Hill, TKOTL No. 126, LOHAS Park Package 5 Residential Development, So Kwun Wat Residential Development, Kai Tak Residential Development, One HarbourGate and 123 Hoi Bun Road Commercial Development

## ASPECT BOUNDARY

Material Issue	Where the Impacts Occur	
	Within Wheelock	Beyond Wheelock
Materials	WPL, HPML	Suppliers and subcontractors
Energy consumption	Group	Suppliers, subcontractors, customers
Emissions	Group	Suppliers, subcontractors, customers
Waste	Group	Suppliers, subcontractors, customers
Sustainable building development and certification	WPL, HPML	Suppliers, subcontractors, customers
Suppliers' environmental practices	Group	Suppliers, subcontractors
Customer satisfaction	WPL, HPML	Customers
Compliance	Group	Suppliers, subcontractors, regulators
Compliance of products and services	WPL, HPML	Suppliers, subcontractors, regulators, customers
Anti-corruption	Group	Suppliers, subcontractors
Customer personal data privacy	WPL, HPML	Customers
Equal opportunities	Group	-
Employee training and career development	Group	Customers
Recruitment and staff turnover	Group	Customers
Occupational health and safety	Group	All suppliers, subcontractors and other stakeholder working on site
Labour practices' grievance mechanisms	Group	Subcontractors
Supplier labour practices	Group	Subcontractors
Community engagement	Group	Community
Investing in local communities	Group	Community
Non-discrimination	Group	Subcontractors, customers

# 2015 GRI CONTENT INDEX - GENERAL STANDARD DISCLOSURES

HKEx ESG Guide Reference	GRI Aspect and Indicator General Standard Disclosures		Page	Section Reference	Remarks
<b>Strategy and Analysis</b>					
	G4-1	CEO statement and explanation of strategy	2-3	Message from the Chairman	
<b>Organisational Profile</b>					
	G4-3	Name of the organisation	4-5	About this Report	
	G4-4	Primary brands, products and services	4-5	About this Report	
	G4-5	Headquarters location	6-7	Corporate Overview	Hong Kong
	G4-6	Countries of operation	4-5	About this Report	Hong Kong, Mainland China and Singapore
	G4-7	Nature of ownership and legal form	6-7	Corporate Overview	Wheelock and Company Limited is listed on the Stock Exchange of Hong Kong (HKSE: 00020)
	G4-8	Markets served	6-7	Corporate Overview	
	G4-9	Scale of the organisation	6-7	Corporate Overview	
KPI B1.1	G4-10	Employee statistics	49-52	Data Tables	
	G4-11	Employees covered by collective bargaining agreements	-	-	No formal collective bargaining agreements in place. Mechanisms established to deal with grievances presented by employees.
GD (General Disclosure) B5 KPI B5.1	G4-12	Description of supply chain	40-43	Enhancing Value Along Our Value Chain	
	G4-13	Significant changes during the reporting period	-	-	No significant changes during the reporting period
	G4-14	Precautionary approach	14-25	Building a Better Environment	
	G4-15	External charters, principles, or other initiatives	44-48	Memberships, Awards and Pledges	
	G4-16	Memberships of associations and advocacy organisations	44-48	Memberships, Awards and Pledges	
<b>Identified Material Aspects and Boundaries</b>					
Reporting guidance 10	G4-17	Entities included in the organisation's consolidated financial statements	4-5	About this Report	Also refer to our 2015 Annual Report, downloadable via our website: <a href="http://www.wheelockcompany.com/investors/annual.asp">http://www.wheelockcompany.com/investors/annual.asp</a>
Reporting guidance 11	G4-18	Process for defining report content and aspect boundaries	8-13	Our CSR Approach	
Reporting guidance 6	G4-19	List of material aspects	8-13	Our CSR Approach	
	G4-20	Aspect boundary within the organisation for each material Aspect	54	Aspect Boundaries	

HKEx ESG Guide Reference	GRI Aspect and Indicator General Standard Disclosures		Page	Section Reference	Remarks
	G4-21	Aspect boundary outside the organisation for each material Aspect	54	Aspect Boundaries	
	G4-22	Effect of any restatements of information provided in previous reports	-	-	This is the first joint CSR Report for WAC, WPL and HPML.
Reporting guidance 10	G4-23	Significant changes from previous reporting periods in scope/ Aspect boundaries	-	-	This is the first joint CSR Report for WAC, WPL and HPML.
<b>Stakeholder Engagement</b>					
Reporting guidance 6	G4-24	Stakeholder groups engaged	8-13	Our CSR Approach	
Reporting guidance 6	G4-25	Basis of identification and selection of stakeholders	8-13	Our CSR Approach	
Reporting guidance 6	G4-26	Stakeholder engagement approach and frequency	8-13	Our CSR Approach	
Reporting guidance 6	G4-27	Key topics and concerns raised by stakeholders and the organisation's response	8-13	Our CSR Approach	
<b>Report Profile</b>					
	G4-28	Reporting period	4-5	About this Report	
	G4-29	Date of most recent previous report	-	-	This is the first joint CSR Report for WAC, WPL and HPML. WPL's 2014 CSR Report was published in August 2015 WAC's 2014 ESG Report was published in October 2015.
	G4-30	Reporting cycle	4-5	About this Report	
Reporting guidance 6	G4-31	Contact details of the companies	4-5	About this Report	
Introduction 7	G4-32	GRI 'in accordance' option chosen	4-5	About this Report	
Introduction 7	G4-33	External assurance	4-5	About this Report	HKQAA verification statement on Page 61
<b>Governance</b>					
	G4-34	Governance structure	6-7	Corporate Overview	Wheelock and Company 2015 Annual Report pages 25 to 36 ( <a href="http://www.wheelockcompany.com/investors/2015/WAC_AR_2015_E.pdf">http://www.wheelockcompany.com/investors/2015/WAC_AR_2015_E.pdf</a> )
<b>Ethics and Integrity</b>					
	G4-56	Describe the organisation's values, principles, standards and norms of behaviour such as codes of conduct and codes of ethics	40-43	Enhancing Value Along Our Value Chain	- All employees are given a copy of code of conduct to accept and sign during orientation. - Reminders are sent to vendors and business partners regularly about refraining from gifts and offering.

HKEx ESG Guide Reference	GRI G4 Specific Standard Disclosures		Page	Section Reference	Remarks
<b>Environmental</b>					
<b>Materials</b>					
GD A2	DMA (Disclosure of Management Approach)		14-25	Building a Better Environment	
GD A3					
KPI A2.5	G4-EN1	Materials used by weight or volume	49-52	Data Tables	
<b>Energy consumption</b>					
GD A2	DMA		14-25	Building a Better Environment	
GD A3					
KPI A2.3					
KPI A3.1					
KPI A2.1	G4-EN3	Energy consumption within organisation	49-52	Data Tables	
KPI A2.1	G4-EN5	Energy intensity	49-52	Data Tables	
<b>Emissions</b>					
GD A1	DMA		14-25	Building a Better Environment	
GD A3					
KPI A1.5					
KPI A3.1					
KPI A1.1	G4-EN15	Direct GHG emissions (scope 1)	49-52	Data Tables	
KPI A1.1	G4-EN16	Energy indirect GHG emissions (scope 2)	49-52	Data Tables	
KPI A1.1	G4-EN17	Other indirect GHG emissions (scope 3)	49-52	Data Tables	
KPI A1.2	G4-EN18	GHG emissions intensity	49-52	Data Tables	
<b>Waste</b>					
GD A1	DMA		14-25	Building a Better Environment	
GD A3					
KPI A1.6					
KPI A3.1					
KPI A1.3	G4-EN23	Total weight of waste by type and disposal method	49-52	Data Tables	
KPI A1.4					
KPI A1.6					
<b>Compliance</b>					
GD A1	DMA		-	-	WPL goes beyond compliance by requesting that contractors follow BEAM Plus guidelines for all construction projects.
GD A1	G4-EN29	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations	-	-	No incident of environmental non-compliance in the reporting year.

HKEx ESG Guide Reference	GRI G4 Specific Standard Disclosures		Page	Section Reference	Remarks
<b>Supplier Environmental Practices</b>					
GD B5	DMA		40-43	Enhancing Value Along Our Value Chain	
KPI B5.2					
KPI B5.2	G4-EN32	Percentage of new suppliers that were screened using environmental criteria	-	-	100% of WPL's suppliers were screened during our tendering process which involves criteria set on environmental/ BEAM Plus guidelines.
<b>Sustainable Building Development and Certification</b>					
KPI B5.2	DMA		14-25	Building a Better Environment	
	CRE8	Type and number of sustainability certification, rating and labelling schemes for new construction, management, occupation and redevelopment	14-25	Building a Better Environment	
<b>Social - Labour Practices and Decent Work</b>					
<b>Recruitment and Staff Turnover</b>					
GD B1	DMA		26-29	Our Workforce	
KPI B1.2	G4-LA1	Total number and rate of new employee hires and employee turnover by age group, gender and region	49-52	Data Tables	
<b>Occupational Health and Safety</b>					
GD B2	DMA		26-29	Our Workforce	
KPI B2.3					
KPI B2.1	G4-LA6	Types of injury and rates of injury, occupational diseases, lost days and absenteeism, and number of work related fatalities by region and gender	49-52	Data Tables	
KPI B2.2					
<b>Employee Training and Career Development</b>					
GD B3	DMA		26-29	Our Workforce	
KPI B3.2	G4-LA9	Average hours of training per year per employee, by gender and by employee category	49-52	Data Tables	
	G4-LA11	Percentage of employees receiving regular performance and career development reviews, by gender and by employee category	49-52	Data Tables	

HKEx ESG Guide Reference	GRI G4 Specific Standard Disclosures		Page	Section Reference	Remarks
<b>Equal opportunities</b>					
GD B1	DMA		26-29	Our Workforce	
KPI B1.1	G4-LA12	Composition of governance bodies and breakdown of employees by indicators of diversity	49-52	Data Tables	
<b>Supplier Labour Practices</b>					
GD B5	DMA		40-43	Enhancing Value Along Our Value Chain	
	G4-LA14	Percentage of new suppliers that were screened using labour practices criteria	-	-	100% of WPL's suppliers were screened during our tendering process which involves criteria for labour practices, health and safety and human rights.
<b>Labour Practices Grievance Mechanisms</b>					
GD B4	DMA		8-13, 26-29	Our CSR Approach, Our Workforce	Wheelock has whistleblowing policy.
GD B4	G4-LA16	Number of grievances about labour practices filed, addressed and resolved through formal grievance mechanisms	26-29	Our Workforce	No grievances reported in the reporting year.
<b>Human Rights</b>					
<b>Non-discrimination</b>					
GD B1	DMA		26-29	Our Workforce	
	G4-HR3	Total number of incidents of discrimination and corrective actions taken	49-52	Data Tables	No incidents were reported in the reporting year.
<b>Society</b>					
<b>Community Engagement &amp; Investing in Local Communities</b>					
	DMA		30-39	Supporting Our Communities	
GD B8	G4-S01	Percentage of operations with implemented local community engagement, impact assessments, and development programmes	-	-	
<b>Anti-corruption</b>					
GD B7	DMA		40-43	Enhancing Value Along Our Value Chain	
GD B7 KPI B7.1	G4-S05	Confirmed incidents of corruption and actions taken	-	-	No incident of corruption in the reporting year.

HKEx ESG Guide Reference	GRI G4 Specific Standard Disclosures		Page	Section Reference	Remarks
<b>Product Responsibility</b>					
<b>Customer Satisfaction</b>					
	DMA		40-43	Enhancing Value Along Our Value Chain	
KPI B6.2	G4-PR5	Results of surveys measuring customer satisfaction	40-43	Enhancing Value Along Our Value Chain	
<b>Customer data privacy</b>					
GD B6	DMA		40-43	Enhancing Value Along Our Value Chain	
KPI B6.5					
KPI B6.2	G4-PR8	Number of substantiated complaints regarding breaches of customer privacy and losses of customer data	-	-	No complaints regarding customer privacy and losses of customer data in the reporting year.
<b>Compliance of products &amp; services</b>					
GD B6	DMA		40-43	Enhancing Value Along Our Value Chain	
GD B6	G4-PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services	-	-	No non-compliance of laws and regulations concerning the provision and use of products in the reporting year.

# VERIFICATION STATEMENT



## Scope and Objective

Hong Kong Quality Assurance Agency ("HKQAA") has been commissioned by Wheelock and Company Limited ("WAC") to undertake an independent verification of the company's Corporate Social Responsibility ("CSR") Report 2015 ("the Report") for the period from 1st January 2015 to 31st December 2015. The Report articulates the commitments and efforts deployed by WAC and its two wholly-owned subsidiaries, Wheelock Properties (Hong Kong) Limited and Harriman Property Management Limited (herein jointly refer to "Wheelock") towards sustainability over the reporting period with respect to the company's property development and property management business in Hong Kong.

The aim of this verification is to provide a reasonable assurance of the information presented in the Report in accordance with the principles for defining report contents and report quality as described by the Global Reporting Initiative (GRI). The Report is prepared in accordance with the Core Option of the GRI G4 Sustainability Reporting Guidelines, Construction and Real Estate Sector Disclosures and the Environmental, Social and Governance Reporting Guide (ESG Reporting Guide) issued by The Stock Exchange of Hong Kong Limited ("SEHK").

## Methodology

The verification methodology was reference to practices such as:

- International Standard on Assurance Engagement 3000 (Revised) – "Assurance Engagement Other Than Audits or Reviews of Historical Financial Information" issued by the International Auditing and Assurance Standards Board;
- GRI G4 Sustainability Reporting Guidelines and Construction and Real Estate Sector Disclosures; and
- SEHK's ESG Reporting Guide.

The verification process included reviewing of relevant documentation, interviewing responsible personnel with accountability for preparing the Report and verifying the selected representative sample of data and information presented in the Report. Raw data and supporting evidence of the selected samples were thoroughly examined.

## Independence

HKQAA was not involved in collecting and calculating data, or in the development of the Report. HKQAA's activities are independent from Wheelock.

## Conclusion

The verification results confirmed that the Report has been prepared in accordance with the Core Option of the GRI G4 Sustainability Reporting Guidelines and Construction and Real Estate Sector Disclosures as well as the SEHK's ESG Reporting Guide.

This is Wheelock's first joint CSR report to incorporate the business of both property development and property management in Hong Kong, the Report discloses the commitments and stewardships drive by Wheelock in social responsibility with perpetuating emphasis on youth development and reinforcing resilience of the society.

Wheelock is keen on letting its stakeholders to comprehend its sustainability strategies, practices and performance with the essence of transparency, in which 20 material aspects were identified through a wide range of stakeholder engagement process and evaluation mechanism that orchestrated the contents of the Report. Overall, the Report is a quintessential disclosure of Wheelock CSR performance in a material, truthful, consistent and complete manner. It provides a pragmatic, balanced and fair presentation of Wheelock's CSR activities without depriving stakeholders' right to envisage the significant issues of the company.

## Hong Kong Quality Assurance Agency

**Connie Sham**  
Head of Audit  
July 2016

## **Wheelock and Company Limited**

---

23<sup>rd</sup> Floor, Wheelock House  
20 Pedder Street, Hong Kong

[www.wheelockcompany.com](http://www.wheelockcompany.com)

Tel: (852) 2118 2118

Fax: (852) 2118 2018

Email: [pr@wheelockcompany.com](mailto:pr@wheelockcompany.com)

[csr@wheelockpropertieshk.com](mailto:csr@wheelockpropertieshk.com)