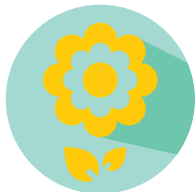


More care  
More happiness



# Environmental, Social and Governance Report

A philosophy of continuous improvement in all we do has seen the Group become an employer of choice in Hong Kong, as well as a role model for corporate responsibility in business ethics, sustainable development and giving back to the community.



## Environmental, Social and Governance Report

The Group is committed to the long-term sustainability of its various businesses, as well as the support it provides to the communities in which it operates. Quality products and services are delivered to customers as a result of the business being managed prudently and according to a sound decision-making process. Dialogue is maintained with stakeholders such as shareholders, customers, employees, suppliers, creditors, regulators and the general public. The Group seeks to balance the views and interests of these constituencies through constructive conversation with a view to charting a course for long-term prosperity.

### Quality of Workplace

Employees are our most precious asset. As such, loyal and industrious employees are able to take advantage of many career opportunities as the Group expands. The Group adopts non-discriminatory employment practices and provides a safe and healthy workplace.

### Working conditions

The Code of Ethics of the Group sets out our commitment to providing a work environment free from any form of discrimination on the basis of ethnicity, gender, creed, religion, age, disability or sexual orientation. Group policy is to provide equal opportunities for all company personnel in respect of hiring, pay rates, training and development, promotion and other terms of employment.

The Group seeks to attract and retain talented individuals committed to achieving objectives in a work environment that promotes values such as fair play, respect and integrity. Compensation packages are competitive, and individuals are rewarded according to performance and within an annually-reviewed framework of salary, bonus and incentive schemes. Benefits include medical cover, provident funds, retirement plans, long-service awards and a share option scheme.

As of 31 December 2014, the Group employed 1,909 full-time staff members. Staff costs during the year ended 31 December 2014, including directors' emoluments, totalled HK\$734 million.

### Health and safety

The Group provides a healthy and safe workplace for all employees, in line with established internal guidelines and systems.

In addition, the Group engages with employees to address occupational health and safety issues. For example, first-aid training is given, with designated first-aiders ready to respond to need throughout our offices. The Group also provides access to occupational health and safety resources. In fact, such considerations are incorporated in the design, operations and maintenance of our business premises.



Employees are encouraged to take part in work-life balance activities.

### Development and training

Heavy emphasis on career development translates into extensive and ongoing training for employees. Comprehensive and structured programmes are organised for new staff to familiarise them with the industry.

Sponsorship of education is also available to employees in the form of job-related courses offered by external institutions.

The Group encourages employees to take part in work-life balance activities and community service. These include employee outings, sports events, community volunteering and supporting charitable organisations.

## Environmental Protection

### Efficient utilisation of resources

The Group is committed to minimising the impact of business activities on the environment, and supporting environmental protection programmes. In particular, a number of initiatives designed to conserve resources were introduced to promote employee awareness of the need to achieve efficient utilisation of resources.

In 2014, the Group participated in an innovative programme called “United Nations Millennium Development Goals” organised by the World Green Organisation (“WGO”) and met criteria to be awarded with WGO “Green Office” and “Better World Company” labels.

### Environment and natural resources

As part of our long-term strategy to reduce paper consumption, the Group continued a large-scale “Go Paperless” campaign in 2014 and was successful in encouraging customers to opt for electronic billing via email or SMS.

Our data centres went “green” in 2014 and the facility at Kwai Chung was accredited with the ISO 50001 energy management system certification. This exemplifies our pioneering efforts in conserving energy and developing data centre facilities in sustainable fashion.



A dynamic cooling management system at an HGGC data centre reduces power consumed by air-conditioning.

## Operating Practices

### Supply chain management

The Group has the greatest respect for the laws and regulations that govern the way we go about our business. The Group always adheres to international best practices and conducts fair and unbiased tender processes when dealing with vendors.

Purchasing and Business Partner Evaluation Policies and Procedures provide direction and guidelines on evaluation and engagement when dealing with major business partners. This encompasses working relationships with suppliers of goods and services to ensure business is conducted with legally, financially and technically-sound entities. When selecting vendors and suppliers, the Group takes factors into account such as quality of services and products, past performance, financial standing and market share assessment. The Group expects suppliers to observe the same environmental, social, health and safety and governance considerations in their operating practices as those listed by our corporate website. Procurement teams are trained to take into account each and every aspect of such policies and procedures when assessing suppliers and tendering procedures are carefully and thoroughly communicated to vendors. The Group has also provided our stakeholders, including vendors, with procedures such that they can report any suspected impropriety.

### Product responsibility

A high priority for the Group is to ensure customer satisfaction in terms of our products and services. Strenuous efforts are made to ensure compliance with the laws and regulations of the jurisdictions within which we operate. The Code of Ethics of the Group requires our people to comply



Helping customers understand their data usage habits.

with applicable governmental and regulatory laws, rules, codes and regulations.

Compliance Committees meet regularly and include representatives from various business units. Guidelines and handbooks are issued to explain compliance work in a comprehensive and systematic manner, while internal policies are posted on the Group intranet. In addition, the Group runs training sessions for relevant staff members, agents, third-party vendors and business partners. Orientation training is conducted for new employees, while refreshment training is provided for all colleagues on a regular basis.

Various initiatives have been introduced as part of our efforts to educate customers on understanding and keeping up to speed with their mobile data usage habits. A data top-up function helps customers manage their needs, especially those users with ad hoc data requirements. These initiatives help customers manage data usage in their best interests. In addition, the Group continues to deploy resources to facilitate self-help action that assists customers in addressing inquiries and troubleshooting issues in a timely fashion.

### Anti-corruption

The Group takes anti-corruption responsibilities very seriously. Our Anti-Bribery and Anti-Corruption Policy sets out standards of conduct to which all employees are required to adhere. The Group has established confidential channels through which our stakeholders can report illegal or excessively-risky activities to the Board of Directors. Persons making such reports are assured of protection. During the year under review, the Group organised numerous corporate governance seminars to review good business practices and anti-corruption measures and guidelines, as well as operating practices and business ethics.

### Community Involvement

The Group has been awarded the “Caring Company” title by the Hong Kong Council of Social Service for years. Our public engagement and donation policy helps us uphold a commitment to serving the community by way of cash and in-kind donations, as well as staff participation.

### Community investment

In 2014, a donation of approximately HK\$0.7 million was made to charitable organisations in Hong Kong and Macau, covering community projects across our focus areas of community, education, youth and the elderly.



We marked 30 years of service by raising HK\$483,000 to benefit eight charitable organisations.

The 12 months under review marked our 30th year in the local telecommunications industry. The Group celebrated by giving back to the community. The 30th Anniversary Donation Matching Programme was run in two phases in October 2014 to invite donations from staff members, while the Group matched such contributions dollar for dollar. Staff members throughout departments volunteered their free time during lunchtimes to solicit and collect donations. The donations were evenly shared among eight non-profit charitable organisations. They were the Arts with the Disabled Association Hong Kong, Care For Your Heart, the ECO Association, Fu Hui Education Foundation, Mission of Love, The Hong Kong Down Syndrome Association, The Hong Kong Society for the Blind and U-Hearts.

The Group also sponsored staff to participate in sports charity events. Employees also participated in Oxfam Trailwalker, supporting the charity's various poverty alleviation projects.



### Serving the community

We ran a special recycling station as part of the “Sharing for a Cause” campaign organised by the Kids4Kids charitable institution. Staff members were invited to donate usable educational and household items to Kids4Kids and other voluntary organisations for onward passage to underprivileged children.

Year 2014 saw continuation of the “Lo-Yau-Kei Monthly Service Plans Sponsorship Programme”, launched in 2010. Senior citizens from a number of participating charitable organisations enjoyed a waiver of service fee from the Group.

In 2014, the Group’s corporate website at [www.hthkh.com](http://www.hthkh.com) received a silver award in the Web Accessibility Recognition Scheme organised by The Office of the Government Chief Information Officer and the Equal Opportunities Commission. The award recognised our efforts in the provision of easily-accessible online information and services for people with disabilities and

special needs, and enhancing the user experience. The Group also organised a Blood Donation Day to encourage staff to help save lives.

The Group jointly organised a “We Love We Share Programme” with Mission of Love and Sik Sik Yuen Ho Tai Neighbourhood Centre for Senior Citizens. A staff visit to an elderly centre was arranged, and shopping trolleys were handed out to the elderly so they could shop with ease.

### Cultivating a better society

During 2014, the Group continued to sponsor the “ACCA Hong Kong Business Competition” to encourage the younger generation to contribute ideas towards building a better society.

The Group also encourages youth to live a healthy lifestyle by allowing our network to be used to deliver anti-drug abuse SMS messages to youngsters, in co-operation with the Narcotics Division of the Security Bureau.



- ① Handing out shopping trolleys to the elderly.
- ② A Blood Donation Day encourages staff to help save lives.
- ③ Staff members donate usable items to a charitable organisation.
- ④ Sponsoring the “ACCA Hong Kong Business Competition” to encourage youngsters to help build a better society.