

Stakeholder Engagement and Materiality



An Overview

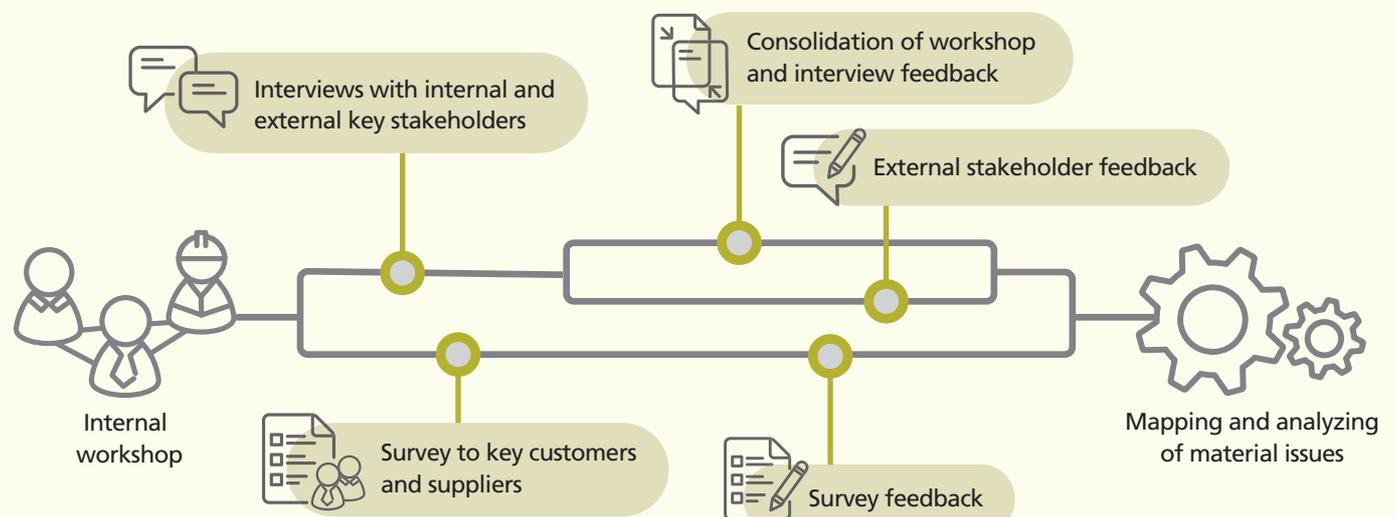
We decided to use the GRI and HKEx-recommended best practice processes to tell our story. We wanted to share not only our history and pride in contributing to Hong Kong's growth, but to do so responsibly. It also relates to how we would like to continue to contribute to Hong Kong in a manner that reflects the need to address sustainability issues, while also recognizing that we have a business which needs to evolve.

We are mindful that we cannot do this alone and therefore began by engaging our own employees in a series of workshops, training sessions and interviews. We did this not only because GRI recommends a stakeholder engagement process, but also because it is necessary for our business to tap into the knowledge, expertise and above all motivation of our colleagues so we may address the economic, environmental and demographic challenges facing our sector.

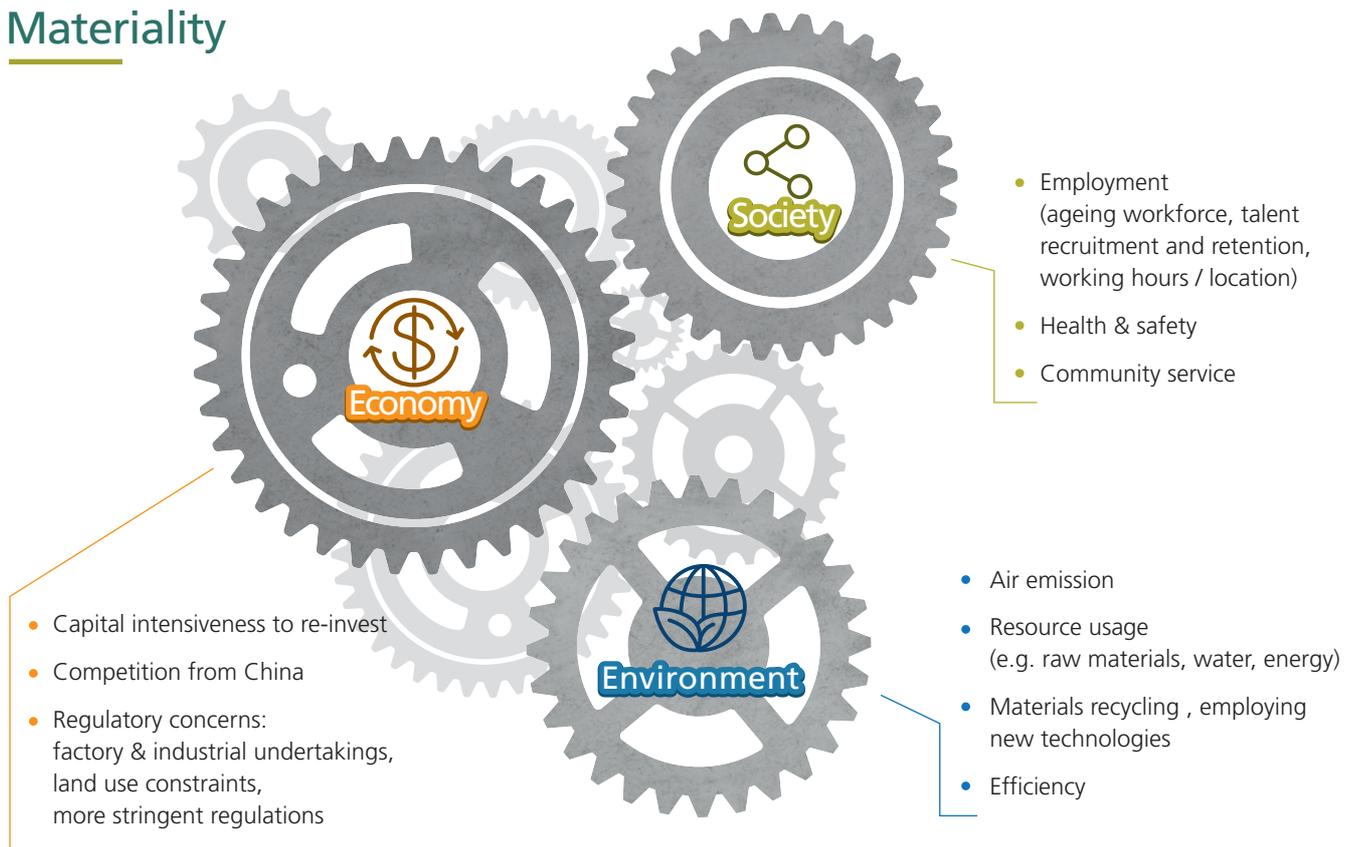
Our Engagement Process

Kicking off the reporting process was a half-day workshop introducing the teams to the purpose of reporting. For people who want to work for us, we must understand what makes us today, and will continue to make us tomorrow, a place where people can develop their careers and contribute to Hong Kong's "greener" economy moving forward.

This year, since it is our first formal reporting process, we reached out to our colleagues, business partners, suppliers and customers. In summary, the key issues raised for our attention are captured on the next page.



Materiality



Above are the material issues identified in our stakeholder engagement process, those which have most impact on and relevance to our operations. The issues are organized into three categories which refer to the framework of GRI standards. The performance highlights of the issues are supported by data and further elaborated in various narratives presented in the different sections of the report. This report aims to cover the most significant material issues as a starting point.

The next steps have included an in-depth study into these material issues to inform not only how we present our information but how we integrate it into the development of a

flexible strategy. We have management policy and relevant initiatives already in place addressing some of the topics raised such as air emissions, the efficient use of natural resources, energy and recycling efforts. In addition, we continue to innovate and invest in new technologies in order to effectively manage material issues. By engaging with a wider set of stakeholders, we aim to identify and collaborate on future opportunities as well as strengthen our licence to operate. We hope this will improve operational efficiency, provide better risk management, allow a deeper trust in our brand and reputation and enhance our recruitment efforts.

