

# SUSTAINABILITY REPORT 2021



WHEELOCK PROPERTIES

# Contents

2021 Sustainability Highlights at a Glance	2
About This Report	3
Chairman's Message	4
Adapting to the Pandemic	6
Building a Quality Organisation	10
Being and Building Green	24
Creating Value	38
Investing in Our Future	46
 Appendices	 52
Appendix I – Material Topics and Corresponding Boundaries	52
Appendix II – Performance Data	54
Appendix III – Charters, Select Memberships and Awards	61
Appendix IV – Verification Statement	64
Appendix V – GRI Standards and HKEx ESG Reporting Guide Content Index	65

# 2021 Sustainability Highlights at a Glance

The Group has launched our **Five Sustainable Development Focus Areas** (the “five focus areas”) in response to the United Nations Sustainable Development Goals (the “UN SDGs”). The five focus areas reflect our commitment and ambition to build a more sustainable future.

## Overall



Sustainalytics 2021 ESG  
risk rating 4<sup>th</sup>  
out of 107 diversified  
real estate companies<sup>1</sup>



Top 10 Developers  
by  
BCI Asia



Member  
of HKQAA CSR  
Index Plus

## Environment



MALIBU 1<sup>st</sup> private residential  
buildings rated Final Platinum in  
BEAM Plus 77/79 PEAK ROAD  
achieved Gold BEAM Plus<sup>2</sup>



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



5 WPL projects awarded a merit title of  
Best Development and Conservation  
Award 2021(BDCA) by The Hong Kong  
Institution of Surveyors



▼ 18.3% Energy  
intensity at HQ &  
▼ 48.3% Carbon intensity at  
construction sites<sup>3</sup>

## People



374 new hires joined our  
directly employed team with  
a total of 745 people



Zero  
fatalities



HK\$450,000+  
allocated to provide internal  
and external training to  
employees



Happy@Work  
received 4 awards with the  
“One team one goal”  
teamwork spirit

## Community



Transitional housing  
project  
aimed at developing 2,000  
public housing units



Land Sharing  
Pilot Scheme  
planned to provide  
12,120 flats in Tai Po



Project  
WeCan  
benefitted  
80,000+ students



Vaccination outreach  
programmes  
benefitted 1,000+  
individuals

## Customers & Business Partners



Received the “Property  
Management Team of the Year -  
Highly Commended” at the RICS  
Hong Kong Awards 2021



Promote sustainable  
and smart living  
with innovative  
technologies and solutions



Obtained ISO 9001:2015  
Quality Management  
System certifications for 4  
of our managed buildings

<sup>1</sup> Unsolicited rating received by WAC.

<sup>2</sup> MALIBU and 77/79 PEAK ROAD were reviewed by BEAM Plus New Building V1.2 and V1.1 respectively

<sup>3</sup> Environmental performance of energy intensity at HQ compared with 2015 and carbon intensity at construction sites compared with 2020

# About this Report

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Wheelock Properties Limited ("WPL") is delighted to present the Group's Sustainability Report ("Report") for 2021. It outlines our commitment and efforts to achieve excellency in our management approach and policies, and provides an overview of our initiatives in environmental, social, and operational aspects.

## Reporting Scope and Period

This Report covers information and data from the period 1 January to 31 December 2021 unless otherwise indicated. The reporting period aligns with the Group's financial year. Historical data is also included for comparison where applicable. It covers the operations and activities in Hong Kong where our business is principally based, focusing on our on-going sustainability initiatives and key accomplishments across our property portfolio where WPL has management control. Where relevant, initiatives are also interlinked with Harriman Property Management Limited ("HPML"), a wholly-owned subsidiary that engaged in the management of properties in Hong Kong. For environmental KPIs, the scope of data also included HPML's office and 26 managed residential and commercial properties.

## Reporting Standard

This Report has been prepared in accordance with the requirements of the Environmental, Social and Governance ("ESG") Reporting Guide, set out in Appendix 27 issued by The Stock Exchange of Hong Kong Limited ("HKEx"), Core Option of the Global Reporting Initiative Sustainability Reporting Standards ("GRI") and the G4 Construction and Real Estate Sector ("CRE") Disclosures. We have also disclosed our actions on climate change with reference to the Task Force on Climate-related Financial Disclosures ("TCFD") requirements.

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

## Assurance

The Report has been approved by the Board of Directors of WPL ("the Board") and has been independently verified by the Hong Kong Quality Assurance Agency ("HKQAA") to obtain reasonable assurance. Please refer to p.64 for the verification statement.

## Contact for Feedback

We welcome your feedback on the Report and our sustainability-related approaches. Please contact us at [csr@wheelockpropertieshk.com](mailto:csr@wheelockpropertieshk.com).



# Chairman's Message

## 2021 Overview

We are pleased to share with you our Sustainability Report 2021.

In 2021, the COVID-19 outbreak continued to spread around the world and bring unprecedented challenges to the economy. Despite a challenging year, we are encouraged to see our global and national leaders are taking responsibilities to address climate change issues.

During the year, the World Bank Group updated its Climate Change Action Plan for 2021-2025 and committed to ramp up financing for climate resilience and a just transition to decarbonisation. 2021 also marked the beginning of China's 14<sup>th</sup> Five-Year Plan and the commitment to peak carbon emissions by 2030.

At Wheelock, we have been committed to seek aligning our Sustainable Development Focus Areas with global and national trends. As such, we have implemented initiatives to reduce our carbon emissions. At our managed properties and HPML's office, we have set medium-term reduction targets in carbon emission for 2030, aiming to reduce 22% in our managed properties using 2018 as the baseline. More details on our environmental targets can be found in our report.

We continue to uphold our cornerstone philosophy to guide us through challenging and uncertain times: commit to financial prudence, be a quality and trusted partner, create long-term value, and deliver positive environmental impacts to people and the environment.

## Sustainability Performance

Wheelock and Company Limited ranked 4<sup>th</sup> out of 107 diversified real estate companies by Sustainalytics. We are proud to be acknowledged as an industry leader and this is undoubtedly a recognition of our sustainability commitment and performance.

In our sustainable journey, we are guided by our *Five Sustainable Development Focus Areas* that outline our commitment to minimise environmental impact from our business operations. During the reporting year, we have made progress in environmental resource conservation across our business, and significant improvement was recorded in our construction sites' sustainability performance. Carbon intensity was reduced by 48.3%; energy intensity was reduced by 45.4%; waste generation was decreased by 61.4% and waste intensity was decreased by 67.7%; water intensity was decreased by 52.8%. Our sustainability efforts are recognised with various key achievements, for example MALIBU was awarded Final Platinum rating and 77/79 PEAK ROAD achieved Gold rating in BEAM Plus. We have also leveraged green finance as a key to a sustainable future. At the end of 2021, we had secured a total of 5 sustainability-linked loans, facilitating our transition to a low carbon economy.



The health and safety of our employees and customers has always been a top priority for us. At Wheelock, we are continuously assessing work arrangements and keeping an eye on the latest situation of the pandemic on behalf of our employees, providing a safe environment for customers and offering vaccination outreach services to the community. Throughout the year, we remained vigilant in implementing anti-pandemic measures and continued to foster a safe working environment in our offices, properties and community.

Despite the challenging year, we continued to support the community and bring about positive social outcomes. During the year, the Group partnered with The Lok Sin Tong Benevolent Society Kowloon to launch the Lok Sin Tsuen Transitional Housing Project, assisting in the planning application and contributing our technical skills in Ground Investigate and Site Levelling. We also joined with another property developer in support of the Government's Land Sharing Pilot Scheme to provide public housing. Project WeCan continued to support local secondary school students and our collaboration with Hong Kong Science and Technology Parks Corporation ("HKSTP") promoted art and culture while supporting innovation and technology.

## Outlook

Looking ahead, the global economy is adapting to the pandemic and world leaders are shifting their efforts to decarbonisation.

At Wheelock, we will continue to uphold the value of sustainability and create long-term values for our stakeholders, striving to align with the United Nations Sustainable Development Goals ("UNSDGs"), the recommendations of the TCFD and other international sustainability initiatives.

## Closing

We would like to take this opportunity to express our sincere gratitude towards our stakeholders for their contribution and support along our journey. We value your comments and suggestions on our sustainability performance and reporting as we continue to build a resilient and sustainable future.

Thank you.

**Douglas C. K. Woo**

Wheelock Group Chairman  
Hong Kong, May 2022

## Adapting to the Pandemic

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Throughout the rise and fall of the pandemic, Wheelock is committed to safeguarding the health and well-being of our people, customers and the community, as well as adapting our business practices accordingly.





## Anti-epidemic support in the community

### Vaccination Outreach Service

To support community health and well-being, HPML organised vaccination outreach services to provide seasonal influenza and COVID-19 vaccination for residents at the Bellagio. Approximately 700 residents benefitted from the vaccination outreach service. Wheelock also collaborated with the government to arrange an outreach vaccination programme for community individuals. The programme supported health talks and vaccinations in key locations throughout the city for business partners and their families. For instance, we have arranged Vaccination Days at Wheelock Gallery in 2021. During the events, more than 1,000 vaccination shots were delivered.

### Epidemic Supplies Donation

Apart from organising vaccination outreach services, Wheelock has contributed to the community through donating epidemic supplies during the pandemic. To spread our love and care, we donated anti-epidemic care packs, including surgical masks, through giveaway activities. Together with our partners, Wheelock distributed over 20,000 packs of foaming hand wash and dispensers to protect the health of vulnerable individuals.



## Adapting to the Pandemic

### Anti-epidemic measures for employees

Wheelock always prioritises the health and safety of our employees. Apart from more frequent cleaning and disinfection, we have implemented various measures to further consider and support the well-being of our employees. Since the outbreak began, we have been monitoring COVID-19 proactive measures and assessing work arrangements regularly. Across our workplaces, strict hygiene standards and flexible work arrangements were adopted to limit the number of employees in the office at any one time, including staggered working/lunch hours and split offices. We made use of partitions in meeting rooms to maintain social distancing. Meanwhile, we encouraged virtual meetings, interviews, and training to reduce physical gathering and help prevent the transmission of the virus. We also produced an internal information digest regarding preventative measures and strategies to work productively from home and equip employees' knowledge of the virus. These safeguards are still in place and are adopted as best practice in our business operations.

At construction sites, we enhanced communication with our contractors. Proactive measures were adopted to improve site hygiene and management procedures for suspected and confirmed cases. We installed body temperature auto-measurement devices, instant hand sanitisers, and Leave Home Safe QR codes at the entrance gates. We also placed dividers in the canteen and staggered the lunch hours of construction workers to maintain social distancing. The frequency of cleaning in communal spaces, toilets, lobbies, and canteens were also increased to prevent the virus from spreading.

Guided by our Business Continuity Plan, we distributed anti-epidemic items to employees for their diligent contributions. We also encouraged COVID-19 vaccination by offering a special arrangement for staff to take a day off on the day of vaccination.

### Anti-epidemic measures for customers and estate agents

Wheelock has implemented innovative solutions to limit the spread of COVID-19 at our managed properties to protect our customers and estate agents. For example, artificial intelligence (AI) robots are employed for 24-hour cleaning and disinfection at several of our controlled sites. These AI robots record and store routes for cleaning and disinfect the space on their own, as well as help to improve indoor air quality and reduce PM2.5 levels. In addition to AI robots and interior air-quality equipment, HPML has incorporated a variety of sanitisation and touchless methods, including disinfection mist fogging, anti-bacteria coating, and ultraviolet (UV) lift button steriliser. We are also installing touchless lift control panels to reduce contact transmission of virus. These hardware improvements and services continued as Hong Kong faced multiple waves of COVID-19 infections.

## Adapting to the Pandemic



Besides the application and modification of equipment, we have also formulated procedures and approaches to minimise the spread of the virus. Regarding our sales gallery, we required temperature checks and health and travel declaration forms for all customers before entry. We maintained social distancing by limiting the number of visitors and setting up VIP Suites to provide a private space for customers to better understand residential projects. To minimise the transmission of virus, we also invited customers to join the 360° virtual tour to preview the show flats and sales gallery via our website. Vaccination is required for participants who attend physical showings and meetings with 5 or more people.

With the implementation of thorough guidelines, checklists, and reporting procedures, we treat suspected and confirmed cases appropriately to ensure the continuous business operation. We also make necessary adjustments to the guidelines with reference to the status quo. When there is a confirmed case, we carry out 14-day disinfection works at common areas of our managed properties to reduce the risk of virus transmission. We also gathered COVID-19 information and created a practical anti-epidemic information poster to inform our residents, so that they can

be well-prepared and take appropriate actions to protect themselves from the virus. We have adopted special arrangements for residents who are required to quarantine under the Hong Kong Government's "StayHomeSafe" program, such as garbage collection services and provision of disinfected carpets. HPML has also prepared and distributed a caring kit, consisting of disinfection products, towels, garbage bag, and more to residents in need, in particular those in quarantine.

Apart from arrangements targeting suspected and confirmed cases, we also launched a wide range of activities to promote physical and psychological well-being of our residents. For example, we launched online nutritionist seminars promoting "Stay Strong Stay Healthy" by coordinating with Nutricia to invite a Certificated British Dietician to provide an online health talk with the topic "Boost your immune system to fight COVID-19" to HPML occupants. During this event, about 80 occupants joined and provided positive feedback on the event. Meanwhile, HPML clubhouses held over 160 online activities with around 4,600 participants for home entertainment during the closure of property clubhouses to maintain our residents' wellbeing.



# Building a Quality Organisation



Despite another challenging year, we stay true to our cornerstone philosophy: commit to financial prudence, be a quality and trusted partner, create long-term value and deliver positive impacts to the people and the environment, and invest in the future.

We are dedicated to conducting our affairs with high ethical standards, creating a working environment where our employees are provided with career paths to develop a high-performing team and enhancing the wellness of our people.

Material topics addressed in this chapter:

Employee development

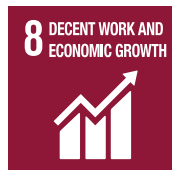
Employee attraction and retention

Non-discrimination, dignity and workplace equality

Employee wellness, health and safety

Ethical behaviour and anti-corruption

Economic performance



## Business Overview

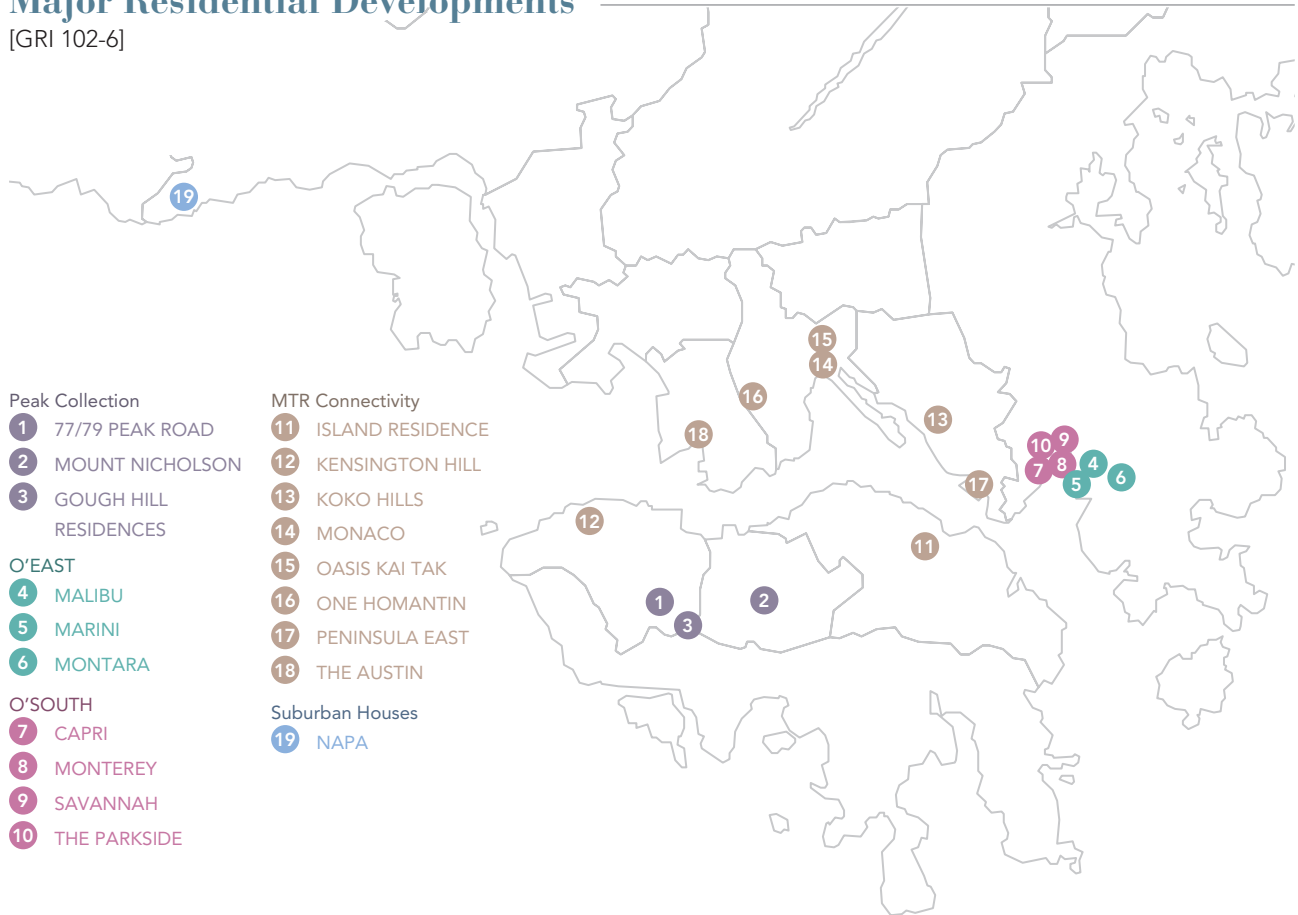
[GRI 102-2, 102-4, 102-6, 102-7, 102-45]

Wheelock is currently one of the leading property developers in Hong Kong. WPL is dedicated to maintaining a sustainable and resilient built environment with HPML focusing on managing and creating connected sustainable lifestyle communities. Our core business, property development for sale, has ranked top four among other developers in the property sales industry for five consecutive years. The extraordinary sales results reflect our strong market position and demonstrates WPL's strong understanding of the needs and expectations of customers.



## Major Residential Developments

[GRI 102-6]





## Building a Quality Organisation

### Corporate Governance & Risk Management

[GRI 102-11, 102-18, 103; HKEx KPI B7.2]

#### Governance Structure

An effective and robust corporate governance structure is crucial to our business success. Our Board of Directors (the "Board") is responsible for directing and overseeing the Group's corporate strategies to ensure they act in the best interests of the company and its stakeholders. The Board is also responsible for monitoring and reviewing its corporate strategies and policies, while decisions on the Group's general operations are delegated to the management team.

The Board and its committees, including the Remuneration Committee, Nomination Committee and Committee on Financial Reporting ("CFR") assist the Board in performing its corporate governance functions and guide WPL to achieve sustainable growth.

We have set up an independent and non-executive Wheelock Advisory Council ("the Council") in March 2021 for systematic planning and development of Company's strategies. In addition to formulating strategies and advising on innovative solutions, the Council also provides diverse perspective and insights to the Company on business, economic and geopolitical aspects.

#### Risk Management and Internal Control

The Group are fully aware of the environmental, social and economic risks regarding our business operations. We have adopted a comprehensive risk management strategy to safeguard the interests of the Group and our stakeholders. Guided by the framework of the Committee of Sponsoring Organisations of the Treadway Commission ("COSO"), reviews on the internal control systems are conducted on a regular basis by the Risk Management and Internal Control Committee ("RMICC"). These regular reviews enable the Group to prioritise the identified risks for planning initiatives to maintain risks within tolerable levels.

The Group's risk management and internal control systems are managed and monitored by the Board, with main responsibilities of supervising and approving strategies and policies of WPL Group's risk management and internal control. We are committed to managing risks in a thorough, prudent manner, hence WPL Group has implemented a comprehensive framework to manage risks at various levels of business operations. At the management level, CFR Directors, facilitated by the RMICC, are responsible to monitor and evaluate the effectiveness of risk management systems. At the operation level of business units, the Divisional Risk Management and Internal Control Committees are delegated to implement control policies and continuous assessment of control activities.

### Approaches to Ethical Behaviour & Anti-corruption

[GRI 102-17, 205-2, 205-3; HKEx KPI B7.1, B7.2, B7.3]

Wheelock prohibits unethical behaviour in any form and maintains the highest standards of business ethics to protect the interests of the Group and the stakeholders. *Our Code of Conduct* (the "Code") defines unacceptable behaviours, including conflict of interest, corruption and bribery. It provides guidelines to handle the incidents.

The Code and industry standards set forth laws, regulations, and appropriate workplace behaviour to ensure openness, probity, and accountability. The Personnel Administration Department regularly updates the Group's internal policies and keep tabs on the changes in law and regulation. Employees are also informed in a timely manner to uphold with the highest standard of business ethics.

New joiners are required to agree to the Statement of Business Integrity by signing the agreement during their onboarding orientations to ensure internal compliance to business ethics. All employees are required to sign off on their acknowledgement to prevent insider dealing annually. To remind and keep employees up to date of our group's policies and practices, we provided a total of 62 hours of regular training on corruption and bribery during the year. In 2021, there were no reported cases regarding breaches of the *Code*.

## Building a Quality Organisation

### Whistleblowing Programme

To ensure a corruption-free workplace, the Group has established Whistleblowing Policy & Procedures ("WPP") for employees, suppliers, customers and other third parties to directly report to our Company Secretary to raise concerns about suspected misconduct and irregularities incidents. The CFR Directors are responsible for monitoring and evaluating the effectiveness of WPP in place. All reported

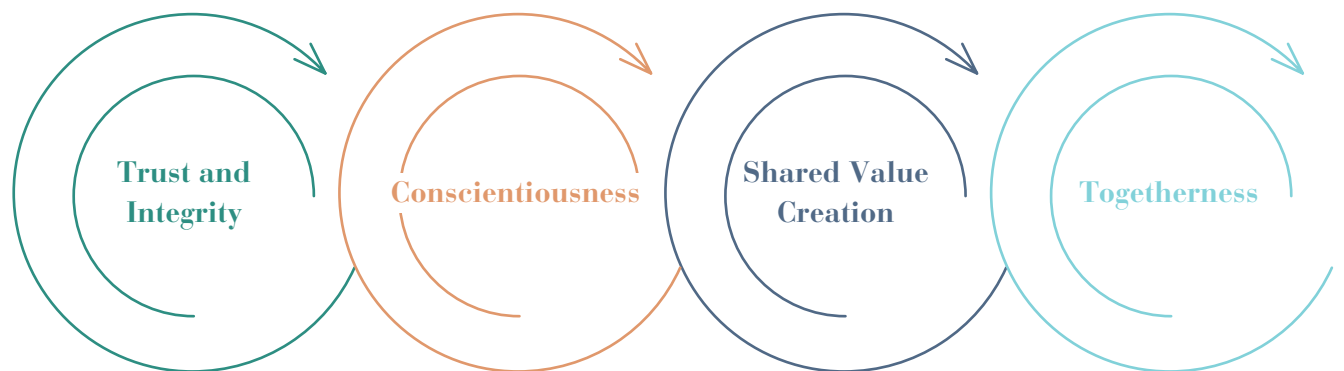
complaints will be handled in strict confidence and escalated to the Deputy Chairman and the Chief Financial Officer and informed the CFR Directors for investigation and take subsequent actions when necessary.

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

### Our Approach to Sustainability

[GRI 102-16]

At Wheelock, sustainability is embedded in our business operations and strategies. Upholding our four guiding principles and purposes, we are committed to create long-term value to our stakeholders while balancing the interests of all parties.



## Building a Quality Organisation

### Wheelock's Sustainable Development Focus Areas

To strengthen Wheelock's position in future sustainable development, we have set five focus areas to guide our business operations.

The five focus areas are namely:

- Environment: Reduce our environmental impact
- People: Enhance the wellness of people
- Community: Care for the underprivileged
- Customers: Raise the bar for the quality of life
- Business Partners: Create value for our business partners

Wheelock is dedicated to building sustainable communities. Our five focus areas guided our directions to formulate sustainability initiatives and showed our long-term commitment to sustainable development.

To create long-term value in the sustainable communities, we have identified 4 of the 17 UNSDGs and integrated them into our sustainable strategies. We have presented our sustainability approaches in the corresponding chapters in the Report.



Building a Quality Organisation

Materiality Assessment






[GRI 102-43, 102-44, 102-46, 102-47]

We have reviewed the results of materiality assessment and the results of stakeholder engagement in 2020. Among the 22 topics identified, 17 topics are identified as the most relevant and material to WPL’s business and its

stakeholders, which are prioritised for better management and reporting.

Please refer to Appendix I — List of Material Topics and Corresponding Boundaries on pages 52 to 53 for further details on the assessment methodology, materiality matrix and the boundaries of the material topics.

17 Topics Most Material to Wheelock

	<p><b>Environment</b></p> <ul style="list-style-type: none"><li>• Energy efficiency and greenhouse gases emissions</li><li>• Climate resilience</li><li>• Waste management</li><li>• Sustainable building development</li><li>• Water consumption</li></ul>
	<p><b>People</b></p> <ul style="list-style-type: none"><li>• Employee development</li><li>• Employee attraction and retention</li><li>• Non-discrimination, dignity and workplace equality</li><li>• Employee wellness, health and safety</li><li>• Customer wellness, health and safety</li></ul>
	<p><b>Community</b></p> <ul style="list-style-type: none"><li>• Smart city</li><li>• Community investment and engagement</li></ul>
	<p><b>Customers</b></p> <ul style="list-style-type: none"><li>• Customer experience and satisfaction</li><li>• Customer data privacy</li></ul>
	<p><b>Business Partners</b></p> <ul style="list-style-type: none"><li>• Ethical behaviour and anti-corruption</li><li>• Economic performance</li><li>• Supply chain management</li></ul>

Details of the materiality analysis and topics under each Goal are presented in Appendix I — Material Topics and Corresponding Boundaries.

## Building a Quality Organisation

### Sustainability Governance

The implementation of sustainability initiatives and the integration of sustainability into our business strategies and decisions heavily rely on the Group's effective sustainability governance and management structure.

During the first half of 2021, WPL held bi-weekly Corporate Social Responsibility ("CSR") meetings which was led by the senior management. This group included relevant department heads and the sustainability department. It was tasked with regular evaluation of the Group's sustainability strategies as well as identification and management of emerging ESG-related risks. Currently, the Sustainability Department is responsible for reporting on ESG-related issues including recent ESG trends, environmental and social goals, our progress and other sustainability matters to the Chairman and senior management or to the Board through the Chairman when needed.

The Group also formed supporting taskforces in the business responsible for overseeing the implementation of sustainability initiatives and approaches on project sustainability and office sustainability. In addition, HPML also formed its own Green Management in order to evaluate sustainable progress and formulate relevant initiatives for the Group's managed properties.

### Sustainability Ratings and Recognitions

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

Please refer to Appendix III — Charters, Select Memberships and Awards on pages 61 to 63 for further details on the recognition of our sustainability performance.



## Building a Quality Organisation

### Stakeholder Engagement

[GRI 102-40, 102-42]

In 2020, we engaged a wide array of key stakeholders, including our employees, industry association, business partners, community partners and media, through a series of dialogues. Their feedback guided our decision-making and action plans to improve our sustainability performance.

Stakeholders Groups	Engagement Channels
<b>Government, regulatory bodies and industry association</b>	<ul style="list-style-type: none"> <li>• Forums and conferences</li> <li>• Regulatory task forces and committees</li> <li>• Forums and conferences</li> </ul>
<b>Business partners including suppliers, contractors and sub-contractors</b>	<ul style="list-style-type: none"> <li>• Operational meetings</li> <li>• Contract and performance review</li> <li>• Surveys</li> </ul>
<b>Local community</b>	<ul style="list-style-type: none"> <li>• Community investment programmes</li> <li>• Social media platforms</li> <li>• Press release</li> </ul>
<b>Non-governmental organisations (“NGOs”)</b>	<ul style="list-style-type: none"> <li>• Programme partnership meetings</li> <li>• Regular programme review and assessment</li> <li>• Corporate volunteering</li> </ul>
<b>Media</b>	<ul style="list-style-type: none"> <li>• Executive interviews</li> <li>• Internet and social media updates</li> </ul>
<b>Employees</b>	<ul style="list-style-type: none"> <li>• Surveys and focus groups</li> <li>• Town hall meetings</li> <li>• Intranet and internal publications</li> <li>• Internal communications</li> </ul>
<b>Customers</b>	<ul style="list-style-type: none"> <li>• Customer satisfaction surveys</li> <li>• Social media platforms</li> <li>• Service centres and hotlines</li> </ul>
<b>Shareholders</b>	<ul style="list-style-type: none"> <li>• Corporate communications and company websites</li> <li>• Phone interview</li> </ul>

## Building a Quality Organisation

### Employer of Choice

#### Talent Development and Retention

[GRI 102-7, 102-8, 103, 405-1, 406-1; HKEx KPI B1.1]

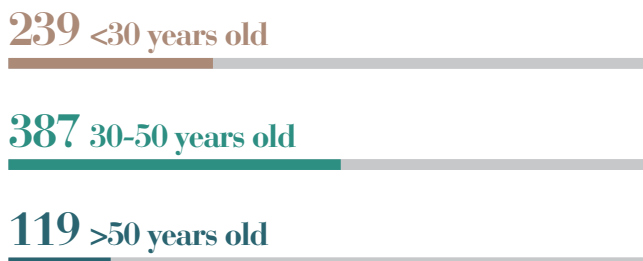
As a quality organisation, Wheelock is continuously seeking suitable talent to join our team, in order to keep up with our expanding business and investment portfolio. During our recruitment process, we strive to maintain objectivity through utilising various assessment tools, including written assessment and personality tests to evaluate job candidates extensively. In 2021, 374 new hires joined our directly employed team with a total of 745 people.

To ensure a smooth onboarding process for our recruits, all new joiners are provided an opportunity to further understand the core values of Wheelock through engaging with our chairman. We also help them to familiarise with the company culture and working environment by connecting them with buddies. To show our appreciation on our employees' efforts and contributions, we offered different opportunities to support their professional and personal development to help them thrive in workplace.

#### Gender diversity



#### Age diversity



We value the diversity of backgrounds and mindset of our employees through creating an equal, non-discriminatory and inclusive workplace where employees feel respected and free to express their opinions. Our Equal Opportunities Policy, Code of Practice on Employment and Grievance Procedures Policy have demonstrated our commitment to avoid discrimination or harassment in the workplace. Wheelock breakthroughs the norm of a male-dominated property sector and maintained a relatively gender-balanced workforce of 54:46 (male to female).

We adhere to carrying out fair assessments regarding decisions on recruitment, remuneration and promotion. We will evaluate employees' based on their capabilities, experience, and performance, despite age, gender, religion, race, colour, nationality, disability, sexual orientation, family, marital status or any other legally protected status. To retain suitable talent and ensure they are compensated fairly, we provided a competitive remuneration package. In 2021, hospitalisation benefits were provided, and one-off free seasonal influenza vaccinations were offered to staff onsite at Wheelock House.

All forms of discrimination are strictly prohibited. Complaints or issues related to harassment, discrimination or vilification are handled with clear procedures within Wheelock. We have informed all employees about the formal grievance channel and ensured they can raise concerns or complaints without worrying about retribution. In 2021, no incident of discrimination was reported.

#### Developing a High-performing Team

Wheelock provides training opportunities to equip employees with skills to align with the latest technological developments and adapt to the new normal. We have developed a comprehensive plan and budget allocation for our learning and development initiatives prepare by the Learning and Development department.



## Building a Quality Organisation

Various trainings are organised through both virtual and in-person format to equip our employees with sufficient skills and capabilities for their personal development and keeping up with technological advancements. To ensure employees can receive training despite the pandemic, we

made special arrangements to provide online training during the work-from-home period. We focus on different training topics such as resilience, body and emotional intelligence, and growth mindset. Latest technological trends and technologies such as BIM and Power BI are also one of our focuses in training.



Received  
**4.9** hours  
of training on average

Recognising the importance of various soft skills, we organised soft skills workshops and awareness training courses which include topics on customer services,



Orientation Program



## Building a Quality Organisation

communication skills, anti-corruption, code of conduct, health and safety, and sustainability. In addition, we have arranged for employees to attend The Hong Kong University of Science and Technology's public class of "Managerial Decision Making and Leadership" in 2021.

To encourage employees to participate in trainings, costs of external courses on specialist technical skills and regulation updates relevant to their job duties are allowed to be reimbursed. In 2021, we allocated more than HK\$50,000 for HPML and approximately HK\$400,000 for our headquarters to provide a wide range of internal and external training to employees. This year, we rolled out various programmes to enhance talent development and nurture young talent in property development. We organised the CONNECT Mentorship Programme to foster exchange of knowledge and experience through providing a platform to allow Department Heads and high-potential staff to communicate. In 2021, 48 mentors and mentees were paired up to have discussions on various topics, ranging from personal development to career planning, and values of Wheelock. In addition, HPML initiated a Summer Internship Programme to provide opportunities for talented undergraduates to explore their career aspirations in the property management industry. This year, 11 summer interns had attended different site management offices to learn daily property management functions for two-months.



## Building a Quality Organisation

### Case Study: GROWTH Program

HPML launched a one-year GROWTH Program for graduates who are interested to develop their career in the property management industry as an Assistant Property Officer. This year, 13 fresh university graduates were selected to participate in the program and were assigned to work in different sites for on-job training. During this one-year period, HPML offered different tailor-made learning topics to sharpen their professional knowledge.





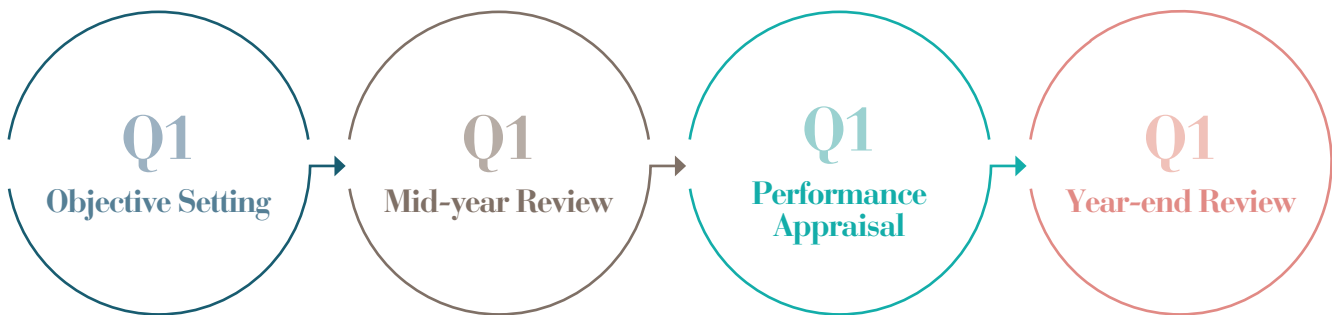
## Building a Quality Organisation

### Reviewing Team Performance

[GRI 404-3]

Wheelock supports our employees to strive for continuous improvements. We provide evaluation for all direct employees on their personal and career development through an annual performance review process. During the evaluation, supervisors will meet with employees to reflect on their performance and set up feasible goals for improvements. Supervisors also counsel our employees in developing their career aspirations. The review process allows us to collect feedback on suitable training programmes and to stimulate enhancements in our talent strategies.

#### Performance Management Cycle



Throughout the year: Coaching and Feedback

### Wellness of People

[GRI 103, 403-2; HKEx KPI B2.1, B2.2, B2.3]

Wheelock seeks to enhance the wellness of people, including both our employees and customers, as one of our focus areas on sustainable development. We prioritise our employees' health and wellbeing through fostering an inclusive, respectful, and caring workplace. Striving to be an employer of choice, we dedicate our efforts in providing training to develop a productive and engaged workforce. We also implement comprehensive measures to safeguard our employees' occupational health and safety in the workplace. For our customers, we promote indoor air quality at our properties to create a healthy environment. COVID-19 preventive measures are adopted as best practices to protect the health and wellbeing of our stakeholders.

### Cultivating an Open and Thriving Culture

Wheelock prioritises innovation and empowering people through encouraging people to speak-up. We are committed to delivering effective communications between Wheelock and our employees through multiple communication channels, including annual staff party, regular townhall meetings, quarterly drinks, rapid prototyping, and offsite meetings. Through creating opportunities to facilitate interactions, we enable employees from different departments to understand our latest business development, and to contribute innovative ideas. During the year, we have organised a hybrid market update to share the latest news and developments with our employees.

### Promoting Employee Wellness

Wheelock highly values the wellbeing of our employees. We are committed to maintain a zero-harm workplace for our employees, contractors and subcontracted workers, and lower the risks of occupational health and safety ("OHS") in our operations, especially during the pandemic. To further strengthen our dedication in safeguarding our people's wellness, we have set a target for injury rate. It is an important component of our Sustainable Development Focus Areas and creates a healthier and safer working environment. During the year under review, no fatalities of employees and workers have been recorded.

## Building a Quality Organisation

### Target:

Maintain an injury rate at/below

**20** per  
**1,000** employees

### Progress:

2021 injury rate:

**4.03**  
(per **1,000** employees)

We strive to enhance employees' wellbeing by providing opportunities to facilitate team bonding and communication outside of work. During the year, we organised a physical annual party at The Murray in December and participated in Happy@Work organised by The Employers' Federation of Hong Kong. This annual campaign advocates the joint effort of employers and employees in creating a harmonious workplace through strengthening the team bonding and communication. With the "One team, one goal" spirit, our team demonstrated excellent teamwork and received four awards in the event.



## Employee health and safety

### At Managed Properties and Offices

In addition to our construction sites, HPML implemented safety measures guided by the *OHS Management Plan* on various offices and preventive measures for site safety hazards to ensure the safety at our managed properties and offices.

To equip our staff with sufficient safety knowledge and enhance contractors' awareness of safety, we require all new operational staff members with manual handling duties to a compulsory training organised by the Hong Kong Special Administrative Region Government Labour Department OHS Team every half year, and emergency responses and procedures trainings have been arranged for staff. In addition, we have arranged health and safety check and drills regularly to enhance overall site-management efficiency. Safety knowledge and experiences are shared openly with our staff through organising seminars, and regular site checks are carried out by an internal safety supervisor from HPML and an external safety officer appointed by our safety committee to review the safety condition of sites and propose preventive measures where necessary. HPML has obtained ISO 45001 Occupational Health and Safety Management System certification for four of our managed buildings. This year, our performance in occupational health and safety of our development projects have received various recognitions. Please refer to Appendix III for more details.

# Being and Building Green



As the first of our five sustainable development focus areas, Wheelock is committed to minimising environmental impacts on the environment and building sustainable communities.

To drive the transition to low-carbon environment, we endeavour to incorporate green building features and leverage innovative technologies to increase climate resilience and enhance sustainability.

MONTEREY was one of the five properties awarded a merit title of Best Development and Conservation Award 2021

Material topics addressed in this chapter:

Energy efficiency and greenhouse gases emissions

Climate resilience

Waste management

Sustainable building development

Water consumption

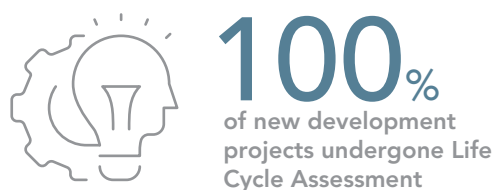
Customer wellness, health and safety





## Building Sustainable Communities

Wheelock recognises its role as a leading company contributing to the development of sustainable communities. As part of our management approach and focus area to minimise environmental impacts in our business operation, we design and build with an aim to achieve world class green building certifications. We illustrate our commitment through striving to obtain, at a minimum, a Gold rating under BEAM Plus certification for all developments, and at a minimum Gold rating under LEED® certification for all commercial developments. Furthermore, we carry out life cycle assessment across all development projects. At the end of 2021, 100% of the construction floor area in our portfolio has obtained or is obtaining green building certifications.



Our focus on reducing environmental impact is embodied by our *Environmental Policy* which sets out environmental management approaches for different aspects including emissions, resource efficiency, waste management, environmental awareness, environmental compliance and target setting. Meanwhile, we conduct regular reviews to enhance the alignment of our strategy with market trends, international standards and relevant environmental laws and regulations.

We continue to evaluate our environmental performance by regular monitoring, ensuring we are on track to achieve our environmental targets. We regularly showcase our leadership in managing sustainability issues by periodically communicating our progress and performance with our stakeholders.

In recognition of our work on promoting environmental sustainability, in the reporting year, five WPL projects including One HarbourGate, MALIBU, MONTEREY, OASIS KAI TAK, and One Bay East were awarded a merit title of Best Development and Conservation Award 2021 by The Hong Kong Institution of Surveyors.



Five properties were awarded at Best Development and Conservation Award 2021

At our managed properties, Wheelock endeavours to manage our environmental sustainability and environmental impacts through conforming to international standards across the building lifecycle. Guided by our *Environmental Policy*, ISO 14001 certified environmental management systems have been established in four of our sites managed by HPML, namely CAPRI, Cable TV Tower, Wheelock House and Harriman Headquarters, including the head offices of WAC, WPL and HPML. Under this system, we evaluate and manage major environmental risks including climate change, carbon and energy.

## Being and Building Green

### Promoting Sustainable Buildings

[GRI 103, 302-5; HKEx KPI A1.5; CRE8]

To increase water efficiency and lower usage, the Group has implemented water management measures in managed properties. Rainwater is collected for irrigation and cleaning. In addition, we utilize sensor-controlled and water efficient taps, flow controllers, and showerheads with Grade 1 water efficiency labels to conserve water consumption. We also maintain suitable water supply pressure and flow by adjusting gate valves of our water supply system.

Waste management has been the Group's major environmental issue, in which construction and demolition waste and general waste from our development properties and managed sites, respectively, are the main sources of waste. Therefore, the Group constantly seeks ways to enhance our waste management practices and adhere to the Government's waste reduction initiatives, such as Environment Bureau's Waste Blueprint for Hong Kong 2035, upon the basis of "Waste Reduction • Resources Circulation • Zero Landfill".

#### Developments Awarded with Hong Kong Green Building Council's BEAM Plus Certifications (2012-2021)

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

#### Developments Awarded with The U.S. Green Building Council's LEED® Certifications (2012-2021)

<b>Final Platinum</b>	8 Bay East/NEO Commercial Development
<b>Final Gold</b>	One Bay East Commercial Development One Harbour Gate Commercial Development

## Being and Building Green

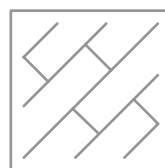
Apart from our operations, we promote the value of sustainability to our business partners along our value chain. We deliver our expectations to our suppliers and contractors to co-create a sustainable supply chain, especially encouraging the adoption of green materials.

Wheelock has implemented the standardisation of green procurement by launching guidelines and prerequisites for suppliers and contractors. In our development projects, WPL prioritises sourcing green materials, such as Forest Stewardship Council certified timber, regionally sourced materials with high recycled content and low volatile organic compounds. At HPML, we have launched *The Green Procurement Working Instruction* and *Green Instruction for Contractor*, requiring our contractors to follow our environmental standards in procurement and working processes, and sourcing environment-friendly products. We update the guides regularly to ensure we are in line with the industry best practices.

The Group pushes forward our water and waste management by setting water recycling target and minimum waste recycling targets for contractors on all construction projects. At the entrance of construction sites, we use recycled water for vehicle wheel-washing and to reduce

freshwater consumption. Recycled water is also used for Vertical Refuse Chute cleaning. These initiatives help us to achieve our 8% water recycling targets on construction sites. We have set a 35% waste recycling target at construction sites. Therefore, we work closely with our contractors to carry out waste minimisation practices, ensuring they properly handle, reuse and recycle waste at construction sites. By organising regular workshops, our Project Sustainability Task Force shares the Group's latest carbon and waste management measures and reviews the environmental performance of each construction site and the contractors with representatives from our Project and contractors. During the construction and demolition processes, we track the waste and greenhouse gas ("GHG") emissions performances against the environmental targets for all construction sites regularly.

Wheelock strives to reduce and recycle plastic waste at our managed properties. During the reporting year, we continued to partner with a waste management company and engage our residents and tenants to carry out plastic recycling. This year, 6,105 kg of plastic waste from 22 managed properties were collected. The plastic waste is then upcycled into plastic pellets for industrial use.



At OASIS KAI TAK, over

**90%**

of the timber was supplied  
from sustainable sources



## Being and Building Green



As one of the market leaders and the board member of the HKGBC and the Business Environment Council (“BEC”), we are committed to developing sustainable communities. This year, we also joined the Power Up Coalition, which contributed to advocating emission-free construction sites on our sites. We play our part in promoting sustainable construction practices. For example, we have initiated the use of CIC Carbon Assessment Tool from the Construction Industry Council on select construction sites.

### Target for development projects



Use of CIC Carbon Assessment Tool to conduct embodied carbon assessment through “design input” and “construction input” modes for all Beam Plus submission<sup>4</sup> by 2025

### Carbon target for managed properties



**22%**  
↓  
GHG emissions by 2030  
(compared with 2018)<sup>5</sup>

<sup>4</sup> Applicable for projects applied BEAM Plus New Buildings (NB) Version 2.0.  
<sup>5</sup> The target covers 26 properties managed by HPML.

## Being and Building Green

### Case Study: Sustainable community highlight

MALIBU, part of our O'East<sup>6</sup> Portfolio in Tseung Kwan O district, previously attained BEAM Plus New Buildings 1.2 provisional Gold certification in 2016. After the provisional certification, the design and construction teams conducted a comprehensive review of the development to identify the opportunities for further improvement. The core design philosophy behind MALIBU encompasses instilling habits for ultra-low carbon and healthy living. Wheelock has taken the opportunity to make MALIBU an exemplary residential development by raising the bar further. Additional design measures were successfully integrated in MALIBU to achieve a Final Platinum rating in 2021 and design features are adopted beyond green building certification.

MALIBU, with an approximate site area of 8,094 m<sup>2</sup> and a gross floor area of 130,703 m<sup>2</sup> offers 1,600 residential units, clubhouse and carparks. The masterplan of MALIBU has adopted 100% of the Urban Design Guidelines<sup>7</sup>, taken all major urban design issues (height profile, proximity of waterfront, public realm and view corridors) into consideration to integrate MALIBU with the surroundings, resulting in an overall positive impact to the neighbourhood.

MALIBU is not only a residential development project, it also serves as a transportation hub with a public transport interchange (PTI) of 14,494 m<sup>2</sup> in construction floor area for Lohas Park, and an unprecedented 237 nos. covered bicycle parking adjacent to the PTI. This spatial planning encourages users to "bus and cycle". Safe door-to-door cycling is a reality with an extensive network of segregated bicycle lanes. The bike trail along the Tseung Kwan O Waterfront Promenade at the door step of MALIBU helps to transform the otherwise carbon intensive transportation to a zero carbon and healthy one. International research<sup>8</sup> has shown that mental health and well-being can be improved with just a 10-minute of brisk walking. Recognising that walking is one of the most simple and effective ways to improve physical and mental health, Wheelock revisits the defining factors which make walking a delight. MALIBU offers 24 hour covered pedestrian walkways and "garden footbridges" with quality views of landscape, variation in architectural finishes and vibrant streetscape to enhance connections to the nearby amenities, seafront promenade, bike trail, MTR Station Square and the rest of the Lohas Park. MALIBU also provides electrical vehicle (EV) charging socket at every parking space. Together with the PTI, bicycle parking and EV charging sockets, MALIBU has enabled an ultra-low carbon transportation lifestyle and leads by example.



<sup>6</sup> MALIBU, Montara and Marini.

<sup>7</sup> Chapter 11 Urban Design Guidelines, Planning Department.

<sup>8</sup> Edwards, M. K. and Loprinzi, P.D., "Experimental effects of brief, single bouts of walking and meditation on mood profile in young adults", Health Promotion Perspectives, 2018; 8(3): 171-178.

<sup>9</sup> Wind tunnel studies, daylight, solar access, solar irradiation, natural ventilation studies.

<sup>10</sup> 89% of the residential area achieves at least 100 lux of daylight. Studies confirmed that neighbouring buildings are not affected by MALIBU in terms of daylight and air ventilation.

<sup>11</sup> Excellent Class, IAQ Objective, Guidance notes for the management of Indoor Air Quality in Office and Public Places.

## Being and Building Green



Wheelock has integrated microclimate<sup>9</sup> studies as a design standard practice for its development projects to deliver climate and epidemic-resilient solutions. Good air ventilation and adequate solar access are necessities for each dwelling and the surroundings. The on-going combat against the pandemic affirms our design principle. The window-to-wall ratio has been increased to 94%. The outcome of the iterative studies helps to channel sea breeze, optimise solar access, and harvest natural lighting<sup>10</sup> to Malibu and its neighbourhood. Acoustic and vibration considerations and design measures are also in place to ascertain a comfortable environment in every dwelling. Air quality measurements were sampled and excellent<sup>11</sup> air quality is achieved in MALIBU.

The revised landscape design strategically increases the extensive green roofs by 8% compared to the original design to further enhance the ability to combat urban heat island, improve thermal comfort and decrease the burden on air conditioning. The revised greenery distribution and design also relocates and consolidates the vertical greenery at the site boundary and creates a continuous vertical green wall of approximately 50m in length. The multi-layered greenery design of 2,790 m<sup>2</sup> from ground to extensive green roofs, vertical surfaces and water features creates an oasis for our residents.

The efficiencies of all air conditioning are increased by 8–16% from those in the design phase. Recognising the impact of the pandemic in recent years, the selection of air conditioning equipment based on energy efficiency and acoustic performance is no longer sufficient. Research on the latest technology in air conditioning has led to the use of air conditioning equipment equipped with air purification as well as micro-organism deactivation. The air purification is achieved by nanoe-G technology which releases three trillion fine particles to clean the air in the home environment. Nanoe-G can effectively remove up to 99%<sup>12</sup> of particulate matters (PM) 2.5, airborne bacteria viruses, mould and odour. Clean air alone can only help with removal of airborne bacteria and viruses. The technology provided can also help to deactivate up to 99% of bacteria, viruses that settle on surfaces at home. Wheelock believes that the microclimatic design together with state-of-the art technology can make a significant difference to the 360 degrees protection to our residents.

Wheelock believes that a thoughtful design can transform the way we live. MALIBU offers a copious combination of passive and active recreational facilities: a 45m outdoor pool connected to kids play pool, a 30m indoor pool with jacuzzi, four outdoor jacuzzi spas, an NBA-sized basketball court, a gymnasium of 203.8 m<sup>2</sup>, a yoga room, a music room, a lounge, three function rooms, two game rooms, a mini-cinema, a children play room a children library. With the abundant choice of indoor and outdoor recreational facilities, our residents can readily make exercise as part of their daily routines to lead a healthy lifestyle.

Disposing of biodegradable food waste at landfills is not sustainable and is environmentally undesirable as it depletes the limited landfill space. Preventing food from going to waste is one of the easiest and effective way to reduce the climate change footprint and greenhouse gas (GHG) emissions and to mitigate the landfill issue in Hong Kong. MALIBU is about ultra-low carbon and wellness habit building. In echoing the Waste Blueprint 2035 for Hong Kong, MALIBU adopts the grave-to-cradle circular economy concept and provides a food composting facility which converts food waste into carbon and nitrogen rich probiotics to be used to fertilise the greenery onsite. MALIBU diverts up to 44 tonnes of food wastes from landfill every year.

<sup>12</sup> Tested by Japan Food Research Laboratories and Kitsato Research Center for Environmental Science.



## Being and Building Green



**1,600**

BEAM Plus Platinum  
residential units



Ultra-low carbon and  
healthy living



Instils habits for low carbon  
lifestyle and wellness



Indoor and outdoor choice  
of facilities for very age and  
all weather



Ultra-low carbon and zero  
carbon transportation



**100%**

carparks are equipped with  
electric vehicle charging



Reduces carbon emissions by

**2,169**

tonnes every year



Saves

**50**

Olympic-sized swimming pools  
of potable water every year



Saves

**25**

Olympic-sized swimming pools  
of flushing water every year



Reduces up to

**44**

tonnes of food waste to  
landfill every year



Reduced construction  
waste equivalent to


**591**

African elephants

## Being and Building Green

### Leveraging Technology to Enhance Building Efficiency

Integrating innovation and technology is a key driver supporting our five sustainable development focus areas and is central to Wheelock's goal of optimising energy efficiency and sustainability enhancement in our projects. During the design and construction phases, we apply different technological solutions to enhance sustainability of our projects. In collaboration with our construction partners, we look for synergies and regularly share updates on the best use of the latest technology.

<b>Building Information Modelling ("BIM")</b>	<p>To better estimate the quantity of building materials and avoid construction clashes on site, BIM is adopted in all new development projects. This technology helps to save about 10% of the abortive works compared to traditional methods. Also, it reduces paper usage by simplifying the marking and amendment processes on the detailed design and construction drawings.</p>
<b>Virtual Reality ("VR")</b>	<p>In the planning and design stages of our development projects, VR was used to minimise the number of resources needed to construct physical mock-ups. VR saves the material used produced when there is amendment made to our designs.</p>
<b>Modular Integrated Construction ("MiC") &amp; Use of Prefabricated Components</b>	<p>Wheelock has applied MiC in selected projects to reduce waste generation. With the prefabricated building components, construction time and construction nuisance can be minimised on site, thus reducing energy consumption and carbon footprint.</p>
<b>Energy Storage System ("ESS")</b>  	<p>The AMPD Enertainer, the advanced battery-type ESS has improved environmental performance by reducing carbon emission and noise pollution in our selected construction sites. It acts as a source of electricity generation before grid connection and replaces diesel generators, which is NOx, SO2 and PM-free. The Enertainer is connected to the internet and allows automatic recharging, remote maintenance, monitoring and analytics of data.</p> <p>With the use of the Enertainer, the annual carbon emissions in Kai Tak MONACO have decreased 80%, compared with the use of diesel generator.</p>
<b>Lift Modernisation Project</b>	<p>A lift modernisation project was launched by Wheelock House in 2021, with the aim to enhance energy efficiency by improving the allocation of lift services and hence save energy consumption. The light indicator is replaced with LED lighting and operating system has been upgraded with AI control system to reduce travelling time. The technological improvement has led to about 20% of energy saving.</p>

## Being and Building Green

### Climate Resilience

[HKEx KPI A4.1]

A key part of reducing our environmental impact is taking climate action to increase our resilience to climate change. We have taken steps to identify potential physical risks and consider mitigation measures for adaptation. We also understand the importance of mitigating climate change by minimising our contribution in GHG emissions and support the Hong Kong government's agenda on achieving carbon neutrality by 2050. Wheelock strives to show its support by developing long-term climate risk management strategy.

Wheelock has demonstrated a long-term contribution to decarbonisation. WPL and HPML remain as signatories to the BEC Low Carbon Charter, while HPML has been a signatory to the Carbon Reduction Charter since 2008. Wheelock has established policies and guidelines to improve business' resilience.

As part of our sustainable management approach, we disclose our climate change-related management strategy in alignment with the recommendations of the TCFD under the four core categories. We will continue to work on in full alignment with recommendations of the TCFD framework along our sustainability journey.

#### Governance

The Board provides oversight of Wheelock's climate related strategies and management approaches. For effective governance on climate issues, the Board delegates authority to the Sustainability Department to inform on the Group's larger sustainability strategy, including the climate strategy and action. The Sustainability Department meets with senior leadership in regularly scheduled Sustainability Bi-weekly Meetings to evaluate climate-related risks to the business, monitor progress against identified sustainability goals for the company and assess ongoing advancements, risks and opportunities of climate-related policies, regulations and consumer demand in the Hong Kong property sector.

#### Strategy

Climate change brings opportunities and risks to our business operations. To respond to the threats and align the practices in our company, we strive to build resilient communities by developing long-term strategies.

To reveal our efforts in combating climate change, this year, we reviewed our materiality and adjusted climate resilience to highly material topic, which aligns with the five focus areas and our sustainability strategy.

In the near-term and long-term, WPL will re-assess our approach to climate change by repositioning goals, in order to align with Hong Kong's vision and management strategy to climate change.

**Physical risks:** Wheelock has identified physical climate risks that pose threat to our business, including floods, strong winds, super typhoons and torrential rain. With higher frequency and intensity of extreme events, they may lead to structural damages, rise of maintenance and construction design costs and higher technological requirements in Wheelock.

## Being and Building Green

**Transition risks:** We are aware of the transition risks that brought potential impacts to our businesses. For example, tightening regulatory requirements on emissions disclosure and investment on green technologies will increase policies and regulation risks and technological risks. Wheelock is therefore exposed of increased operational risks, compliance risks and technological costs.

Meanwhile, climate change presents us with opportunities to develop green and climate resilient properties. We are committed to developing certified green buildings in our operations.

Wheelock supports the transition to a low-carbon economy. Therefore, we will explore the potential opportunities of adopting renewable energies in our operations in our sustainability strategy in the near future. Under the promotion of renewable energy development, we have participated in the CLP Renewable Energy Feed-in Tariff Scheme and installed roof solar PV panels in 8 Bay East/NEO. During the reporting year, we generated 61,790 kWh of solar energy.

### Risk Management

To identify climate risks, Wheelock has conducted project risk assessments to understand the risk level of different hazards. To examine the risks of strong winds, we have conducted comprehensive impact evaluation of wind force on all new developments. Assessment includes wind tunnel simulations, identification of wind flow characteristics and the desired building wind loads. We continue to leverage the results of computational fluid dynamic studies to understand microclimates, which provides us with insights to improve designs on the air flow and quality in densely living communities.

To prepare for the exposed physical risks and transitional risks in our entities, we have formulated corresponding management strategies including building design strategies to reduce the adverse impacts brought by climate change. Specifically, we have built climate-proof buildings, incorporating resilient features from aspects of structural, mechanical and electrical safety and drainage capacity. For example, we have incorporated green roof and cool roof<sup>13</sup> designs to mitigate heat island effect.

In our managed properties, we manage our daily operational risks related to climate change, carbon and energy management through the ISO 14001 Environmental Management System and ISO 50001 Energy Management System.

<sup>13</sup> Cool roof has a high solar reflectance index of 78 or above.

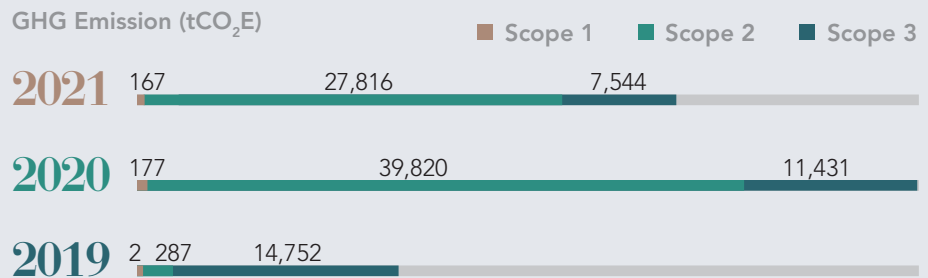


## Being and Building Green

### Metrics and Targets

In order to quantify the Group's performance in combating climate change, our total GHG emission in 2021 is disclosed as below:

GHG emission	Unit	Amount
Scope 1	tonnes of CO <sub>2</sub> equivalent (tCO <sub>2</sub> e)	167
Scope 2	tCO <sub>2</sub> e	27,816
Scope 3	tCO <sub>2</sub> e	7,544



In addition, attaching great importance to energy and waste problems in our Group, we have set relevant quantitative targets across our operations, in the view of reducing the sources of GHG emissions.

The below table summarises the key metrics related to the implication of GHG emission.

Scope	Metrics
Managed properties	2% annual carbon reduction for each property
Managed properties	22% GHG emissions reduction by 2030 using 2018 as baseline year
HPML's office	10% GHG emissions reduction using 2020 as baseline year
Development projects	Use of CIC Carbon Assessment Tool to conduct embodied carbon assessment through "design input" and "construction input" modes for all Beam Plus submissions <sup>4</sup> by 2025

To facilitate continual improvement and ensure our operations' progress in achieving the targets, the performance and progress are monitored on a quarterly basis at WPL and a yearly basis at HPML-managed properties. Furthermore, we make use of industry resources such as the CIC Carbon Assessment Tool to monitor our carbon emissions along project design and construction stages.



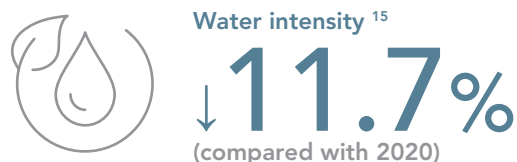
## Being and Building Green

### Green Office Culture

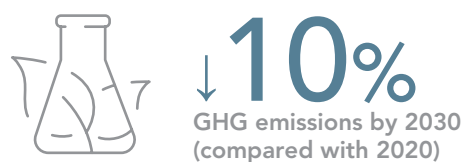
To show our sustainability commitment, we also integrate green and sustainable practices at our offices. Our Green and Office Presentation Sub-Committee has been established to promote environmental awareness and encourage behavioural changes among our staff by introducing a range of green measures.

To further improve environmental performance in our workplace, we have set a medium-term carbon target in HPML's office to be achieved in 2030. Our efforts in promoting green office have been recognised by receiving the Gold Label under the Low-carbon Office Operation Programme ("LOOP") by WWF Hong Kong for 10 consecutive years.

#### Environmental performance at headquarter



#### Carbon target for HPML's office



Aspects	Initiatives
<b>Energy use</b>	<ul style="list-style-type: none"> <li>• Adopt T5/T8 fluorescent tubes with LED</li> <li>• Adopt electrical appliances of Grade 1 Energy Label or Energy Star</li> <li>• Set desktop displays to be turned off automatically in 10 minutes when not in use</li> <li>• Implement lighting zoning measures to increase daylight utilisation</li> <li>• Remind employees to switch off the lights when rooms are idled</li> </ul>
<b>Material Use</b>	<ul style="list-style-type: none"> <li>• Introduce paperless IT platforms, including e-Leave system, e-Purchase system and site staff electronic appraisal platform at HPML</li> <li>• Source green materials such as paper certified by the Forest Stewardship Council</li> <li>• Encourage employees to practise reduce, reuse and recycle, the 3R principle</li> <li>• Review recycling initiatives regularly</li> </ul>

<sup>15</sup> Water intensity in terms of L/employee/m<sup>2</sup>

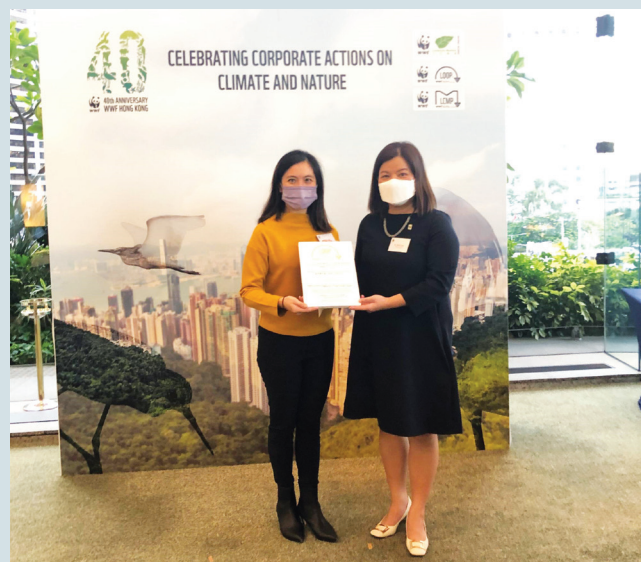
## Promoting Tenants' and Residents' Eco-efficiencies

Wheelock actively promotes sustainability and care for the environment. We aim to raise environmental awareness among our partners and customers through active engagement. We support the Hong Kong Green Shop Alliance continuously through encouraging tenants and consumers to adopt environment-friendly and sustainable practices. To alleviate the waste problem in Hong Kong, we facilitate proper waste segregation and recycling by placing recycling bins in our buildings. Various eco-workshops, recycling activities and competitions, are organised to enhance our tenants and residents' awareness in properly handle waste. We have also organised a waste charging trial scheme for six months in residential and commercial properties, funded by the Environment and Conservation Fund. In addition, we have extended our recycling activities to beverage carton and food waste collection and launch Roof-top farming at OASIS KAI TAK. With the aim of contributing to the Hong Kong Government's target recycling rate of 55%, we have joined the Business Environment Council Jockey Club Intelligent Resource Management Programme and taken steps to transform Hong Kong to a greener city.

### Case Study: Green Office Reward Scheme at Commercial Buildings

For our commercial buildings, we have worked together with our tenants to achieve an effective waste management program. HPML has rolled out the Green Office Commendation Scheme in five of its commercial buildings, including Wheelock House, Crawford House, Wing On House, China Insurance Group Building, and Telford House to motivate tenants to recycle materials.

To promote behavioural change, custom-made recycling bags are provided for tenants to collect their wastepaper. Gifts are rewarded as a recognition of their green behaviour. Information of the amount of waste collected are shared among tenants to promote the purpose of waste recycling.



Obtained Gold Label in LOOP for consecutive 10 years

# Creating Value

[GRI 103]



Wheelock is committed to creating long term value for our community through demonstrating our care and support to various social enterprises.

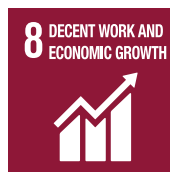
We also seek to create mutual benefits through establishing continuous partnerships with our valued customers, suppliers, contractors, and tenants to pave the way for sustainable business development.

Material topics addressed in this chapter:

Community investment and engagement

Customer experience and satisfaction

Supply chain management





To satisfy our customers' needs and elevate the standards of quality life, we maintain close relationships with our partners to ensure we deliver quality products and services. We focus on adding positive value for our business partners throughout our value chain by managing a socially and environmentally responsible supply chain.

## Supporting Environmental Projects and Green Finance

We are committed to exploring financial solutions and integrating sustainability considerations into our financing framework and products. To support the transition to a low-carbon economy, we launched in total five sustainability-linked loans which represent 32% of WPL's corporate loans.

Recognising the rising concerns on green living environment in the market, we launched a green mortgage in KOKO RESERVE this year. To encourage our customers to choose sustainable products with green building certifications, customers can enjoy a wide range of economic incentives. The whole application process is paperless and adopts digitalisation, upholding the principle of carbon reduction.

## Community Care

### Weekend Bazaar at OASIS KAI TAK

HPML supported the Enhancing Self-Reliance Through District Partnership Programme launched by the Home Affairs Department by inviting five social enterprises in the program to promote their products in the Weekend Bazaar at OASIS KAI TAK. The event allowed more people to know about social enterprises, while providing employment opportunities for disadvantaged groups to help them become self-reliant and integrate into society effectively.



### Christmas Charity Bazaar at The Parkside

Apart from the weekend bazaar, HPML also organised a Christmas Charity Bazaar at The Parkside, Tseung Kwan O. In addition to game booths, body painting, and popcorn fudge, there were four NGOs from the Enhancing Self-Reliance Through District Partnership Programme to set up Christmas booths for promoting their brand and selling different products, including disinfection and anti-epidemic supplies, handmade food, sauce, organic fruits and vegetables.

## Creating Value

### Engaging Customers to Live In-style and Well

Wheelock promotes a healthy lifestyle and wellbeing for our customers through showing our care and engaging with them. We incorporate wellness concepts into buildings during the design and construction process, in accordance with the internationally-recognised WELL<sup>TM16</sup> certification guidelines. This ensures we create a quality and sustainable living environment for the building occupants.

With our flagship loyalty programme, Club Wheelock, we maintain close connection with residents, property owners, tenants and the public with the aim to provide customer-focused services and events and promote the art of stylish living. A wide range of lifestyle events and exclusive offers are provided to our valued members. For example, we had organised an exclusive evening gathering in OASIS KAI TAK to enjoy specially selected wine from Provence and French cuisine in celebration of the French May Arts Festival.

Our Wheelock Living App included features for announcing events and offers updates, and providing services for residents such as purchasing property online and resources for efficient management. The app enables Wheelock to establish tight connection with a comprehensive digital marketing strategy. Through understanding the needs of customers across various social media platforms, we are able to provide immediate response to our customers to ensure our services enhance the quality of their lifestyle. This year, the Wheelock Living app was awarded Gold for the Best Use of Mobile & Apps in the MARKies AWARDS 2021 and Bronze for the Best Digital Performance Campaign in the DigiZ Awards 2021.



<sup>16</sup> WELL<sup>TM</sup> (WELL Building Standard) is the premier standard for buildings and communities to implement, validate and measure features that advance human health and wellness, and is developed by The International WELL Building Institute<sup>TM</sup>.



## Case Study: Club Wheelock Event Series

To promote a healthy and active lifestyle, Wheelock living has organised a series of fun activities with the concept of BODY N SOUL in various development projects.

A live-streamed webinar yoga and stretching session was organised for our members. Led by experienced yoga instructors, our members have the opportunity to learn yoga for stress relief and relaxation, and to experience a healthy and active lifestyle.



Wheelock living has also organised activities to celebrate special occasions with members. For example, during Easter, families spend time together to make DIY crafts in Grande MONACO.

In an online event, a French traditional sport, Pétanque, was introduced to enhance the interest on sport activities and promote active lifestyle.



## Creating Value

### Delivering Quality Products and Services

[GRI 419; HKEx KPI B6.4]

Wheelock is committed to achieving a position of top performance in the property development industry by providing quality products and services to our customers. We formulated various internal sub-committees and task forces to manage and oversee the general product design, quality assurance and process efficiencies, as well as to manage the expectations of our customers and business partners. The Customer Product Research Task Force and Handover Preparation Task Force, Customer Services Task Force and Property Management Task Force, are formed by senior executives from relevant departments with professional experiences to ensure our product and service quality. During each stage of our building projects, we have set up designated assurance process to ensure its quality and safety.

To create a sustainable built environment, we have embedded green and wellness features throughout the design and construction phases, and we have received multiple recognitions for our green designs. We continued to achieve 100% of the construction floor area in our portfolio being certified with or were in the progress of applying for green building standards in 2021. Various development projects have also achieved high green standards. 8 Bay East/NEO was one of the four commercial buildings that first obtained dual-platinum certificates in Hong Kong, which includes LEED for Building Design and Construction and BEAM Plus Final Platinum ratings.



**“Organised Partnership Meetings with JV partners to exchange innovative ideas and best practices of delivering quality products and services”**

We maintain quality services and facilities at HPML through conducting building maintenance and repair, fire safety drills, safety and security inspections, and regular water quality and hygiene checks. We strive to achieve excellent performance that goes beyond compliance. We align our quality services with international standards and have obtained ISO 9001:2015 Quality Management System certifications for four of our managed buildings. Our efforts have received wide recognition from customers and was presented with various awards. During the year, WPL and HPML have received the “Property Management Team of the Year — Highly Commended” at the RICS Hong Kong Awards 2021.

The Group believes maintaining product responsibility and business integrity are important in our business operations. Hence, we published transparent and accurate information regarding our building products on our website and marketing brochures to comply with all relevant regulations. During the preparation and review process of the marketing materials, we have engaged with internal and external cross-disciplinary professionals to review the accuracy and the completeness of the information we disclose.

We show our validation of customers’ suggestions and feedback through evaluating customers’ expectations and understanding their concerns. During the year, four annual post-event customers’ satisfaction surveys are carried out. Aligned with ISO standards, guidelines and service pledges, all customers feedback and complaints are handled in a professional and timely manner. During the reporting period, Wheelock did not identify any non-compliance cases concerning health and safety impacts of products and services.

## Driving Supplier Sustainability

[GRI 102-9, 103, 308-1, 414-1; HKEx KPI B4.1, B4.2, B5.2, B5.3, B5.4]

We are devoted to achieving an ethical and sustainable procurement approach for our supply chain. To ensure the sustainable performance of our suppliers aligns with Wheelock's values and standards, we maintain close collaboration with our upstream value chain partners, and set up stringent procurement policies and procedures. During the tendering stage, we required all our suppliers to acknowledge our Supplier Code of Conduct and our expectations on their environmental and social performances.

Guided by a proactive management approach, we conduct supplier assessment during the prequalification and tendering stage to evaluate supplier's performance in various environmental and social aspects, including construction environmental impact, health and safety, compliance and business ethics. Suppliers and contractors that are certified with ISO 14001 Environmental Management System and OHSAS 18001 Occupational Health and Safety Management System are considered first in the selection process.

To ensure our suppliers and contractors maintain quality environmental and social standards throughout the contract period, we implement close monitoring through regular meetings, audits and inspections, and work with them for continuous improvement. We encourage our contractors to strive for better green performance by sharing our

experience in green and sustainable financing. MONACO Residential Development at Kai Tak had become one of the first green guarantees in Asia-Pacific obtained by our contractor. In addition, we have provided sustainable guidelines for suppliers and contractors on their development projects to pioneer the use of the Carbon Assessment Tool from the Construction Industry Council.

In our upcoming developments, we strive to further promote sustainable economic activities across our businesses. We strictly forbid any forms of child and forced labour, discrimination, as well as bribery and corruption in our supply chain. Suppliers with malpractice or non-compliance with laws and regulations will be investigated immediately and required to implement correction, otherwise suppliers will be subjected to termination of contract.



Integrating  
**ESG considerations**  
in all tendering documents and  
subsequent contracts



**99.57%**  
of our total project procurement  
budget was spent on local suppliers  
to support the local economy

## Creating Value

### Safeguarding the Health and Safety of Our Valued Stakeholders

#### At Construction Sites

We are dedicated to safeguarding the health and safety of our employees and contractors through maintaining a zero-fatality working environment. All OHS issues are monitored by the Construction Management Steering Committee and Taskforce. Guided by the Safety Plan and the Project Safety Manual for Corporate Level, guidance on-site inspection, incident reporting and regular audits are illustrated for our employees and contractors.

Our site safety practices include but are not limited to:

- Conducting internal site checks every week, two weeks and every month to observe potential safety hazards and risks
- Keeping track of all lost-time, near-miss incidents, reportable and major casualties that included direct and contractors' employees
- Meeting with project staff, contractor and subcontractor safety supervisors to review site safety performance every month
- Hiring external safety consultant to conduct site-safety checks and audit on health and safety performance bi-annually
- Organising regular trainings, talks and workshops on topics in OHS, wellbeing, and safety to promote safety awareness on-site
- Establishing guidelines on safety precautions and emergency plans to maintain readiness during bad and extreme weather events



0.3 injuries per  
1,000

employees and workers: Hong Kong industries' average of 9.3 per 1,000 workers<sup>17</sup>

In 2021, we continued to carry out an "Independent Site Safety Inspection" annual review on all our ongoing projects. Six key areas are being evaluated by an external safety consultant to determine the safety performance of the site, which includes "General Site Conditions", "Plant and Machines", "Working at Height", "Equipment and Tools", "Special Process and Operations" and "Safety Management System Displays". To further improve the safety performance and make immediate improvement measures where appropriate, recommendations would be submitted to the management of the main contractors.

To carry out an effective OHS management at our construction sites, we have actively engaged with our contractors to deliver our expectations and standards. We illustrated the OHS conditions and safety guidelines through tender agreements and *Supplier Code of Conduct* to maintain close monitoring on site safety. All contractors are required to prepare an Environmental Health and Safety Plan and to appoint a safety officer. Safety bonus and safety hero awards are provided as an incentive to reward outstanding individual and contractor OHS performances. To ensure our contractors' performance are aligned with our standards and requirements, ongoing monitoring are carried out during the term of the contract.

<sup>17</sup> Industry rate recorded in the Occupational Safety and Health Statistics Bulletin (August 2021) of HKSAR Government Labour Department



### Customers' Health and Wellness

Ensuring the health and wellbeing of our customers, including residents and tenants, is also one of our main focus in our business development. Through initiating new technological solutions at our managed areas, we enhance the hygiene level of the environment, especially during the pandemic with high risks of infection.

We strive to improve the quality of our working environment such as lowering harmful substances from our workplace. In some of our managed offices, we maintained good indoor air quality and have been recognised with the IAQwi\$e Certificate.

To raise owners and tenants' awareness on their personal wellbeing, we send health information to owners and tenants on a regular basis. We also strive to facilitate tenants to exercise regularly by providing suitable infrastructure. We have incorporated sports infrastructure like jogging trails in KOKO HILLS and KT8C development, and will further explore similar facilities in Wong Chuk Hang P6 project subject to final design.



# Investing in Our Future

[GRI 103, 413-1; HKEx KPI B8.1]



In line with our commitment to Business-In-Community (BIC), Wheelock continues to demonstrate our love and care to the community while investing in our future as well as promoting technology innovation. We endeavour to support our community and provide opportunities for youngsters to thrive.

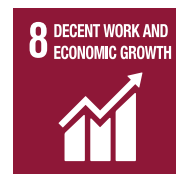
Material topics addressed in this chapter:

Smart city

Community investment and engagement

Customer experience and satisfaction

Customer data privacy



During the reporting year, we have launched a variety of initiatives ranging from youth empowerment to fostering art and technology innovation. We believe that our care and support can help the underprivileged and socially vulnerable reach their full potential through these range of short- and long-term activities.

## Transitional Housing and Land Sharing

Wheelock, in collaboration with The Lok Sin Tong Benevolent Society Kowloon, has developed the Lok Sin Tsuen Transitional Housing Project in Wong Yue Tan, Tai Po. Wheelock not only leases the land, but also helps with the planning application and applies technical expertise to the project, such as the use of sustainable building design and Modular Integrated Construction (MiC). The project will provide over 2,000 transitional housing units.

Moreover, supporting the government's Land Sharing Pilot Scheme, Wheelock has partnered with another property

developer to build 12,120 flats in Lam Tsuen, Tai Po, which will include the development of 8,500 public housing units by 2031. The two initiatives aim at developing 10,500 public housing units in total, accounting for about half of the government's annual target.

## Empowering Youth

### Project WeCan

Wheelock, being one of the partner organisations of Project WeCan, strives to support a wide range of activities which can upskill students for pursuing further education and their future career. To date, more than 80,000 students from 82 schools have benefited from the project, with a heartening coverage of up to 72 partners. In recognition of the contribution in the community, Project WeCan was nominated for the RICS Hong Kong Awards 2021 — Corporate Social Responsibility Project of The Year and received a Highly Commended for their efforts.

## Project WeCan's Young Innovator Bazaar 2021

Young Innovators Bazaar offers an opportunity for students to experience the full cycle of a retail business operation. It supports students to develop a range of skillsets in leadership, entrepreneurship, project management, communication, collaboration, marketing and sales. In 2021, although Young Innovators Bazaar was held online because of the outbreak, students from 54 participating schools could experience running their online shops.



## Project WeCan's Job Tasting Programme

Wheelock continued to support Project WeCan's Job Tasting Programme through funding for the 9th consecutive year in 2021. A total of 22 organisations supported the programme and offered various career opportunities in fields such as food and beverage, hotel and aviation. This summer, 100 students from 38 schools participated in the Job Tasting Programme. Wheelock provided two students from Ng Yuk Secondary School with a two-week summer internship in our Market Development and Design Departments, offering them an enriching summer experience.



## Investing in Our Future

### Appreciating Art and Culture

[GRI 103, 413-1; HKEx KPI B8.1]

Wheelock values art and culture as a significant element of promoting quality architecture and healthy lifestyle, while provoking curiosity and inspiring others. We have partnered with well-known organisations to acquire masterpieces as well as to foster art and culture appreciation. Through the activities, we also connect local and international artists with admirers.

#### Wheelock Art Fund

The Wheelock Art Fund has supported young and emerging artists with an approximate budget of HK\$41.2 million allocated for artwork since 2015. The fund is used to select and purchase appropriate artworks to embellish the living environments of Wheelock's residential projects in order to encourage members and the general public to appreciate art.



*Bike*  
By David Harber, placed in NAPA

### National Geographic Wheelock Hong Kong Photo Contest 2021

Wheelock has collaborated with National Geographic for the fifth consecutive year to organise the National Geographic Wheelock Hong Kong Photo Contest 2021 — Visual Storytelling for Hong Kong. A brand-new "Short Video" category debuted in this year's competition. Participants were challenged to find and capture the extraordinary moments of Hong Kong's hidden aspects to share with the public.



Winner in Mobile Photography  
'Crimson Tide' by Chiu Bong Chi, Dominic



Winner in People Category  
'Smile' by Chiang Tsz Kwan



## Investing in Our Future

### Collaboration with Hong Chi Association

To promote artistic creativity and talent among the disadvantaged, this year, Wheelock and Hong Chi Association co-organised Christmas Mask Design Competition for students from the association's 14 schools with intellectual disabilities. The competition, themed "Celebrating Christmas with Family," attracted more than 250 applicants to create eco-friendly face masks depicting precious Christmas family moments. Each awardee received fantastic prizes and an eco-friendly face mask with their own design, which they can use to show their artistic talent while spreading holiday cheer.



Winning entries

### Promoting Creativity and Innovation

Wheelock recognises the potential of innovation to tackle significant societal concerns. We are optimistic that putting resources towards supporting innovation, research, and development will benefit the community.

#### HKSTP@Wheelock Gallery

Wheelock endeavours to promote art and culture while stimulating creativity and innovation. Wheelock continues to collaborate with HKSTP to support innovation and technology through the HKSTP@Wheelock Gallery. In 2021, over 1,100 business meetings and 18 events were held, with about 2,900 members, bringing together new talent and facilitating information exchange.

Despite the temporary closure of the HKSTP@Wheelock Gallery due to the COVID-19 outbreak, Wheelock is dedicated to supporting innovation through online dialogue and partnerships. The virtual series 'On the Horizon' was presented in the Gallery throughout the year, with property related topics, such as 'How digital infrastructure elevates Hong Kong's competency'.

#### WLAB

In 2020, we partnered with The DO School, a Berlin-based social company, to support Hong Kong residents grow and thrive their innovative abilities through a variety of engagement activities. This year, Club Wheelock teamed with The DO School to launch WLAB to allow exploration of ideas for a more sustainable Hong Kong. Startups, entrepreneurs, change-makers, and the community were connected through a number of education and generate discussion activities, including a brainstorming session with the World Economic Forum Global Shapers to address current global sustainability challenges. A Smart Urbanism Webinar and a Startup Night for the Austrian Chamber of Commerce were also host in WLAB to assist community partners.

## Investing in Our Future

### Embracing Innovative Customer Solutions

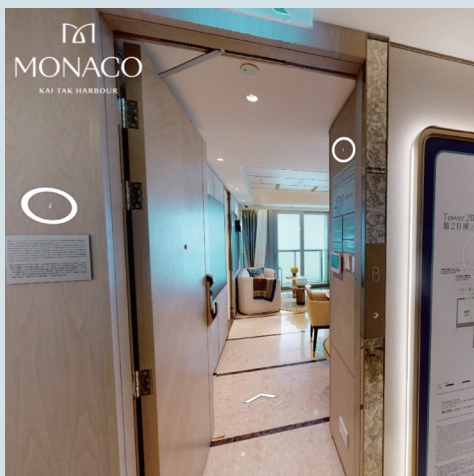
[GRI 103, 418-1; HKEx B6.2, B6.5]

To further invest in our future, Wheelock maintains close observations of the market trend and our customers' expectation to deliver excellent services. To align our operations with the emerging trends on smart and sustainable living, we introduce innovative technologies and solutions in our latest projects. More importantly, we aim to stay connected and maintain active communication with customers under situations of social distancing.

Smart living solutions such as Wi-Fi-ready homes and car plate recognition security systems are implemented in our projects. For our project KOHO HILLS, we introduce smart home and smart control solutions in collaboration with HKT Limited ("HKT"), for instance using built-in video intercom system which connects to the management office to reduce face-to-face contact, and implementing smart control of lightings, air-conditioners and electric curtains with mobile phones to maximise energy efficiency.

### Case Study: Virtual Tour in MONACO

For our project MONACO, we leveraged the advancements of technology to provide a smooth customer experience despite social distancing requirements. We have organised various online marketing and virtual sales campaign to allow customers to experience our quality services in the comfort of their own homes. For example, we have set up a 360-degree virtual flat viewing tour, which enabled customers to tour around the marketing suite of MONACO to explore show flats and other luxurious features. We have also provided our customers the ability to register intent online, live press conferences online and promote our projects through multiple social media platforms.



MONAGO 360 ° Virtual Tour



## Investing in Our Future

To enhance customer experience in residential property sales, online registration and queue management systems are implemented at sales offices and we fully utilise mobile apps for end-to-end handover processes. In OASIS KAI TAK App, we have developed an all-in-one app which further enhance our after-sales services. It provides a streamline of procedures from handover to defect rectification etc. Handover workshops and relevant information are also available in the mobile apps to provide clear guidance for customers. The app also provides notifications with the latest updates and announcements including services emergent suspension for our customers. With the Smart Clubhouse booking functions, it allows residents to reserve desired facilities easily. Besides, the app incorporated a facial recognition system and smart card access control system to ensure residents' safety by controlling workers and visitors' access. Our customer-friendly and environment-friendly services have been recognised and awarded the "Property Management Team of the Year — Certificate of Excellence" at the RICS Hong Kong Awards 2021.

We acknowledge the importance of maintaining stringent data protection standards and procedures with the emerging use of digital solutions. To maintain customer trust, only authorised staff have access to export data from the sales system, and reviews are conducted quarterly on their access rights to enhance customers' data protection. Trainings on internal standards and proper data handling procedures are organised for our customer-facing staff, to ensure they are well-informed and maintain high awareness of data protection when handling customer data. During the year, we have fully complied with the Personal Data (Privacy) Ordinance and there was no substantial complaint received concerning breaches of customer data privacy.



Handover App Training



# Appendices

## Appendix I — Material Topics and Corresponding Boundaries

To pave the way for achieving Wheelock's sustainable development, we made reference to the 2020 Materiality Matrix, the latest requirements from HKEx ESG Reporting Guide and GRI Standards, combined with the results of a peer benchmarking exercise. The assessment results identified the 22 topics from 2020 to remain material, due to the comprehensive consideration of the actual business and operational stability of the Group.

Given the latest sustainability trends and development of reporting guidelines, climate resilience and supply chain management were adjusted to be included as highly material topics this year. Among the 22 topics, 17 topics were considered as highly material, which will be given priority throughout the report and disclose the relevant performance.

### Materiality Matrix





## Material Topics and Boundaries

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

## Other Topics Considered

No.	Topics
4	Pollution mitigation
7	Biodiversity
13	Social inclusion
14	Aging population
15	Cultural heritage

## Appendices

### Appendix II — Performance Data

#### Environmental Data

Item	Unit	2021 <sup>1</sup>	2020 <sup>2</sup>	2019 <sup>3</sup>
<b>Energy consumption</b>				
<b>Total energy consumption</b> [GRI 302-1; HKEx KPI A2.1]				
Headquarters	Gigajoules (GJ)	974	738	932
HPML's office	GJ	812	842	–
Construction sites	GJ	71,146	109,124	211,736
Managed properties	GJ	195,473	231,026	–
<b>Energy intensity</b> [GRI 302-3; HKEx KPI A2.1]				
Headquarters	Kilowatt-hour (kWh)/m <sup>2</sup> of gross floor area (GFA) <sup>4</sup>	52	39	50
HPML's office	kWh/m <sup>2</sup> of GFA	174.3	180.7	–
Construction sites	kWh/m <sup>2</sup> of construction floor area (CFA)	5.86	5.35	4.26
Managed properties	kWh/m <sup>2</sup> of GFA	47.8	54.6	–
<b>Electricity consumption</b>				
Headquarters <sup>5</sup>	GJ	974	738	932
	Megawatt-hour (MWh)	270	205	259
HPML's office	GJ	812	842	–
	MWh	225	234	–
Construction sites	GJ	16,772	12,843	13,966
	MWh	4,659	3,567	3,879
Managed properties	GJ	193,046	228,468	–
	MWh	53,624	63,463	–
<b>Diesel consumption</b>				
Headquarters	L	–	–	–
HPML's office	L	–	–	–
Construction sites	L	1,373,065	2,431,354	4,994,195
Managed properties	L	63,852	67,756	–

<sup>1</sup> Environmental data of 2021 includes head office at Wheelock House, HPML's office, 26 managed properties and 8 construction sites.

<sup>2</sup> Environmental data of 2020 included head office at Wheelock House, HPML's office, 27 managed properties and 7 construction sites.

<sup>3</sup> Environmental data of 2019 included head office at Wheelock House and 9 construction sites.

<sup>4</sup> The data refer to electricity intensity.

<sup>5</sup> The electricity consumption of air conditioning system is excluded.

Item	Unit	2021 <sup>1</sup>	2020 <sup>2</sup>	2019 <sup>3</sup>
<b>GHG emissions<sup>6</sup></b>				
<b>Total GHG emissions (Scope 1, 2 and 3)</b>				
Headquarters	tCO <sub>2</sub> e	222	207	254
HPML office	tCO <sub>2</sub> e	116	156	–
Construction sites	tCO <sub>2</sub> e	6,423	10,414	16,785
Managed properties	tCO <sub>2</sub> e	28,767	40,651	–
<b>GHG emissions intensity</b> [GRI 305-4; HKEx KPI A1.2]				
Headquarters	kg of CO <sub>2</sub> equivalent (kg CO <sub>2</sub> e)/m <sup>2</sup> of GFA	43	40	49
HPML office	kg CO <sub>2</sub> e/m <sup>2</sup> of GFA	90	120	–
Construction sites	kg CO <sub>2</sub> e/m <sup>2</sup> of GFA	8.1	15.6	18.5
Managed properties	kg CO <sub>2</sub> e/m <sup>2</sup> of GFA	25.3	35	–
<b>Direct GHG emissions (Scope 1)</b> [GRI 305-1; HKEx KPI A1.1, A1.2]				
Headquarters	tCO <sub>2</sub> e	0	0	0
HPML's office	tCO <sub>2</sub> e	0	0	–
Construction sites	tCO <sub>2</sub> e	0	0	0
Managed properties	tCO <sub>2</sub> e	167	177	–
<b>Indirect GHG emissions (Scope 2)</b> [GRI 305-2; HKEx KPI A1.1, A1.2]				
Headquarters	tCO <sub>2</sub> e	192	164	207
HPML's office	tCO <sub>2</sub> e	83	117	–
Construction sites	tCO <sub>2</sub> e	1,869	1,963	2,080
Managed properties	tCO <sub>2</sub> e	25,672	37,576	–
<b>Other indirect GHG emissions (Scope 3)</b> [GRI 305-3; HKEx KPI A1.1, A1.2]				
Headquarters	tCO <sub>2</sub> e	30	43	47
HPML's office	tCO <sub>2</sub> e	32	39	–
Construction sites	tCO <sub>2</sub> e	4,554	8,451	14,705
Managed properties	tCO <sub>2</sub> e	2,928	2,898	–

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

## Appendices

Item	Unit	2021 <sup>1</sup>	2020 <sup>2</sup>	2019 <sup>3</sup>
<b>Waste</b>				
<b>Total waste to landfill</b>				
Headquarters	tonnes	6	9	10
HPML's office	tonnes	25	25	–
Construction sites	tonnes	12,205	31,617	33,712
Managed properties	tonnes	6,626	6,324	–
<b>Proportion of total waste recycled</b>				
Headquarters	%	33.2	9.4	6.7
HPML's office	%	2.6	2.3	–
Construction sites	%	29	33	19
Managed properties	%	1.44	0.9	–
<b>Waste recycled by type<sup>7</sup> [GRI 306-3; HKEx A1.3, A1.4, A1.6]</b>				
<i>Non-hazardous waste</i>				
Paper	tonnes	71	56	8
Plastic	tonnes	8.55	7	0.04
Metals/Aluminium	tonnes	4	2.5	0.012
Steel	tonnes	4,520	11,905	3,792
Concrete	tonnes	11.6 <sup>8</sup>	1,368	2,761
Wood	tonnes	362	1,604	1,115
Glass	tonnes	20.85	2.83	–
<b>Water</b>				
<b>Water consumption [GRI 303-1; HKEx KPI A2.2]</b>				
Headquarters	m <sup>3</sup>	187	179	216
HPML's office	m <sup>3</sup>	228	165	–
Construction sites	m <sup>3</sup>	126,489	224,736	209,294
Managed properties	Municipal water	m <sup>3</sup>	271,033	300,686
	Captured rainwater	m <sup>3</sup>	1,055	1,035
	Recycled water	m <sup>3</sup>	1,050	1,000
<b>Water intensity [HKEx KPI A2.2]</b>				
Headquarters	m <sup>3</sup> /employee	0.54	0.62	0.68
HPML's office	m <sup>3</sup> /employee	0.31	2.75	–
Construction sites <sup>4</sup>	m <sup>3</sup> /m <sup>2</sup> of CFA	0.16	0.34	0.23
Managed properties <sup>5</sup>	m <sup>3</sup> /m <sup>2</sup> of GFA	0.24	0.26	–

<sup>7</sup> For paper, plastic and metals, the data of 2021 includes headquarters, HPML's office, construction sites and 26 managed properties.

<sup>8</sup> The construction work for most projects had been substantially completed in 2021 and few concreting work was conducted.



Item	Unit	2021 <sup>1</sup>	2020 <sup>2</sup>	2019 <sup>3</sup>
<b>Materials</b>				
<b>Paper used [GRI 301-1; HKEx KPI A2.5]</b>				
Headquarters	tonnes	9.1	9.9	10.3
HPML's office	tonnes	3.52	3.53	–
<b>Major construction materials used</b>				
Bricks	tonnes	4,795	1,151	1,252
Cement	tonnes	1,483	1,741	6,063
Cement mortar	tonnes	4,995	1,160	3,441
Concrete	m <sup>3</sup>	77,101	145,574	248,268
Joint steel	tonnes	–	2,292	1,259
Reinforcing steel bars	tonnes	25,564	19,912	53,735
Sand	tonnes	5,130	4,602	4,466
Timber	tonnes	2,719	1,077	1,643

## Social Data

### Workforce

	Unit	2021	2020	2019
<b>Total workforce</b>				
Direct employees <sup>9</sup>	no. of people	745	585	594
Sub-contracted construction workers	no. of people	43,356	44,791	46,116

	Unit	2021		2020		2019	
		Male	Female	Male	Female	Male	Female

#### Direct employees by employment contract and gender [GRI 102-8, HKEx KPI B1.1]

Permanent contract	no. of people	274	221	266	236	287	253
Fixed term contract	no. of people	53	32	45	13	45	9
Temporary contract	no. of people	74	91	7	18	0	0

#### Direct employees by employment type and gender

Full-time	no. of people	327	253	312	249	332	262
Part-time	no. of people	74	91	6	18	0	0

#### New hires by age group and gender [GRI 401-1, HKEx KPI B1.2]

Below 30	no. of people	80	93	19	31	18	30
30–50	no. of people	82	81	26	23	34	25
Above 50	no. of people	26	12	15	4	14	4

## Appendices

	Unit	2021		2020		2019	
		Male	Female	Male	Female	Male	Female
New hires rate by age group and gender [GRI 401-1; HKEx KPI B1.2]							
Below 30	%	20	27	6	12	5	11
30–50	%	20	24	8	9	10	10
Above 50	%	6	3	5	1	4	2
Staff turnover by age group and gender [GRI 401-1; HKEx KPI B1.2]							
Below 30	no. of people	39	68	16	24	13	19
30–50	no. of people	57	66	19	21	28	34
Above 50	no. of people	28	9	14	1	17	5
Staff turnover rate by age group and gender [GRI 401-1; HKEx KPI B1.2]							
Below 30	%	10	20	5	9	4	7
30–50	%	14	19	6	8	8	13
Above 50	%	7	3	4	0	5	2

### Occupational Health and Safety

	Unit	2021		2020		2019	
		Male	Female	Male	Female	Male	Female
Work-related injuries and fatalities							
Direct employees							
Injuries	no. of people	1	2	1	1	5	2
	per 1,000 workers	2.5	5.8	3.1	3.7	15.1	7.6
Fatalities	no. of people	0	0	0	0	0	0
	per 1,000 workers	0	0	0	0	0	0
Construction sites (sub-contracted workers)							
Injuries	no. of people	8	5	17	2	5	0
	per 1,000 workers	0.21	0.89	0.45	0.28	0.13	0
Fatalities	no. of people	0	0	0	0	0	0
	per 1,000 workers	0	0	0	0	0	0

	Unit	2021		2020		2019	
		Male	Female	Male	Female	Male	Female
Lost days and absenteeism							
Direct employees [GRI 403-2; HKEx KPI B2.1, B2.2]							
Lost day rate	%	0.03	0.02	0.12	0.03	0.15	0
Absentee rate	%	1.49	1.98	0.9	1.2	1.37	1.94
Construction sites (sub-contracted workers) [GRI 403-2; HKEx KPI B2.1, B2.2]							
Lost days	days	459	470	1,053	0	395	0
Lost day rate	%	0.005	0.005	0.01	0	0.004	0

### Employee Training and Career Development<sup>9</sup>

	Unit	2021	2020	2019
<b>Percentage of total employees trained by gender</b> [HKEx KPI B3.1]				
Male	%	67	86	89
Female	%	66	83	90
<b>Percentage of total employees trained by employee category</b> <sup>10</sup> [HKEx KPI B3.2]				
Management	%	90	89	–
Supervisory	%	88	93	–
General	%	63	87	–
Others	%	28	49	–
<b>Average hours of training by gender</b> [HKEx KPI B3.1]				
Male	hours	5.5	6.8	7.4
Female	hours	4.2	6.7	4.2
<b>Average hours of training by employee category</b> [HKEx KPI B3.2]				
Management	hours	10.6	13.4	–
Supervisory	hours	7.4	7.7	–
General	hours	4.2	6.5	–
Others	hours	1.1	1.3	–

### Equal Opportunities

	Unit	2021	2020	2019
Workforce composition by employee category, age group and gender				
Managerial				
Male	no. of people	28	31	30
Female		14	14	14
<30		0	0	0
30–50		21	22	19
50+		21	23	25
Supervisory				
Male	no. of people	81	195	215
Female		56	139	139
<30		18	40	38
30–50		93	240	271
50+		26	54	45

<sup>9</sup> The data cover direct employees only.

<sup>10</sup> The employment category is revised to Managerial, Supervisory, General and Others for 2020 and 2021.

## Appendices

	Unit	2021	2020	2019
General				
Male	no. of people	247	45	43
Female		258	98	97
<30		214	79	71
30–50		252	52	57
50+		39	12	12
Others				
Male	no. of people	45	47	44
Female		16	16	12
<30		7	1	1
30–50		21	18	15
50+		33	44	40

### Supply Chain Management<sup>11</sup>

[GRI 102-9; HKEx KPI B5.1]

	Unit	2021	2020	2019
<b>Number of suppliers by geographical region</b>				
Hong Kong	no. of suppliers	192	1,399	927
Outside Hong Kong	no. of suppliers	11	11	17

### Community Investment

[GRI 413-1; HKEx KPI B8.2]

	Unit	2021	2020	2019
<b>Resources contributed</b>				
Total cash donations	HK\$ Million	0.012	7	5 <sup>12</sup>
Total volunteer hours	hours	1,232	188.1	–

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

<sup>12</sup> Data were adjusted to reflect the actual donations of WPL.



## Appendix III — Charters, Select Memberships and Awards

### Charters and Pledges

Company	Charter	Organisation	Year
HPML	Glass Container Recycling Charter	Environmental Protection Department	Since 2020
HPML	Mental Health Workplace Charter	Advisory Committee on Mental Health	Since 2020
HPML	Low Carbon Charter	Business Environment Council	Since 2019
HPML	Good Employer Charter	Labour Department	Since 2018
WPL	Green Shop Pledge	HK Green Building Council	Since 2017
HPML	Green Shop Alliance	HK Green Building Council	Since 2017
HPML	Charter on External Lighting	Environment Bureau	Since 2015
HPML	Energy Saving Charter	Environment Bureau/EMSD	Since 2014
HPML	Energy Saving Charter on “No ILB”	Environment Bureau/EMSD	Since 2013
WPL	I’m finished with FINS	Shark Savers Hong Kong	Since 2013
WPL	No Air-Con Night	Green Sense	Since 2012
HPML	Carbon Reduction Charter	Environment Bureau	Since 2008
HPML	Green Cross Group Member	Occupational Safety & Health Council	Since 2004

### Select Memberships

Organisation	Capacity
Business Environment Council	<ul style="list-style-type: none"> <li>• Board Director</li> </ul>
Employers’ Federation of Hong Kong	<ul style="list-style-type: none"> <li>• Council member</li> </ul>
	<ul style="list-style-type: none"> <li>• Vice-chairman of General Committee</li> </ul>
	<ul style="list-style-type: none"> <li>• Member of General Committee</li> </ul>
	<ul style="list-style-type: none"> <li>• Chairman of Executive Committee</li> </ul>
	<ul style="list-style-type: none"> <li>• Chairman of Property &amp; Construction functional group</li> </ul>
Environment and Conservation Fund	<ul style="list-style-type: none"> <li>• Committee Chairman</li> </ul>
	<ul style="list-style-type: none"> <li>• Investment Committee Member</li> </ul>
Estate Agents Authority	<ul style="list-style-type: none"> <li>• Board member</li> </ul>
	<ul style="list-style-type: none"> <li>• Licensing Committee member</li> </ul>
	<ul style="list-style-type: none"> <li>• Practice &amp; Examination Committee member</li> </ul>

## Appendices

Organisation	Capacity
Home Affairs Bureau	• Ex-officio member of Social Enterprise Advisory Committee
	• Chairman of Advisory Committee on Enhancing Self-Reliance Through District Partnership Programme
Hong Kong Examinations and Assessment Authority	• Co-opted member of the Hong Kong Diploma of Secondary Education Applied Learning Subject Committee
Hong Kong General Chamber of Commerce	• Vice Chairman
	• Council member
Hong Kong Green Building Council	• Board Director
	• Council Director
	• Hong Kong Green Shop Alliance Focus Group member
The Real Estate Developers Association of Hong Kong	• Board Director
	• Executive Committee Chairman
	• Executive Committee Member
	• Member of the Legal Sub-committee
	• Member of Construction Sub-Committee
Royal Institution of Chartered Surveyors	• Fellow
	• Event Committee member
WWF-Hong Kong	• Board Member

### Major Awards

Award	Awardee	Awarder
Ranked 4 <sup>th</sup> out of 107 diversified real estate companies with similar market capitalisation	WAC	Sustainalytics ESG Risk Ratings
LOOP Labeling Scheme 2021 — Gold Label	WPL	WWF-Hong Kong
The MARKies AWARDS 2021 — Best Use Of Mobile & Apps — Gold	WL	Marketing Interactive
DigiZ Awards 2021 — Best Digital Performance Campaign — Bronze	WL	Marketing Interactive
Best Development & Conservation Award 2021 — Planning — Merit	WPL for One HarbourGate, Hunghom	The Hong Kong Institute of Surveyors

## Appendices

Award	Awardee	Awarder
Best Development & Conservation Award 2021 — Pre-Construction — Merit	WPL for MALIBU	The Hong Kong Institute of Surveyors
Best Development & Conservation Award 2021 — Construction — Merit	WPL for MONTEREY	The Hong Kong Institute of Surveyors
Best Development & Conservation Award 2021 — Sales & Leasing — Merit	WPL for OASIS KAI TAK, Kai Tak	The Hong Kong Institute of Surveyors
Best Development & Conservation Award 2021 — Post-Occupation — Merit	WPL for One Bay East, Kwun Tong	The Hong Kong Institute of Surveyors
RICS Hong Kong Awards 2021 — Corporate Social Responsibility Project Of The Year — Highly Commended	WPL	Royal Institution of Chartered Surveyors
RICS Hong Kong Awards 2021 — Property Management Team Of The Year — Highly Commended	WPL	Royal Institution of Chartered Surveyors
Loyalty And Engagement Awards 2021 — Best Membership Programme — Gold	WL	Marketing Interactive
Loyalty And Engagement Awards 2021 — Best Loyalty Programme (Lifestyle & Entertainment) — Bronze	WL	Marketing Interactive
Loyalty And Engagement Awards 2021 — Best Use Of Smart Data Analytics — Bronze	WL	Marketing Interactive
BCI Asia Top 10 Developer Awards 2021 — Hong Kong	WPL	BCIAsia
5 Years Plus Caring Company Logo	WPL	Hong Kong Council of Social Service
The 20 <sup>th</sup> Hong Kong Occupational Safety & Health Award — (SMEs) Safety Performance Award — Outstanding	WPL for Wheelock House	Occupational Safety & Health Council
The 8 <sup>th</sup> Best Property Safety Management Award — Best Property Management Award — Resident's Repair, Maintenance, Alteration and Addition (RMAA) Works Safety Enhancement Award — Silver Award	WPL for One Island South	Occupational Safety & Health Council
The 20 <sup>th</sup> Hong Kong Occupational Safety & Health Award — (Other Industries) Safety Performance Award — Excellence	WPL for One Island South	Occupational Safety & Health Council
The 8 <sup>th</sup> Best Property Safety Management Award — Best Property Management Award in Occupational Safety and Health — Bronze Award	WPL for One Island South	Occupational Safety & Health Council
The 8 <sup>th</sup> Best Property Safety Management Award — Best Property Contractor in Occupational Safety and Health — Silver	WPL for One Midtown	Occupational Safety & Health Council
The 20 <sup>th</sup> Hong Kong Occupational Safety & Health Award — (Other Industries) Safety Performance Award — Outstanding	WPL for One Midtown	Occupational Safety & Health Council
HKQAA CSR Plus Mark	WPL	HKQAA

## Appendices

### Appendix IV — Verification Statement



#### Scope and Objective

Hong Kong Quality Assurance Agency ("HKQAA") has been commissioned by Wheelock Properties Limited ("WPL") to undertake an independent verification for its Sustainability Report 2021 ("the Report"). The scope of this verification covers the sustainability information and data of WPL from the period 1st January 2021 to 31st December 2021. Where relevant, initiatives are also interlinked with Harriman Property Management Limited, a wholly-owned subsidiary that engaged in the management of properties in Hong Kong (jointly referred to as "Wheelock"). The Report outlines Wheelock's commitments, strategies and efforts in environmental, social and operational aspects.

The aim of this verification is to provide a reasonable assurance on the reliability of the Report. The Report has been prepared in accordance with the Global Reporting Initiative Sustainability Reporting Standards ("GRI Standards") — Core option, GRI G4 Construction and Real Estate Sector Disclosures and the Environmental, Social and Governance Reporting Guide ("ESG Reporting Guide") set out in Appendix 27 of the Rules Governing the Listing of Securities on the Stock Exchange of Hong Kong Limited. Also, the disclosure of actions on climate change is referenced to the recommendations of the Task Force on Climate-related Financial Disclosures ("TCFD").

#### Level of Assurance and Methodology

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

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

#### Independence

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

#### Conclusion

Based on the verification results and in accordance with the verification procedures undertaken, HKQAA has obtained reasonable assurance and is in the opinion that:

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

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

#### Signed on behalf of Hong Kong Quality Assurance Agency

Connie Sham  
Head of Audit  
April 2022



## Appendix V — GRI Standards and HKEx ESG Reporting Guide Content Index

GRI indicator	HKEx indicator	Disclosure title*	Section reference/remarks	Page(s)
<b>GRI 102: General Disclosures 2016</b>				
102-1		Name of the organisation	About This Report	3
102-2		Activities, brands, products, and services	Building a Quality Organisation	11
102-3		Location of headquarters	About this Report	3
102-4		Location of operations	About the Report Building a Quality Organisation	3 11
102-5		Ownership and legal form	About this Report	3
102-6		Markets served	Building a Quality Organisation	11
102-7		Scale of the organisation	Building a Quality Organisation	11, 18
102-8	KPI B1.1	Information on employees and other workers	Building a Quality Organisation Appendices — Performance Data	18 57
102-9	KPI B5.1	Supply chain	Creating Value Appendices — Performance Data	43 60
102-10		Significant changes to the organisation and its supply chain	<i>Wheelock Properties remains to be the wholly owned subsidiary of Wheelock and Company Limited, which has announced privatisation in July 2020.</i>	–
102-11		Precautionary principle or approach	Building a Quality Organisation	12
102-12		External initiatives	Appendices — Charters, Memberships and Awards	61–63
102-13		Membership of associations	Appendices — Charters, Memberships and Awards	61–63
102-14		Statement from senior decision maker	Chairman's Message	4–5
102-16		Values, principles, standards, and norms of behaviour	Building a Quality Organisation	13–14
102-17	KPI B7.2	Mechanisms for advice and concerns about ethics	Building a Quality Organisation	12–13
102-18		Governance structure	Building a Quality Organisation	12
102-40		List of stakeholder groups	Building a Quality Organisation	17
102-41		Collective bargaining agreements	<i>All of Wheelock's employees are located in Hong Kong where there is no statutory recognition of collective bargaining agreements.</i>	–
102-42		Identifying and selecting stakeholders	Building a Quality Organisation	17

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

## Appendices

GRI indicator	HKE <sub>x</sub> indicator	Disclosure title*	Section reference/remarks	Page(s)
102-43		Approach to stakeholder engagement	Building a Quality Organisation Appendices — Material Topics and Corresponding Boundaries	17 52–53
102-44		Key topics and concerns raised	Building a Quality Organisation Appendices — Material Topics and Corresponding Boundaries	15 52–53
102-45		Entities included in the consolidated financial statements	Building a Quality Organisation	11
102-46		Defining report content and topic boundaries	Building a Quality Organisation Appendices — List of Material Topics and Corresponding Boundaries	15 52–53
102-47		List of material topics	Building a Quality Organisation Appendices — List of Material Topics and Corresponding Boundaries	15 52–53
102-48		Restatements of information	<i>No restatement of information.</i>	–
102-49		Changes in reporting	About this Report	–
102-50		Reporting period	About this Report	3
102-51		Date of most recent report	<i>Our previous content was reported in Wheelock and Company Limited's Sustainability Report published in July 2021.</i>	–
102-52		Reporting cycle	<i>The Report is produced annually.</i>	–
102-53		Contact point for questions regarding the report	About this Report	3
102-54		Claims of reporting in accordance with the GRI Standards	About this Report	3
102-55		GRI content index	Appendices — GRI Standards and HKE <sub>x</sub> ESG Reporting Guide Content Index	65–72
102-56		External assurance	About this Report Appendices — Verification Statement	3 64
<b>Topic-specific Disclosures</b>				
<b>Economic and General</b>				
<b>GRI 205: Anti-Corruption 2016</b>				
103	Aspect B7 General Disclosure KPI B7.2	Management approach	Building a Quality Organisation	12–13
205-2	KPI B7.3	Communication and training about anti-corruption policies and procedures	Building a Quality Organisation	12–13
205-3	Aspect B7 General Disclosure KPI B7.1	Confirmed incidents of corruption and actions taken	Building a Quality Organisation	12–13

## Appendices

GRI indicator	HKEx indicator	Disclosure title*	Section reference/remarks	Page(s)
<b>Environmental</b>				
<b>GRI 301: Materials 2016</b>				
103	Aspect A2 General Disclosure Aspect A3 General Disclosure KPI A3.1	Management approach	Being and Building Green	24–37
301-1	KPI A2.5	Materials used by weight or volume	Appendices — Performance Data <i>Data on materials by renewable and non-renewable material types was not collected for this reporting cycle.</i>	57
<b>GRI 302: Energy 2016</b>				
103	Aspect A2 General Disclosure KPI A2.3 Aspect A3 General Disclosure KPI A3.1	Management approach	Being and Building Green	24–37
302-1	KPI A2.1	Energy consumption within the organisation	Appendices — Performance Data	54
302-3	KPI A2.1	Energy intensity	Appendices — Performance Data	54
302-4	KPI A2.3	Reduction of energy consumption	Being and Building Green	24–37
<b>GRI 303: Water and Effluents 2018</b>				
303-1	KPI A2.2	Water consumption in total and intensity (e.g., per unit of production volume, per facility)	Appendices — Performance Data	56
	KPI A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set, and steps taken to achieve them	<i>Not applicable — Sourcing water that is fit for purpose is not considered to be a material issue for our organisation.</i>	–

## Appendices

GRI indicator	HKE <sub>x</sub> indicator	Disclosure title*	Section reference/remarks	Page(s)
<b>GRI 305: Emissions 2016</b>				
103	Aspect A1 General Disclosure KPI A1.5 Aspect A3 General Disclosure KPI A3.1	Management approach	Being and Building Green	24–37
305-1	KPI A1.1 KPI A1.2	Direct (Scope 1) GHG emissions	Appendices — Performance Data	55
305-2	KPI A1.1 KPI A1.2	Energy indirect (Scope 2) GHG emissions	Appendices — Performance Data	55
305-3	KPI A1.1 KPI A1.2	Other indirect (Scope 3) GHG emissions	Appendices — Performance Data	55
305-4	KPI A1.2	GHG emissions intensity	Appendices — Performance Data	55
305-5	KPI A1.5	Reduction of GHG emissions	Being and Building Green	24–37
<b>GRI 306: Waste 2020</b>				
103	KPI A1.6 Aspect A3 General Disclosure KPI A3.1	Management approach	Being and Building Green	24–37
306-3	KPI A1.3 KPI A1.4 KPI A1.6	Waste by type and disposal method	Appendices — Performance Data <i>Our operation does not produce significant amounts of hazardous waste.</i>	56
<b>GRI 307: Environmental Compliance 2016</b>				
103	Aspect A1 General Disclosure	Management approach	Being and Building Green	24–25
307-1	Aspect A1 General Disclosure	Non-compliance with environmental laws and regulations	<i>During 2021, Wheelock was not affected by any incident of non-compliance with any laws, regulations or voluntary codes concerning the environment.</i>	–
<b>GRI 308: Supplier Environmental Assessment</b>				
103	Aspect B5 General Disclosure KPI B5.2 KPI B5.3	Management approach	Creating Value	43
308-1	KPI B5.4	New suppliers that were screened using environmental criteria	Creating Value	43



# Appendices

GRI indicator	HKEx indicator	Disclosure title*	Section reference/remarks	Page(s)
<b>GRI G4 CRE8: Sustainable Building Development and Certification</b>				
CRE8		Type and number of sustainability certification, rating and labelling schemes for new construction, management, occupation and redevelopment	Being and Building Green	26–31
<b>HKEx A4: Climate Change</b>				
	Aspect A4 General Disclosure	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer	Being and Building Green	33–35
	KPI A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them	Being and Building Green	33–35
<b>Labour Practices and Decent Work</b>				
<b>GRI 401: Employment 2016</b>				
103	Aspect B1 General Disclosure	Management approach	Building a Quality Organisation	18–23
401-1	KPI B1.2	New employee hires and employee turnover	Appendices — Performance Data	57–58
<b>GRI 403: Occupational Health and Safety 2016</b>				
103	Aspect B2 General Disclosure KPI B2.3	Management approach	Building a Quality Organisation	22–23
403-2	KPI B2.1 KPI B2.2	Types of injury and rates of injury, occupational diseases, lost days, absenteeism, and number of work-related fatalities	Building a Quality Organisation Appendices — Performance Data	22–23 58

## Appendices

GRI indicator	HKE <sub>x</sub> indicator	Disclosure title*	Section reference/remarks	Page(s)
<b>GRI 404: Training and Education 2016</b>				
103	Aspect B3 General Disclosure	Management approach	Building a Quality Organisation	18–22
404-1	KPI B3.2	Average hours of training per year per employee	Appendices — Performance Data	59
404-3		Percentage of employees receiving regular performance and career development reviews	Building a Quality Organisation <i>100% of employees received regular performance and career development reviews</i>	22
	KPI B3.1	Percentage of employees trained by gender and employee category (e.g., senior management, middle management)	Appendices — Performance Data	59
<b>GRI 405: Diversity and Equal Opportunity 2016</b>				
103	Aspect B1 General Disclosure	Management approach	Building a Quality Organisation	18
405-1	KPI B1.1	Diversity of governance bodies and employees	Building a Quality Organisation Appendices — Performance Data	18 59–60
<b>GRI 406: Non-discrimination 2016</b>				
103	Aspect B1 General Disclosure	Management approach	Building a Quality Organisation	18
406-1		Incidents of discrimination and corrective actions taken	Building a Quality Organisation	18
<b>GRI 414: Supplier Social Assessment 2016</b>				
103	Aspect B5 General Disclosure KPI B5.2 KPI B5.3	Management approach	Creating Value	43
414-1	KPI B5.2	New suppliers that were screened using social criteria	Creating Value	43

# Appendices

GRI indicator	HKEx indicator	Disclosure title*	Section reference/remarks	Page(s)
<b>HKEx B4: Labour Standards</b>				
	Aspect B4 General Disclosure	Information on: the policies; and compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour	Creating Value	43
	KPI B4.1	Description of measures to review employment practices to avoid child and forced labour	<i>In compliance with local laws, Wheelock and its supply chain do not employ any person below the age of eighteen years at the workplace. Wheelock prohibits the use of child, forced or compulsory labour in all its departments, subsidiaries and suppliers. No employee is made to work against his/her will or work as bonded/forced labour, or subject to corporal punishment or coercion of any type related to work.</i>	–
	KPI B4.2	Description of steps taken to eliminate such practices when discovered	Creating Value	43
<b>Society</b>				
<b>GRI 413: Local Communities 2016</b>				
103	Aspect B8 General Disclosure	Management approach	Investing In Our Future	46–49
413-1	KPI B8.1	Operations with local community engagement, impact assessments, and development programmes	Investing In Our Future	46–49
	KPI B8.2	Resources contributed (e.g., money or time) to the focus area	Appendices — Performance Data	60
<b>Product Responsibility</b>				
<b>GRI 418: Customer Privacy 2016</b>				
103	Aspect B6 General Disclosure KPI B6.5	Management approach	Creating Value Investing In Our Future	50
418-1	Aspect B6 General Disclosure KPI B6.2 KPI B6.5	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Creating Value Investing In Our Future	51

## Appendices

GRI indicator	HKE <sub>x</sub> indicator	Disclosure title*	Section reference/remarks	Page(s)
<b>GRI 419: Socioeconomic Compliance 2016</b>				
103		Management approach	Creating Value	42
419-1	Aspect B1 General Disclosure Aspect B2 General Disclosure Aspect B4 General Disclosure Aspect B6 General Disclosure Aspect B7 General Disclosure	Non-compliance with laws and regulations in the social and economic area	<i>The Company was not subject to any significant fines or non-monetary sanctions for non-compliance with laws and regulations in 2021.</i>	–
	KPI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons	<i>Not applicable — Percentage of product subject to recall for health and safety reasons are not considered to be a material issue.</i>	–
	KPI B6.3	Description of practices relating to observing and protecting intellectual property rights	<i>Not applicable — Description of practices relating to observing and protecting intellectual property rights are not considered to be a material issue.</i>	–
	KPI B6.4	Description of quality assurance process and recall procedures	Creating Value	42



