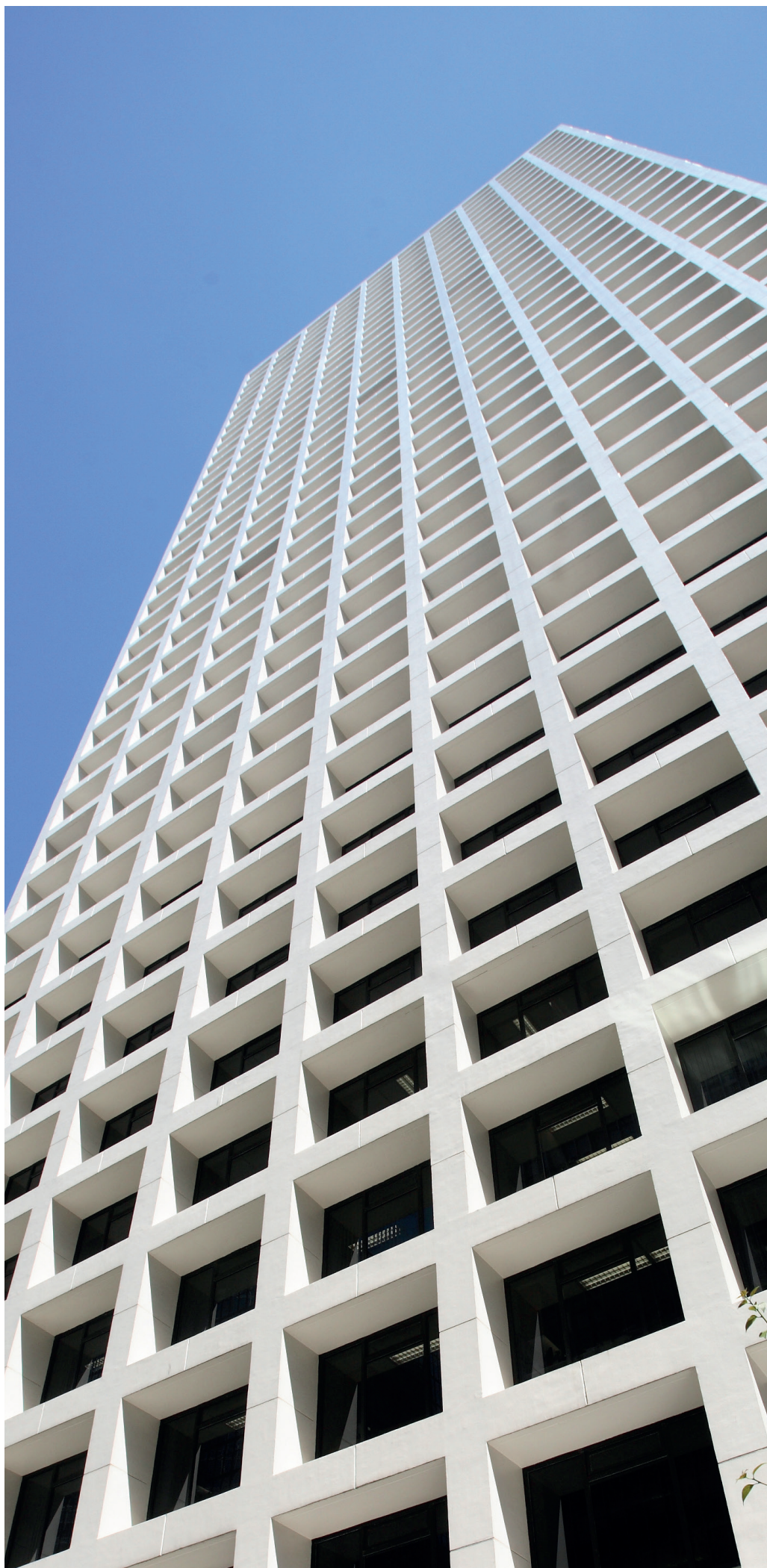

Small Actions, Big Impacts

Sustainability 2015



*“Small actions, big impacts.” It’s at the core of what Hongkong Land stands for. Whether it’s **environmental** policies, caring about our **people**, building robust **health and safety** practices, or supporting our **community**, we act consistently and resolutely to make our actions felt in the larger scheme of things.*

ENVIRONMENT



Sustainable business operations ensure quality urban spaces for living and working.

- Carbon Disclosure Project award
- Hong Kong Green Organisation certification
- ISO 14001 accreditation
- Washroom renovation programme
- Exchange Square LED lighting programme



Industry recognition demonstrates our green commitment

93m kWh

Conserved 93 million kWh of energy from 2008 to 2014 through energy systems upgrades and operational optimisation

Read more on page 07

PEOPLE



Caring about people, whether that’s our staff, our tenants, or in the community, is at the heart of what we do.

- 24-hour counselling hotline for staff
- Dedicated Security Manager
- Employee Caring Programme
- All new hires of Property Management Department frontline staff successfully passed through the Staff School



We ensure the best care and training for our staff

1:8

Trainer to operation staff ratio ensures quality programmes

Read more on page 15

HEALTH & SAFETY



Health and safety procedures and guidelines are a core commitment for our business, and a pledge to our people.

- Indoor Air Quality certification
- Water Quality certification
- Fire, Health, Safety & Security audit
- First Aid training
- Fire Marshal training



Achieving the Indoor Air Quality certification highlights our care for staff and tenants

20+

Fire Marshal training sessions held in 2015

Read more on page 19

Our commitment

-30%

Our carbon reduction commitment in all buildings in Central by 2020

800,000 sq. m.

Prime office and luxury retail property in Hong Kong and Singapore will benefit from our transformative sustainable initiatives

THE COMMUNITY



Benefitting the larger community is a passion that continues to drive us.

- CENTRAL Rat Race 10th anniversary
- Walk Up Jardine House
- Supporting green organisations



The CENTRAL Rat Race is in its 10th year of helping the community

500+

Participants in the 2015 CENTRAL Rat Race

Read more on page 25

*“Small actions, big impacts”.
It’s a simple concept, but complex in its application. When we look at the big picture of building a sustainable operation while also helping the community, we see a multi-faceted challenge. This challenge isn’t easy for us to tackle; it requires us to draw on the actions of all our staff, which go a long way, no matter how small.*

Our staff provide the strength we need to succeed and drive us to remain focused in our efforts to improve our environment and community.

Caring for our environment, community and staff

In our building management, we continue to reduce our carbon footprint, energy and water usage, use green building materials, and create a cleaner and greener environment for staff and our tenants. For our community, we aid charitable organisations, adhere to environmental management standards, involve our staff and tenants in community activities, and support the government in its green initiatives. To our staff, we pledge to create a healthy working environment, and to look after their overall well-being, including supporting meaningful community engagement.

Regional application of our efforts

Our environmental management continues to be enhanced elsewhere in our regional portfolio, for example, a number of environmental management initiatives have been launched at One Raffles Link in Singapore. Initiatives include the adoption of the latest green building designs and products in our upgrades, a range of savings in energy and water, as well as waste reduction and recycling. Our energy consumption

and waste reduction measures have seen great success and are creating a lasting impact for the environment and people in Singapore. We remain committed to creating a cleaner building environment for all, and were delighted to be awarded the Green Mark Gold Plus rating and Water Efficient Building (Gold) certification in recognition of our achievements.

Sustainability: an integral part of our business

The sustainable and healthy business operations we see are the result of our holistic strategy and the unified actions of every staff member at Hongkong Land. Taking their passion and expertise, each individual makes small changes on a daily basis, resulting in big impacts for everyone.

“Small actions, big impacts”; it’s the mantra for our sustainable growth. As we celebrate our 126th anniversary, this will guide us as we move towards an even brighter future for every aspect of life that our business touches.

Y.K. Pang
Chief Executive

Governance is the cornerstone of our business.

People, community, health and safety, and the environment are at the centre of our business. The foundation that underpins all this is governance. Management systems, acting in an ethical manner, and putting in place regulatory controls are fundamental to achieving a sound operation.



Sustainability Policy

Hongkong Land is committed to high levels of sustainability within the properties we develop and manage in order to minimise our impact on the environment as far as is practical. In doing so, we create long-term value for our business and the communities in which we operate.

- We believe that sustainability is a necessary and attainable goal to strive for through improved products and processes, diligence and innovation.
- We regard full compliance with statutory requirements as a minimum standard and we seek to apply best practices wherever possible.
- We are committed to improving our environmental standards, including those affecting health and safety by modifying, upgrading, or replacing our buildings’ facilities and systems.
- We set long-term targets for improvement and measure our performance against these goals.

1. Senior management

Tasked by the Chief Executive, a team of senior executives who are responsible for all overall operational structure, as well as processes, procedures and matters of governance for property management within the organisation. Senior management takes an active role with:

- stakeholder engagement, including business partners, shareholders and investors, and their overall satisfaction with our business operations
- the satisfaction and continued patronage of customers and tenants
- the overall well-being and happiness of staff

2. Head of Technical Services and Sustainability

The primary function of this role involves working with different departments of our Company to deliver specific targets. This is a diverse role and is critical in ensuring that improvements are made across a range of areas, taking responsibility for:

- the operation of our environmental, health and safety management system in delivering benchmarks and achievements

3. Managerial staff and committees

These include the Sustainability Manager, Senior Fire, Health & Safety Manager and ISO Committees who represent each building, taking responsibility for:

- sustainability management
- fire, health & safety management

4. Members of the Property Management staff

From fire safety, to environmental management, energy saving, water usage and much more, our staff take responsibility for:

- the needs of our customers and tenants
- operations and working with vendors and contractors
- representing the human face of Hongkong Land operations

Operating a successful business requires that we regularly seek views from a range of stakeholders. How we communicate and engage in these partnerships determines how successful we will be.

Our stakeholders

Hongkong Land works with many parties to take a holistic approach to business. In partnership with our stakeholders, including our employees, tenants, business partners, suppliers, communities we impact, as well as governance groups, we strive to ensure that we are always improving our performance, so that collectively, our small actions can contribute to big impacts.

- Business partners, shareholders and investors
- Tenants and customers
- Employees
- Suppliers/contractors
- Communities

How we engage

Engagement is all about having an open dialogue with our stakeholders. This is how we can demonstrate our care through our actions in sustainability, people and environmental management, and social responsibility. In addition to the daily interaction with our stakeholders, we use a range of strategies to encourage a deeper engagement with them.

- Communication materials
- Engagement Survey
- Participation in community activities
- Employee care programmes
- Oversight through governance

Key issues and impacts

We are aware of the position of our business within the environment and the communities that surround us. That is why we have in place a series of measures to reduce the impact of our footprint in energy and water consumption while encouraging the use of green building materials, therefore creating a better environment for our tenants, customers and staff.

- Environmental management
- Occupational health and safety
- Monitoring indoor air quality
- Placing checks on water quality
- Working with NGOs and government bodies



Small actions, Big impacts

“Small actions, big impacts” is an ambitious concept, but how can we turn this into an everyday reality for our Company? It is through the everyday actions of our staff, and through small acts of care, that lasting impacts can be made. These impacts make all the difference in helping to build sustainable operations in places where we operate.

ENVIRONMENT	07
PEOPLE	15
HEALTH & SAFETY	19
THE COMMUNITY	25



Taking action for our environment

ENVIRONMENT



Our approach

Reducing our carbon emissions, using green building materials, monitoring our work environments are all essential for reducing our impact on natural resources and maintaining a sustainable business.

At a glance

Hongkong Land has a programme of upgrades, refits and modernisation across its portfolio which runs under simple sustainability principles. We are committed to continuously upgrading the service we offer to tenants, but importantly, we are also dedicated to reducing our carbon footprint, and creating a greener and more sustainable environment by cutting down our energy and water consumption, recycling and eliminating waste.

107,800 

Tonnes of carbon reduced from our footprint from 2009 to 2014

-30% 

Our new commitment to reducing the carbon footprint of our properties in Central by 30% in 2020 as compared to 2008 levels

Achievements

- Carbon Disclosure Project award – Recognition of our carbon performance against international peers
- Hong Kong Green Organisation certification – A major benchmark for sustainability management and environmental protection
- ISO 14001 accreditation – Hongkong Land achieves global environmental standard
- Washroom renovation programme – Reducing unnecessary impact on the environment
- Exchange Square LED lighting programme – A major energy saving initiative

2015

The year Hongkong Land's Central portfolio received an award for Hong Kong and Southeast Asia region "Best First Time Discloser 2015" by Carbon Disclosure Project



Introducing green building operations

We put time and effort into our green building operations, both in the materials we use, and in reducing energy costs and carbon emissions.

Meeting the needs of today without jeopardising the prospects for future generations is a cornerstone of our business development and strategy.



Purchasing goes green

Hongkong Land is running a green purchasing programme that prioritises environmentally beneficial products in procurement. This has led to the re-use of high-value natural materials such as marble, granite and hardwoods in refurbishment, purchasing of FSC (Forest Stewardship Council) certified paper as Hongkong Land's default corporate stationery and toilet paper, as well as strict environmental criteria for all cleaning liquids used both by our own staff and by all Hongkong Land cleaning contractors.

Hongkong Land also runs an e-procurement platform to handle daily purchases, inventory, and tenants' service requests for day-to-day business operations. This has reduced the use of paper for printed records while also increasing efficiency through shortened approval lead times.



Hongkong Land is a green award winner

Our effort on green and sustainability management received international recognition from Carbon Disclosure Project and the Hong Kong Green Organisation certification programme, which set benchmarks for sustainability management and environmental protection.

Hongkong Land's Central portfolio participated for the first time this year in the Carbon Disclosure Project, and was recognised for its exemplary carbon performance and disclosure, winning a "Best First Time Discloser 2015" award from the Hong Kong and Southeast Asia region.

Eleven of our buildings were granted the title of Hong Kong Green Organisation,

a landmark achievement that demonstrates our efforts in sustainability management and best practices. This includes carbon reduction, indoor air quality management, and waste management.

In 2014 our environmental management system to our Central portfolio became certified to international standards, making it fully compatible to ISO 14001.

Furthermore, our work was recognised by the Hong Kong Building Environmental Assessment Method (BEAM), and the government's Water Quality certification, and a Carbon "Less" certificate in the Hong Kong Awards for Environmental Excellence.



Award of "Best First Time Discloser 2015" for Hong Kong and Southeast Asia region



Carbon "Less" certificate



Indoor Air Quality Management certification



ISO 14001 certification for Environmental Management System



Hong Kong Building Environmental Assessment Method

Further progress on carbon emission and energy reduction

Hongkong Land has been working hard to reduce its impact on the environment. In 2009, we set an ambitious target of reducing the carbon footprint by 20% for our properties in Central by 2020 as compared to 2008 levels. We achieved this target in 2013, seven years ahead of schedule. As such, we now set a more challenging target of reducing the carbon footprint by 30% for our Central portfolio by 2020, as compared to 2008 levels. By 2014, about 107,800 tonnes of carbon emissions had been reduced from our footprint over the previous six years, the equivalent to planting 4.6 million trees to absorb the carbon emissions in one year's time.

We also reduced 93 million kWh of energy from 2008 to 2014 through a range of optimisations to our operations and implementation of major upgrades, retrofits and modernisation within our Central portfolio, which is equivalent to an average yearly saving of US\$2.6 million in operational costs.

We have also adopted LED lighting technology across our buildings in Central, which not only saves on energy costs, but also reduces our carbon emissions.

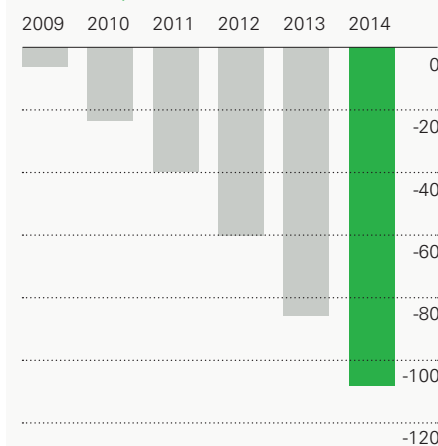
Aside from the obvious benefits to the environment, LED lighting reduces energy expense, has lower maintenance costs due to its longevity, emits less heat therefore requiring less energy to cool and reduces environmental impact as no mercury is used in its manufacture.

LED lighting has now become widely adopted, and its cost has decreased. This means that we have been able to universally apply it to common areas, along with back-of-house locations such as staircases, plant rooms, and car parks.

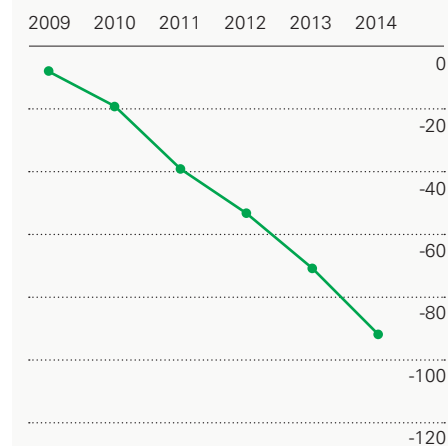
LED lighting is just one example of our drive to achieve carbon reduction. Other measures include chiller refurbishment, motion sensor lighting, green roofing, among other initiatives.

We also reduced 93 million kWh of energy from 2008 to 2014 through a range of optimisations to our operations

Cumulative Carbon Reduction (in kTons CO₂e) (as compared to baseline year of 2008)



Cumulative Energy Reduction (in million kWh) (as compared to baseline year of 2008)



LED success in Exchange Square

In Exchange Square, staircases previously fitted with compact fluorescent tubes received new LED lights linked to motion sensors and dimmers.

Lights now dim to 30% of the norm if the area has been not been used for more than one minute. The result was a significant drop in energy consumption by 76%.

The success of this programme led Hongkong Land to extend these new lighting systems to other buildings in Central. This has also maintained the safety of our buildings since staircases that are emergency fire exits still have an illumination level that is higher than the minimum code requirement.



Carbon control

Hongkong Land remains committed to reducing emissions of greenhouse gases (GHG). Our ongoing carbon audits follow a comprehensive and detailed methodology, and are supporting the Hong Kong SAR government in its drive to reduce emissions from buildings. Aiding this effort, Hongkong Land is a signatory to the government's Carbon Reduction Charter.



Waste is a key priority

Hongkong Land takes the issue of waste very seriously, and has placed it as one of the key strategies for sustainability management. A major step in this commitment has been the award of Wastewi\$e certificates in the Central portfolio. The certificate is issued by the Environmental Campaign Committee (ECC) to acknowledge achievements in waste management and reduction. The award of the certification in our Central portfolio came after we achieved 39 waste reduction goals in 2014.

Examples of our achievements include using email instead of paper circulars, adopting an electronic procurement system and e-directories, recycling of paper, aluminium cans, plastics bottles, rechargeable batteries, fluorescent tubes, and ink-jet cartridges, setting up recycle boxes for tenants, reuse of laundry hangers, and purchasing of environmentally friendly products, including stationery, paper towels and toilet paper certified by Forest Stewardship Council (FSC).

39

Waste reduction goals achieved by our Central portfolio – to win the Wastewi\$e certificates

Blue-sky thinking, green building doing

Andy Yeung, Head of Technical Services and Sustainability



Taking care of some 450,000 sq. m. of prime office and luxury retail property in Hong Kong, for a company with 126 years of history, is no easy task. But Andy Yeung, Head of Technical Services and Sustainability has taken the challenge with positivity, and the organisation has benefitted as a result.

In 2009, Hongkong Land set ambitious targets to decrease carbon emissions for the Company's Central portfolio by 20% by 2020 from 2008 levels. So how did we achieve these targets seven years early?

"Our Property Management Department explored and implemented innovative ideas covering every aspect of our buildings. Small changes were introduced. For example, roofs were planted, lights switched to LEDs, lifts upgraded, more efficient chillers installed, and the flushing of toilets was even adjusted. These cumulative small actions have delivered big results," says Andy.

Andy points to the history of sustainability at Hongkong Land going back to the 1960s as a precursor for success. Sustainability has become an integral part of our business and has allowed us to reduce our carbon emissions, create big cost savings, and shape an environmentally

responsible mindset among employees, tenants and other stakeholders, cementing Hongkong Land's position as a pioneer in sustainability.

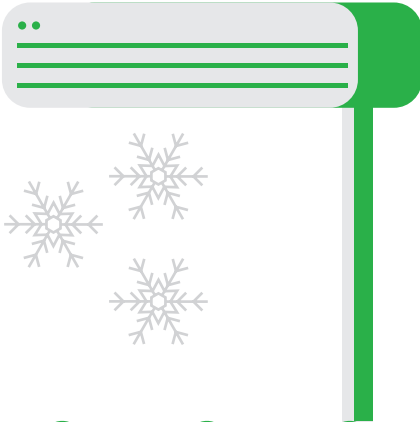
There have still been challenges along the way."Initially, sustainability was a new concept, so we spent a lot of time engaging our stakeholders and convincing them that sustainability is less of a challenge but more of an opportunity. We have since developed a more robust in-house capability and have forged a number of strong solutions with our partners and industry experts. We are definitely excited about the potential to explore and implement innovative ideas," says Andy.

"Our team is particularly driven by the results we have achieved throughout the years. By the end of 2014, Hongkong Land made 21% reduction in carbon emissions," says Andy.

Chill out

Since 1964, Hongkong Land has pioneered the use of seawater in chillers. The use of seawater-cooled air-conditioning reduces energy consumption by 20% to 30%, and cuts down on noise and air pollution. Seawater pipes with new lining also have double the service life. All the seawater used in Hongkong Land's cooling systems is returned or used as flushing water for the building's sanitary systems.

In 2011, Hongkong Land replaced the original air-cooled chilling plant in Chater House with high-efficiency water-cooled chillers. The new water-cooled chillers saw energy consumption for the chiller plant decrease by 45%. In terms of energy reduction, that equates to an annual saving of 3.35 million kWh, or a reduction of 2,650 tonnes of carbon emissions, equivalent to a yearly saving of US\$600,000 in operational costs.



20% to 30%

The use of seawater-cooled air-conditioning reduces energy consumption by 20% to 30%

Washroom renovation programme rolls out

We're achieving savings in our energy and water usage

A washroom renovation programme in our Central portfolio is not just a cosmetic improvement, but also achieves substantial savings in both energy and water use. In Exchange Square, washroom renovations saw the replacement of quality marble walls and floor finishes restricted to a need-only basis.

In Jardine House, washroom renovations were carried out with reduced demolition work, which saved on transportation costs. But the real innovation came with improved efficiency. Jardine House's new lavatory flush uses six litres of water as opposed to the 13 litres it used previously. This is equivalent to more than 50% of savings. The result is not only improved pumping in the building, but also substantial energy savings.

In energy use, installing LED lighting with motion sensors has saved 200,000 kWh annually, equal to a 158 tonnes reduction in carbon emissions. We have also achieved up to a 30% reduction in toilet paper usage by using double-deck toilet roll dispensers, where each roll is fully utilised before they are replaced.

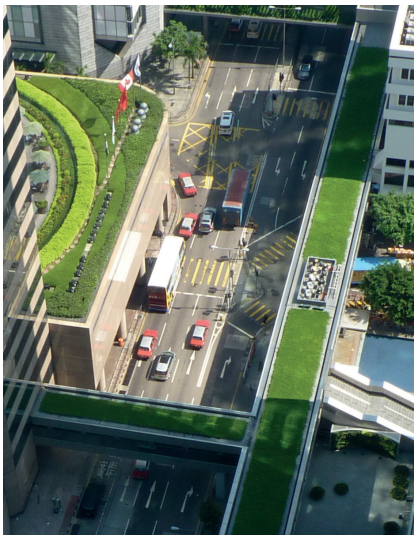
30% Reduction within Hongkong Land's entire Central portfolio

6 litres New lavatory flush now uses six litres of water as opposed to the previous 13 litres

158 tonnes Reduction in carbon emissions at Jardine House toilets due to our new LED motion sensors

Hongkong Land washroom renovation is now more than 65% complete. Enhancements in amenities include double-deck toilet dispenser, LED lighting with motion sensor to save energy, water-efficient flushing and faucet with sensors, self-flushing urinals, hand dryers and FSC certified paper towels.

• Exchange Square:	Completed
• Jardine House:	Completed
• Prince's Building:	2015
• Alexandra House:	2016
• Gloucester Tower:	2017
• Edinburgh Tower:	2017



Up on the roof

In 2011, Hongkong Land implemented successful pilot green roof projects in Exchange Square and the podium of Landmark Atrium, and the programme was further expanded to other open areas or roofs in the Company's portfolio. An exciting development is the installation of green roofs to pedestrian bridges interlinking Hongkong Land buildings in the Central Business District, in addition to Prince's Building and Jardine House.

A unique challenge of this initiative is that the bridges in particular have low weight bearing capacity. This has been overcome by the careful selection of plant species, specification of soil composition, use of water absorbent materials and the installation of an irrigation system. As a result, only seven plant species have been selected based on their ability to cope with environmental factors such as differing sun and wind exposure at each location.

The results have been encouraging. Tenants are delighted with the enhanced green environment and the plants are a constant reminder of the benefits of green solutions to urban challenges.



Highlights from Singapore

One Raffles Link enhances sustainability features

Environmental management is taking centre stage at One Raffles Link in Singapore. The commercial development is home to a number of financial institutions, and Hongkong Land is offering tenants the latest in green building designs, a range of savings in energy and water, along with waste recycling and the adoption of green products.

To save energy, we have optimised the chiller plant by adopting variable speed technology for pumps and cooling towers, we have also installed lighting control in washrooms as well as a heat recovery system. To achieve a cleaner building environment, we are running carbon monoxide sensors in the carpark to balance energy reduction and indoor air quality. To reduce water usage, we have implemented saving measures for sinks and urinals, and are using NEWater (water purified from wastewater) for heat rejection in air conditioning and sprinkler systems.



To cut down on physical waste, we also embarked on initiatives to recycle paper, aluminium cans, and plastics, while recycle bins have been placed in the office building. We have also adopted environmentally friendly products including paper towels, adhesives and low volatile organic compound (VOC) paints.



Garden City: Living up to green expectations

In line with the Hong Kong portfolio, One Raffles Link in Singapore closely follows international and local green building management standards. Known internationally as the Garden City, as well as representative of the government's focus on conservation, One Raffles Link is among the nation's top non-residential buildings to receive the Green Mark certificate with a Gold Plus rating from Singapore Green Building Council and the Water Efficient Building (Gold) certification.

This acknowledges the building's remarkable savings such as an estimated water savings of 600 m³ annually, as well as plans to replace lighting in the building to save 233,000 kWh of energy. The building is also recognised for its chiller plant efficiency, lifts and escalators with variable speed and sleep mode functions, smart deployment of energy efficient heat recovery systems, motion and photocell sensors as well as storm water collection for the irrigation system and water landscape.

600m³/yr

Estimated water savings



Tips for tenants

Green fitting out

Fitting out or renovating an office, shop or restaurant consumes significant natural resources and potentially generates a large amount of waste. How can we help reduce this waste at different stages?



Planning

- Choose a building with green building certification or with integrated best practices in environmental sustainability
- Minimise waste from renovation and relocation
- Reuse furniture, partitions and other materials or donate them to charity to reduce waste



Design

- Use energy-efficient and water-saving systems and devices
- Avoid using environmentally unfriendly materials and choose sustainable materials with recycled content and that have been manufactured regionally
- Select low-polluting adhesives, paints, finishes and furnishings
- Source modular furniture for easy office remodelling
- Install ample recycling facilities
- Design spaces for thermal and visual comfort



Fitting out

- Implement management practices on health and safety, indoor air quality and noise control
- Manage construction waste to include sorting, recycling and proper disposal
- Conduct testing and commissioning for energy systems before move-in





*People are the
foundation of
success*



Our approach

Demonstrating we care for our people is a cornerstone of our business. That's why we go further to ensure our staff are well looked after, and have opportunities for personal and professional growth.

At a glance

Hongkong Land ensures that our people are taken care of. We run a Staff School to improve career prospects, and operate a hugely popular Employee Caring Programme, where we've made counselling services available round the clock to ensure our people receive attention and care whenever they need it.

Achievements

- Developments to our Staff School – Enhancing our training programme ensures better career prospects for staff
- Employee Caring Programme with 24-hour counselling hotline
- Strict adherence to workplace safety standards for the safety of our staff

24hrs

Counselling hotline for employees and their families



31

Qualified tutors in our Staff School



100%

New hires of Property Management Department frontline staff pass through the Staff School





Staff School: a mark of excellence

We aim to maintain Hongkong Land's competitive edge in property management through training programmes with in-house professionals, offering the latest training approaches, techniques and concepts.

This is why Hongkong Land's Property Management Department founded the Hongkong Land Staff School in 1998, an academy of excellence established to reinforce the Company's reputation for quality leadership in property management.

All new hires of frontline staff are required to go through a mandatory three weeks of theory training and one month on the job training or coaching. The length of the programme reflects our commitment to new joiners, and ensures that they have the necessary knowledge and skillsets when they start their daily operations with their respective teams.

Staff School has provided

2,945

man-days of training in the past five years for new hires



All new hires go through

3 weeks

theory training and one month on the job training or coaching

Structured for success

Over time, high performing staff members are selected for training that will prepare them to take on leadership roles. This includes training to become Staff School tutors. Potential candidates are selected via a main committee and sub-committees that are in charge of overseeing the day-to-day management of the Staff School coordinators, managers and training officers, who report directly to the Property Management Executive Director.

Staff School tutors can only begin teaching once they have completed a 40-hour "train-the-trainer" study programme. The main course is separated into three levels. Level One is targeted at employees with less than two years of experience. Level Two develops supervisory skills, while Level Three focuses on supervisory staff who have the best potential for career development.

We are proud of what we have done and how it has impacted our business. Since 1998, 100% of all Hongkong Land Property Management Department new hires of frontline staff have passed through Staff School. There are now 31 qualified tutors training over 250 of the Company's building operations staff.

Level Three

Supervisory staff with career development potential

Level Two

Developing supervisory skills

Level One

Employees with less than two years experience

Building our internal community



To enhance communication within our working community, Hongkong Land's Property Management Department hosts an annual Communications Day.

Through a range of activities the event offers a platform for open communication between senior management, administrative staff and frontline employees.

Built around this year's theme "Together We Make It Better", Property Management Department staff examined how to enhance its services, handle emergency cases more efficiently, and facilitate team communications while boosting collaboration. Split into several teams, employees shared case studies related to the theme. During the day, senior management also shared updates for the department, including news on a customer service incentive scheme, along with feedback from an employee engagement survey.



Caring for our staff

We know that workplace stress is a leading cause of psychological problems for employees working in any type of industry, and may also be a massive risk for employers. Therefore an Employee Caring Programme was established. The programme offers support from specialists for whatever problem a staff member is facing, from emotional difficulties, workplace issues to personal problems. We have also extended this to spouses and children of all Hongkong Land employees.



Always available

Round-the-clock Counselling and Consultation Hotline with experienced counsellors available on all days including Saturdays, Sundays and Public holidays



Face-to-face support

Face-to-face support at a time and location convenient to the callers



*Dedicated to
health and safety*



Our approach

We are wholly committed to ensuring our work environments are safe and the jobs our staff are engaged in adhere to the strictest standards in health and safety.

At a glance

Hongkong Land is devoted to all aspects of health and safety including making sure we have in place the right training and audits, improving our communication, enhancing safety on work sites, and optimising our security operations. High standards in our operations provide everyone with a better and safer environment.

Achievements

- Indoor Air Quality certificate – Providing a comfortable and clean environment for staff and tenants
- Water Quality certification – Monitoring and providing clean water is an absolute must for us
- Fire, Health, Safety & Security Audit – Ensuring the full compliance of our building operations with regards to statutory requirements
- First Aid training – Enhancing personal safety for our staff
- Fire Marshal training – Making sure our staff and tenants know what to do in an emergency

20+

Fire Marshal training sessions held in 2015



580

Tenants' employees attended our Fire Marshal training in 2015



130+

Staff attended First Aid Training and certified as First Aiders





Safeguarding staff well-being

People are the foundation of our business. That's why we have set in place a series of stringent workplace standards to ensure the health and safety of our staff.

From emergency preparedness to personal safety, Hongkong Land takes its commitment to staff with the utmost dedication.

Meeting occupational health and safety standards

Over the years, we have carefully constructed a robust management system that allows us to look at various aspects of the workplace – whether it's the air we breathe or the water we use or general readiness in addressing first aid and fire hazards. Our work extends beyond committee action plans as we have implemented a management system for occupational health and safety based on international standards – OHSAS 18001. We continue to conduct internal audits and have regular review meetings to ensure the system is operating effectively and achieving our targets set for occupational health and safety.



Ensuring indoor air quality is maintained

All of our office buildings in Central have been awarded the Indoor Air Quality certificate from the Hong Kong SAR government, and we have been honoured as a Top 10 organisation with the highest participation rates in the certification scheme.

For the past 10 years, Hongkong Land has participated in this scheme. We carried out a number of measures to

ensure the indoor air quality of our buildings, these include using high-performance filters to reduce airborne particulates; inspecting and maintaining all air-conditioning and ventilation systems, regularly cleaning air filters and ducts, maintaining a fresh air supply in buildings; and having rigorous control on levels of indoor pollutant sources by using zero or low-emission materials.



Workplace safety

We are dedicated to providing a safe working environment for all our staff. In fire prevention, Hongkong Land has taken many precautionary steps, including conducting fire safety audits, requiring that tenants appoint fire marshals, and regularly checking and maintaining safety equipment such as sprinkler systems, hose reels, emergency lighting, alarms, pumps and smoke vents.

All of our staff receive occupational health and safety training. Our first aid training also includes the use of Automated External Defibrillators (AED). More than 90% of our Property Management Department frontline staff have been trained to use the life-saving defibrillator devices located strategically across the Company's portfolio.

We train our staff in personal safety around the workplace, focusing on the use of safety equipment, influenza pandemic management and prevention, and emergency preparedness for flooding, typhoons and fires. We also run regular emergency drills including scenarios for fires, flooding, typhoons, lift failure, bomb threats, power failures, pandemics, and other life threatening situations to ensure our staff understand the protocol should these unfortunate events ever occur.

90% 

More than 90% Property Management Department frontline staff trained to use life-saving Automated External Defibrillators (AED)



Partnership for a safe environment

While the latest technology can keep our tenants safe, an extra layer of protection comes from partnering with law enforcement. We also hire independent auditors to perform regular fire, health and safety and security audits. When it comes to managing our contractors, all companies hired by either ourselves or our tenants must follow our policies and procedures for safety and behaviour.





In safe hands

At Hongkong Land, security is a key element of stakeholder management. We work to make sure every part of our operation conforms to and upholds the Company's values.

Relationships are also key to security, and keeping our stakeholders safe is not just a physical job, but also about how people feel.



Security is our priority

Keeping buildings secure is essential to what we do. That's why Hongkong Land has a dedicated Security Manager monitoring public areas in our buildings. Hongkong Land partners with leading security services to provide highly trained professional security guards. These include guards who are renowned globally for their military experience.

Security hardware is regularly reassessed and updated, including a staff facial recognition system, integrated access control to building utilities, after-office hours lift access, and digital radio communication transceivers. We have also recently upgraded to the latest in CCTV technology.



Tips for tenants

Health and safety when fitting out

Here are some top tips when fitting out to make sure you are compliant with our regulations.

- ✓ Contractors must adhere to management regulations when carrying out noisy works
- ✓ All work materials and debris must be kept on work premises until disposal
- ✓ Prior to the commencement of works, a list of all working personnel must be registered with the Building Management Office
- ✓ Fire exit doors must not be wedged open and corridors must not be obstructed
- ✓ Electrical wiring must be installed by qualified electricians
- ✓ Appropriate personal protection equipment must be used
- ✓ Only the necessary amount of flammable liquids for one day's work can be kept on site
- ✓ All waste must be cleaned up daily
- ✓ The workplace must be checked for signs of smouldering at day end





Community is at the heart of operations

COMMUNITY



Our approach

Business success is not just measured in numbers. It is also dependent on a number of factors including staff satisfaction and our contribution to the wellbeing of the community around us. Hongkong Land is committed to helping the community grow and prosper with us.

At a glance

Central is an iconic business district in Hong Kong, and being at the heart of our city's vibrant business life, we need to make sure that we are fulfilling our duty as a good corporate citizen. We achieve this through a number of community engagement activities, and as an active supporter of local charities. For our staff, we also provide greater work life balance and help to alleviate any stress.

HK\$3.23m

Funds raised for MINDSET
in the 2015 CENTRAL Rat Race

500+

Participants in the 2015
CENTRAL Rat Race



Achievements

- The CENTRAL Rat Race 10th anniversary – Marking a decade of aiding MINDSET
- Supporting Walk Up Jardine House – Raising awareness for mental health
- Supporting green organisations – Building a brighter future for Hong Kong



CENTRAL Rat Race celebrates a milestone 10 years

Since its debut in 2006, the CENTRAL Rat Race has become one of the most anticipated charity events in Hong Kong. Ten years on, the race has become an iconic event that celebrates how to positively address challenges in the corporate world through a fun obstacle race around Central. The event also serves to raise awareness and funds for MINDSET, which supports mental health initiatives in Hong Kong and mainland China.

This year's participants raced in either of the four categories: team Rat Race, individual Big Rat Race, NGO Rat Race, and Junior Rat Race for children aged five to 10. Children under 12 were also allowed to wear fancy dress and compete for the "Best Dressed Junior Rat Award". There were also game booths and other exciting activities on race day.



HK\$24.95m

Accumulative total of funds raised for MINDSET

About MINDSET: Our Rat Race partner



MINDSET's goal is to raise awareness of mental health issues, and provide assistance to people in need of help. The organisation achieves these goals in several ways, including education and prevention in association with schools, developing reintegration services, job training programmes and patient support activities, and financial aid to mental health projects.

MINDSET is a registered charity in Hong Kong established by the Jardine Matheson Group in 2001.

Learn more about MINDSET at <http://www.mindset.org.hk>



2006 CENTRAL Rat Race debuted with a "rat track" of 2.5km, in a never seen before event for Central Business District.



2010 Hongkong Land staff dressed up to celebrate the 5th anniversary of the CENTRAL Rat Race with a street party.



2011 The first ever NGO Rat Race took place and a record-breaking HK\$2.62 million was raised for MINDSET.



2015 CENTRAL Rat Race celebrated its 10th anniversary of supporting mental health initiatives.



Ten years of colour and fun!

Races over the past 10 years have borne witness to a host of innovative and colourful costumes raising an accumulative total of HK\$24.95 million for MINDSET. Cheered on by supporters, teams of brightly costumed executives competed in a relay obstacle race through the streets in Central. This year's event drew over 500 participants and raised a record HK\$3.23 million, a wonderful achievement. Let's keep up the good work!

2009 The event reached new milestones of more than 500 participants and 55 teams taking part along with the launch of the Junior Rat Race.



2013 The first time guests of honour participated in the NGO Rat Race.





Jardine Ambassadors aid the community

Our young executives are active participants in Jardine Ambassadors, a two-year programme of training, team-building activities and broad-based experience for young executives who are selected from individual companies throughout the Jardine Matheson Group. Much like the CENTRAL Rat Race, Jardine Ambassadors spearhead community programmes through meaningful activities. For example, MINDSET, established by the Jardine Matheson Group and led by the Jardine Ambassadors supports mental health organisations and activities in Hong Kong and mainland China.



Step up for MINDSET

49

49 floors scaled by participants during Walk Up Jardine House

947

947 steps taken for charity during Walk Up Jardine House

steps

Among MINDSET's series of community initiatives, Walk Up Jardine House takes place at Hongkong Land's most iconic property. Not only do our Jardine Ambassadors play an organising role to the event, our Property Management Department staff and team put all hands on deck to ensure this annual event runs smoothly. Now into its 30th year, over 500 Jardines staff, business associates, families and students walked (or ran!) up to the Penthouse floor of Jardine House – located 600 feet above ground! Participants wore fancy outfits in the fun race that comprises of 49 floors and 947 steps in total, raising a record HK\$4 million dollars.

Since the programme's inception in 2002, more than HK\$45 million has been raised, benefitting more than 375,000 people.



Hongkong Land support for green organisations

While we focus on sustainability in reduction of energy use and carbon emissions, Hongkong Land is also committed to supporting green business groups and organisations. These include the Hong Kong Green Building Council and Business Environment Council.

We are part of several committees for sustainable business. Hongkong Land also is a signatory to several environmental charters. This includes the Carbon Reduction Charter and Energy Saving Charter on Indoor Temperature led by the Hong Kong SAR government.

We also support the "Charter on External Lighting" launched by Hong Kong SAR Environment Bureau. We will switch off external lighting installations at our buildings in Central overnight to minimise energy consumption.

Hongkong Land participates in WWF Earth Hour and also encourages our tenants to take part in this global event. We also support "Hong Kong No Air Con Night" organised by Green Sense.



