



# SUSTAINABILITY REPORT

The Group offers diverse and innovative mobile telecommunications and data solutions that create new digital value and unprecedented opportunities for consumers and businesses in the ever-changing digital landscape.

# Sustainability Report

## About this Report

Hutchison Telecommunications Hong Kong Holdings Limited (the “Company” or “HTHKH”) and its subsidiaries (collectively the “Group”) present the following Sustainability Report for 2022.

The key sustainability mission of the Group is to create long-term value for all stakeholders by aligning its sustainability objectives to the strategic development of its businesses. As a pioneer in mobile data communication technologies, the Group offers diverse and innovative mobile telecommunications and data solutions that create new digital value and unprecedented opportunities for consumers and businesses in the ever-changing digital landscape.

The collaborative approach of the Group combined with its supreme network and advanced technology enables the delivery of secure, seamless and innovative solutions. This accordingly supports the United Nations Sustainable Development Goals (“SDGs”) in building sustainable, inclusive and digitally-enabled societies while engaging in responsible and ethical business actions with all its stakeholders.

## Reporting Period

This report covers the year from 1 January to 31 December 2022, unless otherwise specified.

## Reporting Boundary

The information disclosed in this report covers the mobile telecommunications businesses of the Group in Hong Kong and Macau.

## Reporting Framework

This report was prepared in accordance with the mandatory disclosure requirements and the “comply or explain” provisions of the Environmental, Social and Governance Reporting Guide (“ESG Guide”) as set out in Appendix 27 of the Listing Rules. The ESG Guide content index in this report outlines how the ESG Guide has been applied.

This report should be read in conjunction with other sections in this Annual Report, which contains a comprehensive review of the financial performance and corporate governance as well as the key policies of the Group published on the Company’s website [↔](#).

## Feedback

The Group values feedback and suggestions from all stakeholders on this report. Please contact us through the QR code below or email [ir@hthkh.com](mailto:ir@hthkh.com).









**>70%**  
reduction in  
carbon emission intensity <sup>(1)</sup>  
against 2018 baseline



**1,155**  
employees



**827 tonnes**  
waste recycled



**92%**  
full-time employees



**8%**  
part-time employees



**3.3 million**  
customer base



**61%**  
male employees <sup>(2)</sup>



**39%**  
female employees <sup>(2)</sup>



**>700**  
suppliers



**21 hours**  
average training hours <sup>(3)</sup>



**99%**  
network coverage <sup>(4)</sup>



**93% employees**  
completed trainings on  
anti-corruption/ethics  
and integrity

Notes:

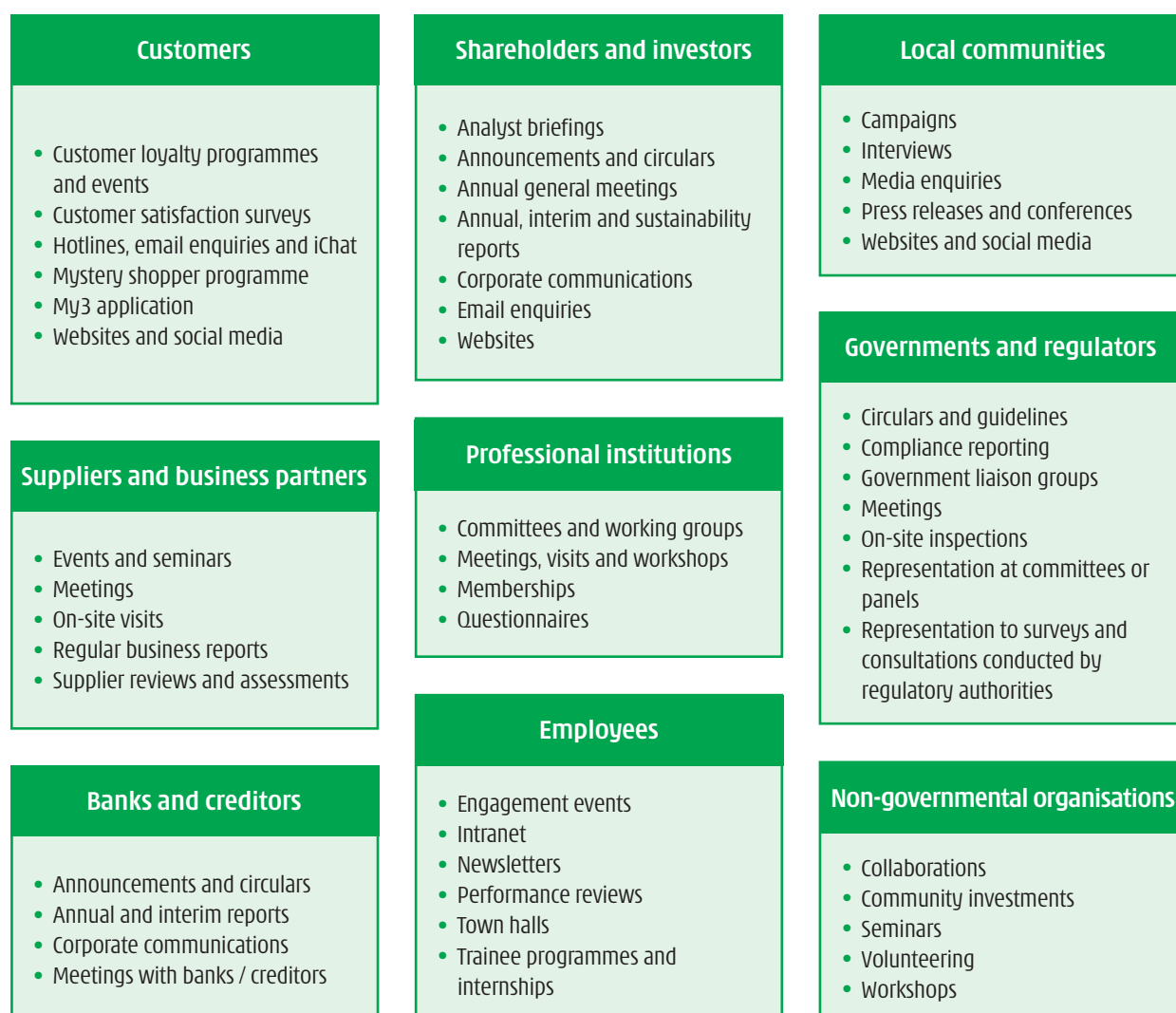
- (1) Carbon emission intensity represents carbon emission per terabyte ("TB") of data traffic (kgCO<sub>2</sub>e per TB).
- (2) This ratio of workforce by gender refers to the number of full-time employees by gender.
- (3) The number of average training hours refers to those completed by full-time employees.
- (4) Based on test results in relation to 3 Hong Kong's 5G network and population distribution of Hong Kong conducted in January 2021.

## Reporting on What Matters

### Stakeholder Engagement

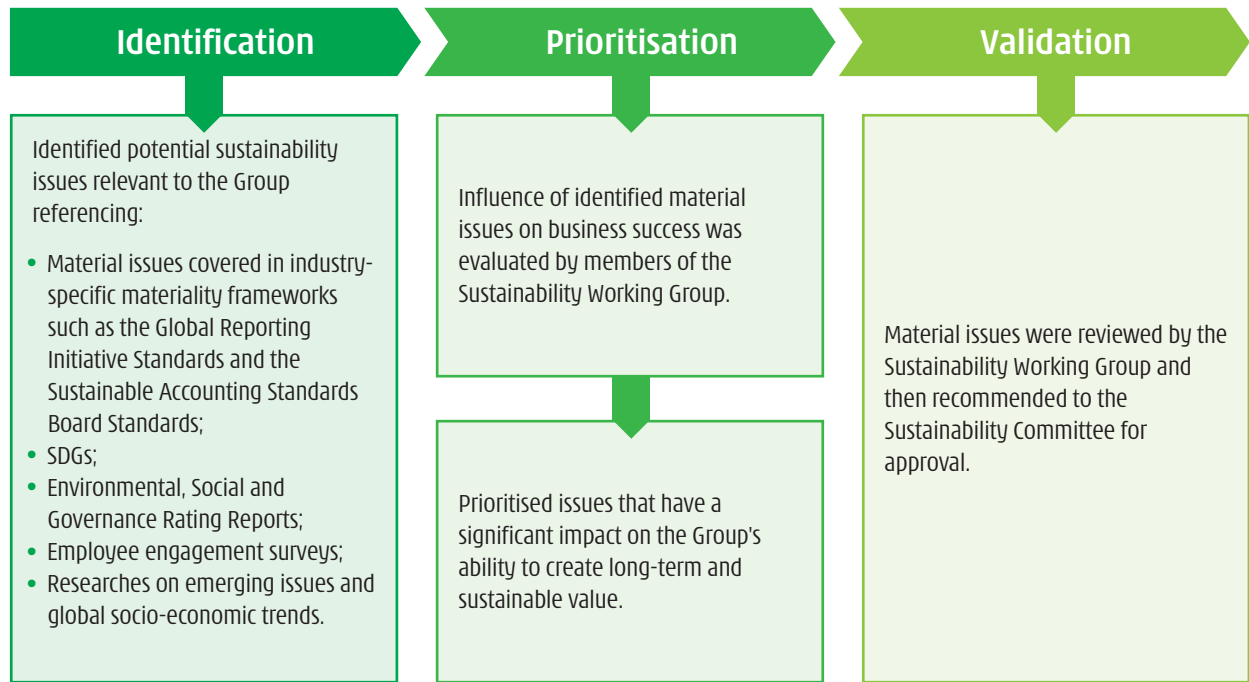
Sustainability is an integral element in maintaining the Group's position as a responsible mobile telecommunications operator and safeguarding the well-being and prosperity of the communities in which it operates. Understanding stakeholder views is crucial to defining a strategy with the interests of the society and the environment at heart. Taking a proactive approach to sustainability is a core part of the Group's values and is displayed on multiple fronts of its corporate strategies.

The Group engages in open and transparent dialogues with a wide range of stakeholders including employees, customers, suppliers and business partners, shareholders and investors, banks and creditors, professional institutions, governments and regulators, local communities and non-governmental organisations. The following illustration summarises the channels established by the Group to engage and communicate with its stakeholders and gain an understanding of their views and expectations.

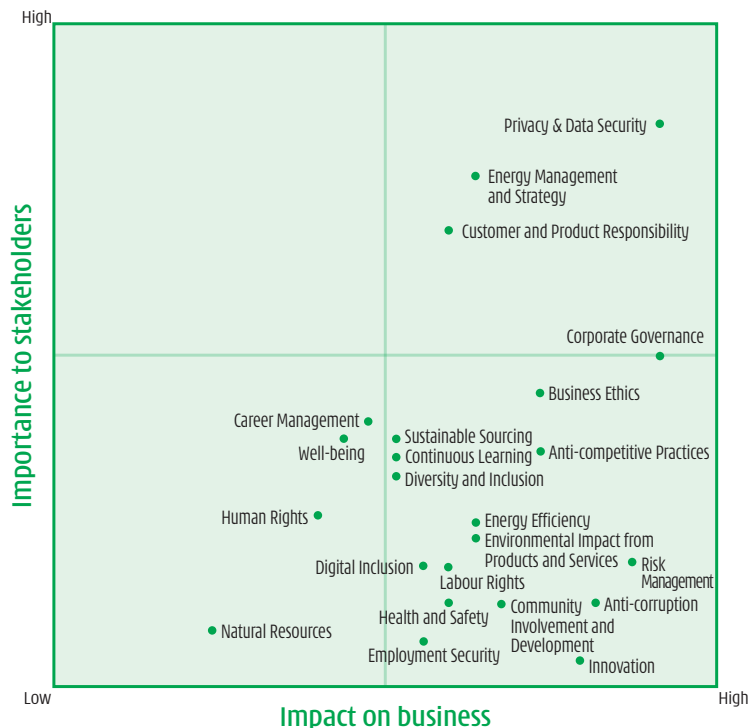


### Materiality Assessment

The Group conducted a materiality assessment to define the material sustainability issues faced by its operations that are perceived to be the most significant to the Group and its stakeholders. The materiality assessment of the Group is an iterative process to account for new information and emerging trends by way of a three-step process: identification, prioritisation and validation.





The following illustration summarises the material sustainability issues for the business by importance to stakeholders and impact on business. The results facilitate the Group in steering its sustainability strategies, prioritising its sustainability activities, and establishing meaningful metrics for effective performance evaluation.











### Sustainability Framework

The Group is committed to playing its part in achieving the SDGs and the ambitions set out in the 2015 Paris Agreement. Following the three-step materiality assessment, the overall sustainability framework, approach and priorities of the Group are developed on four pillars: Governance, Environmental, Social, and Sustainable Business Model and Innovation. The corresponding Group policies, leadership and the collective efforts of the entire business support each pillar. These four pillars guide the Group in setting the overall direction of its sustainability strategies for implementation across its businesses.





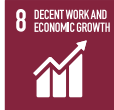


The Group has developed nine Group-wide goals to guide its sustainability strategies and initiatives. To focus on what matters the most, the Group has set out four priority focus areas for 2021-22. While the goal – Protect employees and support communities and other stakeholders through the pandemic – is not a perpetual goal as in the case of the others, it has been listed as a priority given the significance of the pandemic and to ensure resources are prioritised for its impacts and the path to recovery.


Governance	Action Plans	Mapping to SDGs
<ol style="list-style-type: none"> <li>1. Embed rigorous and effective governance</li> <li>2. Operate responsibly with integrity</li> </ol>	<ul style="list-style-type: none"> <li>• Maintain transparent corporate governance which guides the Group in making balanced decisions that benefit all stakeholders.</li> <li>• Adhere to the highest compliance and anti-corruption standards and always act with integrity;</li> <li>• Promote environments where employees feel comfortable speaking up;</li> <li>• Implement leading practice approaches to data privacy and cyber security.</li> </ul>	 

Environmental	Action Plans	Mapping to SDGs
<ol style="list-style-type: none"> <li>3. Take action on climate change ★</li> <li>4. Protect natural resources</li> <li>5. Promote a circular economy</li> </ol>	<ul style="list-style-type: none"> <li>• Manage the physical and transition risks of climate change and seize opportunities arising from the transition to a low-carbon economy;</li> <li>• Encourage and embrace scientific and technological innovation to reduce the carbon footprints of the Group's businesses at a faster rate, and contribute to helping to achieve the goals set out in the 2015 Paris Agreement, specifically to limit global warming to well below 2, preferably to 1.5 degrees Celsius, compared to pre-industrial levels;</li> <li>• Develop carbon footprints including scope 1, 2 and 3 emissions along with the help of carbon experts;</li> <li>• Set medium and long-term targets on key performance indicators ("KPIs").</li> <li>• Conserve water and prevent air, water and land pollution.</li> <li>• Integrate circular thinking into business strategies through responsible raw material sourcing, efficient production processes and product design, and inspiring sustainable consumer behaviours.</li> </ul>	       

★ 2021/22 priority focus area



Social	Action Plans	Mapping to SDGs
6. Create great places to work ★	<ul style="list-style-type: none"> <li>Attract, develop, and retain a high-performing and engaged workforce;</li> <li>Make work an equitable, diverse and inclusive workplace;</li> <li>Promote zero-harm and healthy workplaces.</li> </ul>	 
7. Help to build thriving and resilient communities	<ul style="list-style-type: none"> <li>Deliver business growth that benefits the communities in which the Group operates;</li> <li>Invest in programmes for meaningful impact and foster long-term relationships.</li> </ul>	 
8. Protect employees and support communities and other stakeholders through the pandemic ★	<ul style="list-style-type: none"> <li>Keep employees safe by providing them with the tools and support to successfully work from home;</li> <li>Protect the health and well-being of customers;</li> <li>Maintain focus on supporting health care services and the needs of the vulnerable;</li> <li>Prioritise health and wellness over profit whenever and wherever the Group's employees or communities are at risk.</li> </ul>	  

Sustainable Business Model and Innovation	Action Plans	Mapping to SDGs
9. Offer customers sustainable products and invest in and embrace innovation to achieve impacts ★	<ul style="list-style-type: none"> <li>Invest in innovations that will have a transformational impact on sustainability and will ensure the Group's businesses being 'future-fit';</li> <li>Adapt products and services to be more sustainable, while always ensuring the highest levels of their quality and safety;</li> <li>Communicate the sustainability benefits of products and services to customers with transparency and authenticity;</li> <li>Partner with suppliers that share the Group's sustainability priorities and uphold high levels of environmental and ethical conduct.</li> </ul>	   

★ 2021/22 priority focus area

# Governance

## 1 Embed Rigorous and Effective Governance

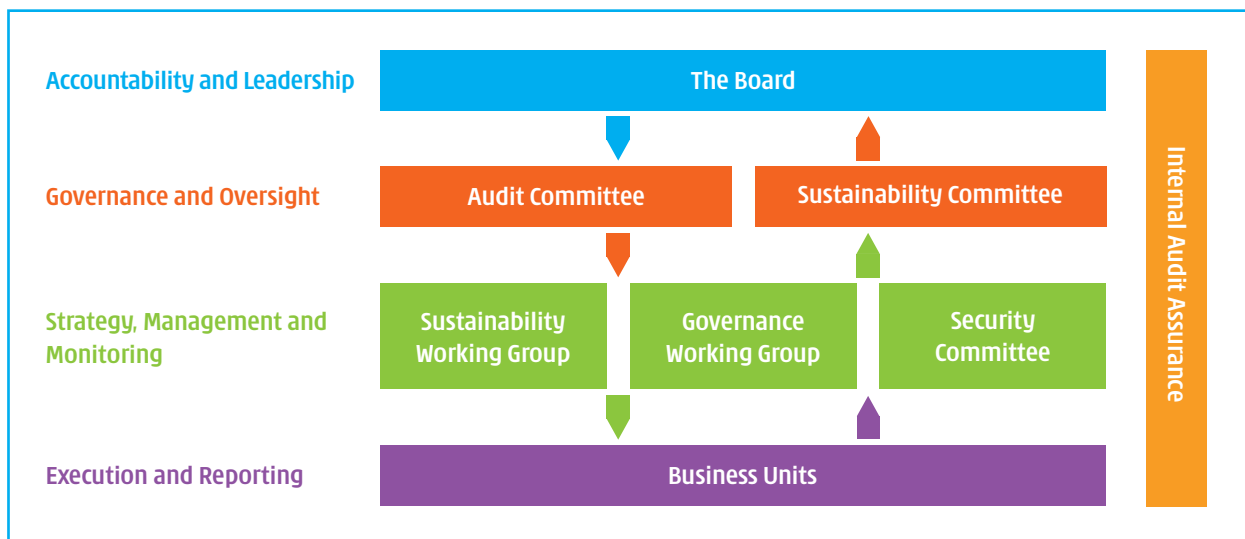
 **Maintain transparent corporate governance which guides the Group in making balanced decisions that benefit all stakeholders**

### Governance Structure

The Group strives to attain and maintain high standards of corporate governance best suited to the needs and interests of the Group. An effective corporate governance framework is fundamental to promoting and safeguarding the interests of shareholders and other stakeholders as well as enhancing shareholder value.

The sustainability governance structure of the Group provides a solid foundation for developing and delivering on its commitment to sustainability. It is embedded at all levels of the Group, including the Board, the Sustainability Committee, the Audit Committee, the Security Committee, the working groups and business units. This governance structure guides the Group in implementing sustainability strategies, managing goals, setting targets and reporting processes, strengthening relationships with its stakeholders, and ensuring accountability across its businesses.

Together with internal audit assurance, the governance structure is further bolstered by the bi-annual self-assessment review across the business units for the Group to manage its enterprise and process risks as well as to ensure statutory and regulatory compliance including sustainability-related reporting and to provide reasonable assurance to the Board, via the Sustainability Committee and the Audit Committee. The Group has adopted and applied corporate governance principles and practices that emphasise a quality Board, effective risk management and internal control systems, stringent disclosure practices, transparency and accountability, continuously enhancing and inculcating an ethical corporate culture.



**The Board**

- Ultimate accountability for the sustainability strategy, management, performance, and reporting of the Group through the support of the Sustainability Committee and the Audit Committee;
- Examines and approves the sustainability objectives, strategies, priorities, initiatives, and goals, as well as related significant policies and framework of the Group;
- Periodically examines and reviews sustainability risks and opportunities reported by the Sustainability Committee and the Audit Committee, and their impact on business strategies, including new investments.

- The Group values the benefits of Board diversity which possesses a balance of skills set, expertise, experience and perspective;
- On the date of this report, the Board comprised 10 directors of which female directors accounted for 30% of the Board.

**Audit Committee**

- Maintains oversight of the effectiveness of the financial reporting, risk management and internal control systems of the Group;
- Responsible for reviewing the corporate governance policies and practices of the Group, including compliance with legal and regulatory requirements.

[Download the Terms of Reference of the Audit Committee](#) ⇄

**Sustainability Committee**

- Advises the Board and management on, and oversees the development and implementation of the sustainability initiatives of the Group, including reviewing related policies and practices as well as assessing and making recommendations on matters pertaining to the sustainability governance, strategies, planning and risk management of the Group.

[Download the Terms of Reference of the Sustainability Committee](#) ⇄

- The Sustainability Committee was formed in 2020 as a Board Committee and is chaired by a Non-executive Director and Company Secretary with Executive Director and Chief Executive Officer, and Independent Non-executive Director, as members;
- This committee holds meetings at least twice a year.

**Security Committee**

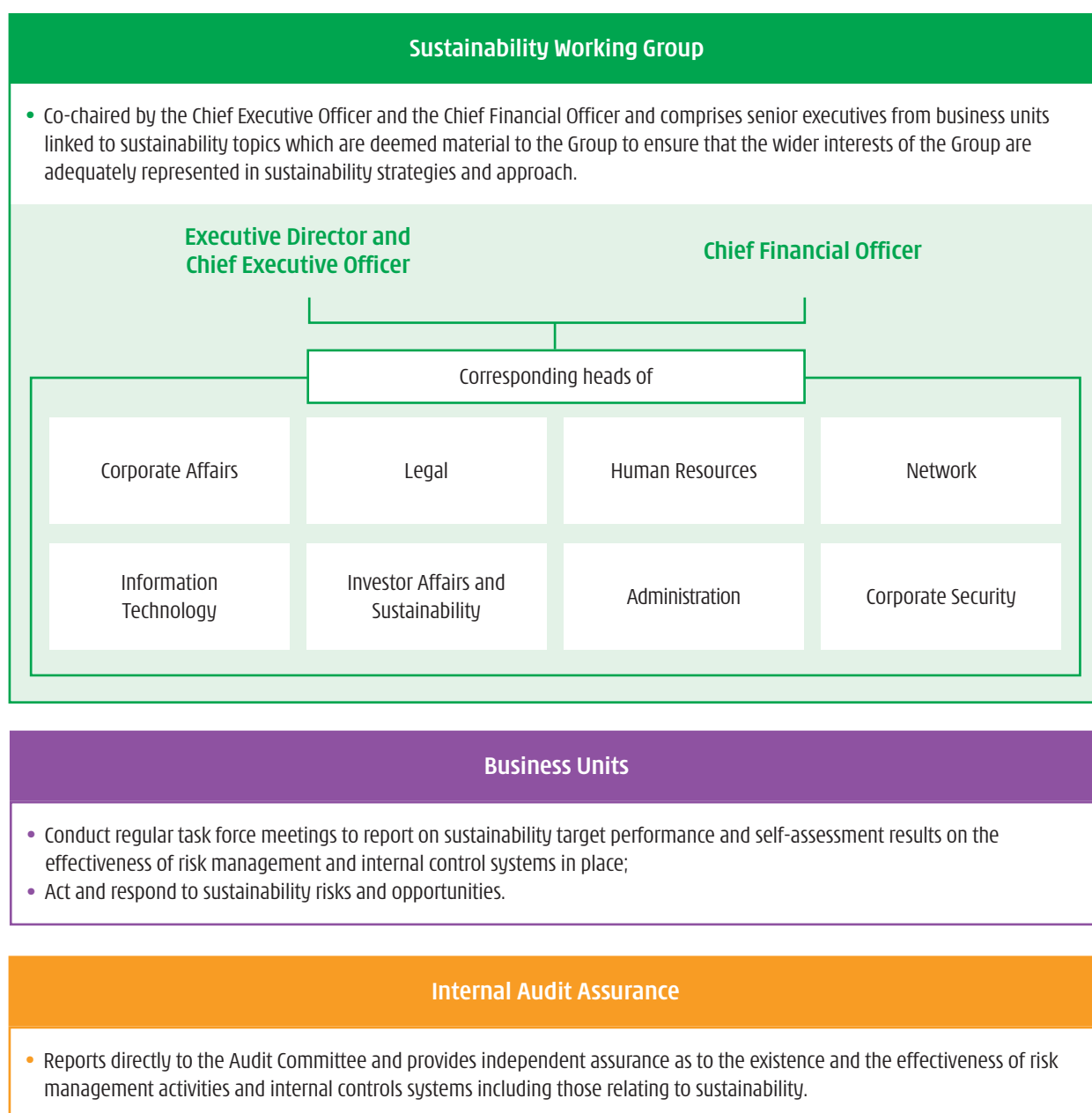
- Oversees the cyber security defences of the Group to ensure that its efforts in this area are effective, coherent, and well-coordinated;
- Monitors the cyber threat landscape to gain insights into emerging and existing attacks and their implications.

- This committee is chaired by the Vice President - Digital Innovations & IT Development and comprises relevant technical specialists from the Information Technology department and the Corporate Security & Fraud Management function.

**Governance Working Group**

- Assists the Audit Committee and Sustainability Committee on governance tasks by providing timely reviews and updates, identifying emerging matters on compliance, and establishing appropriate compliance policies and procedures for adoption.

- This working group is chaired by a Non-executive Director and Company Secretary and comprises representatives from various business functions of the Group;
- An overall corporate governance compliance review is presented to the Audit Committee, providing updates on key compliance matters during the review period.



### Risk Management

As part of its enterprise risk management, the Group conducts a bi-annual self-assessment review to evaluate its enterprise risk management, its operations, as well as statutory and regulatory compliance matters such as tax and anti-fraud and anti-bribery practices. A review of the goals and targets addressing sustainability issues also forms part of the self-assessment review. The self-assessment results are subject to internal audits, which are then submitted to the Directors, the Audit Committee and the Sustainability Committee for review and approval. Relevant results are also shared with external auditor.

In 2021, climate change was given additional focus during the risk assessment process and noted as a greater priority going forward. As part of its broader risk management framework, the Group has developed specific business continuity plans and manuals designed to protect its assets and data from cyber-attacks, delivering stable and effective connectivity especially in times of crisis. The Crisis Management Team of the Group, consisting of senior executives, coordinates responses and actions at a strategic or tactical level in times of crisis. Annual crisis drills are conducted to ensure that key team members are well-prepared for emergencies.



## 2 Operate Responsibly with Integrity

### Adhere to the highest compliance and anti-corruption standards and always act with integrity

The Group is committed to ensuring compliance with all applicable local laws, rules and regulations of the jurisdictions in which it operates. Regulatory frameworks within which the Group operates are scrutinised and monitored and a suite of foundational policies serves as the ultimate guiding principles for practices within the Group. These policies, along with procedures and guidelines, have been adopted across the Group to meet operational needs as well as legal and regulatory requirements. The Group monitors the execution and compliance of these policies, procedures and guidelines through regular management reviews and reporting, translating the values of the Group into actions, reinforcing the commitments of the Group to business integrity, people, environment and the community in which it operates. More information on corporate governance is set out in the Corporate Governance Report on pages 47 to 75 of this Annual Report.

#### Policy Overview

<b>Corporate Governance</b>	
<ul style="list-style-type: none"> <li>• Board Diversity Policy ↔</li> <li>• Director Nomination Policy ↔</li> <li>• Policy on Securities Dealings and Handling of Confidential and Price-sensitive Inside Information ↔</li> </ul>	
<b>Business Practices</b>	<b>Customers and Communities</b>
<ul style="list-style-type: none"> <li>• Anti-Fraud and Anti-Bribery Policy ("AFAB Policy") ↔</li> <li>• Whistleblowing Policy ↔</li> </ul>	<ul style="list-style-type: none"> <li>• Information Security Policy ↔</li> <li>• Corporate Communications Policy (formerly known as "Media, Public Engagement and Donation Policy") ↔</li> <li>• Policy on Personal Data Governance ↔</li> </ul>
<b>Environment</b>	<b>Employment and Labour</b>
<ul style="list-style-type: none"> <li>• Environmental Policy ↔</li> </ul>	<ul style="list-style-type: none"> <li>• Code of Ethics (the "Code") ↔</li> <li>• Health and Safety Policy ↔</li> <li>• Human Rights Policy ↔</li> <li>• Modern Slavery and Human Trafficking Statement ↔</li> </ul>
<b>Stakeholder Engagement</b>	<b>Supply Chain Management</b>
<ul style="list-style-type: none"> <li>• Shareholders Communication Policy ↔</li> </ul>	<ul style="list-style-type: none"> <li>• Business Partner Evaluation Policy</li> <li>• Policy on Appointment of Third Party Representatives ↔</li> <li>• Purchasing Policy</li> <li>• Supplier Code of Conduct ↔</li> </ul>
<b>Sustainability Approach</b>	
<ul style="list-style-type: none"> <li>• Sustainability Policy ↔</li> </ul>	

### The Code ⇄

The Code, available on the Company's website and intranet, sets out the professional and ethical standards for the employees to observe in all business dealings, including provisions dealing with conflict of interests, fair dealings and integrity, corruption, political contribution, confidentiality, personal data protection and privacy, as well as whistleblowing procedures.

All employees are required to annually declare their acknowledgement and compliance with the Code and related policies. Employees should report the conduct or action of any employee that does not comply with the law or the Code in accordance with the Suspected Fraud and Reportable Events Report Procedures or the Confidential Whistleblowing Mechanism.

### AFAB Policy ⇄

The AFAB Policy outlines the zero-tolerance approach of the Group to bribery and corruption and guides employees in circumstances which may lead to, or give the appearance of, being involved in corruption or unethical business conduct. It includes provisions relating to kickbacks, political and charitable contributions, gifts and hospitality, and procurement of goods and services.

For political donations, in accordance with the AFAB Policy as well as the Corporate Communications Policy, it is the general policy of the Group not to make any forms of donations to political associations or individual politicians.

### Policy Training

All employees are well informed of the Code and other relevant policies, which are available on the Company's website and intranet, and are required to annually declare their acknowledgement and compliance with the Code and related policies. Periodic fraud alerts and workshops about new or common fraud schemes are also circulated or held to raise cyber security awareness among employees and be vigilant against fraudulent and phishing emails. These measures and policies equip the employees with adequate skills in handling customer and company information, as well as knowledge relating to the development of relevant cyber security rules and regulations. The use of mobile devices and removable drives are also restricted to minimise the risks associated with data exfiltration.

### Interactive Training

In 2022, the Group completed the final phase of the digitalisation project of annual compliance training which began in 2020. The training programme was further refined to improve the ease of access and to include a knowledge assessment. This on-demand interactive approach not only creates flexibility in the execution of the mandatory training requirements but also conveys a deeper understanding of the policies to employees' day-to-day work. The Group also went beyond the requirement and encouraged employees to join the corporate governance and anti-corruption webinar organised by the Independent Commission Against Corruption.


The Company also arranges and provides Continuous Professional Development ("CPD") training such as seminars, webcasts and relevant reading materials to Directors to help them keep abreast of current trends and issues relevant to the Group. These include industry-specific and innovative changes, legal and regulatory updates in which the Group conducts its businesses and to refresh their knowledge and skills on the roles, and functions and duties of a listed company director. The Directors are required to provide the Company with their training records, which are made available for regular review by the Audit Committee. The CPD training undertaken by each Director in 2022 was an average of approximately 10 hours.

## Promote environments where employees feel comfortable speaking up

The Group has established a number of communication channels including Executive Sharing Session, Management High Table programme and Reverse Mentorship programme to promote conscious leadership and open dialogue.

### Confidential Whistleblowing Mechanism

The Group has monitoring measures and procedures in place to detect bribery, fraud or other acts of malpractice. Employees and all other relevant stakeholders are encouraged to raise their concerns of suspected acts of misconduct, malpractice or fraud through the whistleblowing mechanisms of the Group.

Incidents or suspected incidents of fraud and corruption are immediately investigated in a highly confidential manner. Internal Audit is responsible for reviewing every reported incident, escalating promptly to the Audit Committee if the incident is of a significant nature. A summary of the reported incidents and relevant statistics (including results of independent investigations and actions taken) is presented to the Chief Financial Officer quarterly. For concerns that are substantiated, disciplinary actions including verbal or written warning and termination of employment are taken after due management consideration. Violations of the laws and regulations are reported to the police or other law enforcement organisations. The Whistleblowing Policy is available on the Company's website and intranet .

## Implement leading practice approaches to data privacy and cyber security

### Governance

The rapid development of data privacy and information security regulations is increasingly affecting the telecommunications industry, posing a growing challenge for operators in maintaining customer relationships. As such, the protection of personal data is fundamental to preserving the trust of customers and employees.

The Group is committed to safeguarding and protecting their personal data. Legislative and regulatory requirements concerning personal data processing are embedded in all business activities. Employees must not disclose any confidential information on the operation of the Group, nor that of its customers, suppliers, business partners or shareholders, except when disclosure is authorised in accordance with the Information Security Policy. Employees must collect and use personal data only in accordance with policies, procedures and guidelines of the Group in compliance with applicable data protection laws pertaining to data privacy and security. The Regulatory Advisory Committee, supported by the Data Protection Committee, is responsible for overseeing personal data protection of the Group. Appropriate technical and organisational measures have also been implemented. Policies of the Group are reviewed and updated periodically to allow timely communication with employees. Employees are required to submit a self-declaration annually to acknowledge and confirm compliance with all applicable Group policies.

### Policy on Personal Data Governance

The Policy on Personal Data Governance, together with the Code and other related policies, procedures and guidelines of the Group, set out the governance framework for safeguarding employees' and customers' personal data of the Group.

### Information Security Policy

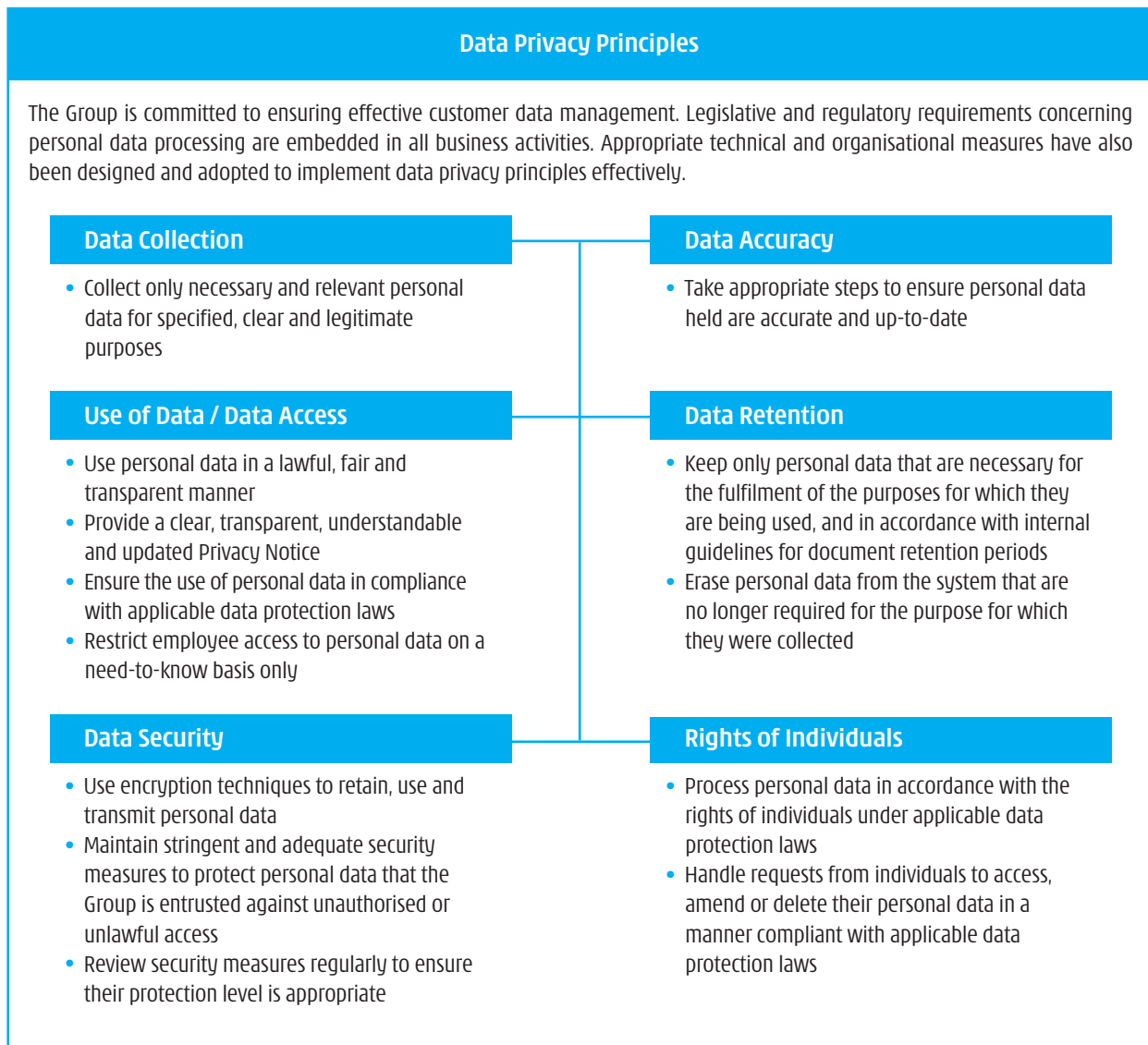
The Information Security Policy applies to the creation, communication, storage, transmission and destruction of all different types of information within the Group. Each person within the Group has a responsibility to protect information. Information security controls should be proportionate to the risks of modification, denial of use, or disclosure of the information. Access to corporate information shall be restricted such that only those who have an evident business reason to access the information shall be granted access.

In recent years, Data Security Incidents (“DSIs”) have increased in frequency, scale and severity on a global scale. Loss or leakage of data, including customers’ or employees’ personal data as well as technical and trade information, could have significant consequences on the operations of the Group and could result in third-party claims and regulatory investigations.

In the event of a DSI involving personal data, the Group will respond immediately according to applicable procedures to mitigate the potential consequences and secure personal data from further unauthorised access, use or damage. The Legal & Regulatory Affairs Department and the Corporate Security team of the Group will be alerted and the relevant authorities and affected individuals will be notified if required. Guidance on handling DSIs and the notification process is reviewed and updated periodically.



• The Group is committed to safeguarding and protecting personal data.



Regular trainings are organised to ensure that employees are up-to-date on the latest requirements and developments of the relevant rules and regulations. The Group issues operational guidelines, handbooks and periodic internal communications, and conducts workshops to reinforce the importance of customer data protection among its customer-facing employees. The Group also conducts regular privacy risk assessments to evaluate prevailing privacy risks and the adequacy of mitigating controls.



## Environmental

### 3 Take Action on Climate Change

#### Manage the physical and transition risks of climate change and seize opportunities arising from the transition to a low-carbon economy

Changes in the climate have the potential to disrupt supply chains and interrupt business operations, causing both physical and financial damage. Changes in weather patterns and major weather events such as typhoons and extreme rainfall could also damage the Group's assets and businesses, and pose increased risks to stakeholders of the Group such as employees, customers and suppliers who live and work in affected areas. Governments around the world are seeking to transition to low-carbon economies and are introducing legislation to restrict emissions and incentivise environmental protection measures.

In light of this, the Group is very conscious of the potential environmental impact of its business activities, and especially the impact of growing energy usage arising from its 5G network expansion and the ever-increasing data traffic. The Group's scope 1 Greenhouse Gas ("GHG") emissions primarily relate to the consumption of refrigerants for cooling, while scope 2 GHG emissions relate to the electricity consumption of its network facilities and equipment, which require a continuous supply of power. The remaining energy consumption is attributable to energy consumed by the Group's offices, call centres, self-owned stores and corporate fleet.

Despite consuming more energy than previous generations of network technology, 5G network technology provides higher network capacity. The Group is committed to managing its footprint across its network and operations to contribute positively to environmental sustainability, by becoming more energy efficient and supporting the global transition to a low-carbon economy. Key areas of opportunity in delivering sustainable business solutions, are identified and summarised in the below illustration.



**Network-related facilities accounted for more than 90% of the Group's total electricity consumption.**

<p><b>Energy Efficiency</b></p>	<p><b>Adapting to climate change</b></p>
<ul style="list-style-type: none"> <li>• Continue to explore options for energy efficiency</li> <li>• Embrace digitalisation and innovation to transform lifestyles</li> <li>• Continue to promote innovation in Internet-of-Things ("IoT") applications and smart city solutions enabled by 5G connectivity</li> </ul>	<ul style="list-style-type: none"> <li>• Protect the Group's employees and assets from the effects of climate change, and make ready for a changing climate</li> <li>• Conduct periodic climate risk assessments</li> </ul>
<p><b>Finance and investments</b></p>	<p><b>Circular Economy</b></p>
<ul style="list-style-type: none"> <li>• Continue to align spending in line with a net-zero pathway</li> </ul>	<ul style="list-style-type: none"> <li>• Encourage the reduction, reuse and recycling of all forms of waste</li> <li>• When designing systems and services, keep circular economy principles in mind</li> </ul>

**Encourage and embrace scientific and technological innovation to reduce the carbon footprints of the Group's businesses at a faster rate, and contribute to helping to achieve the goals set out in the 2015 Paris Agreement, specifically to limit global warming to well below 2, preferably to 1.5 degrees Celsius, compared to pre-industrial levels**

Since most of its electricity consumption stems from its network facilities, the Group is striving to integrate climate change considerations into its business practices. Key challenge is to lower its carbon emissions by enhancing the energy efficiency of its mobile networks. There are two main ways in which the Group is doing this. One is by increasing its use of innovative and efficient technologies, processes and systems to minimise energy usage. The other is by embracing and encouraging behavioural change, in its employees, suppliers, business partners and customers.

Since 2019, the Group invested more than HK\$3 billion for expanding its mobile network and developing its 5G network. In 2020, the Group began a multi-year network expansion project which involves building over 1,400 3.5 GHz 5G golden spectrum band base stations. By 2022, the number of its base stations had been increased by more than 50% compared to the third quarter of 2020. The Group has also expanded its 5G network to the East Rail Line Cross-Harbour Extension of the MTR, Tseung Kwan O - Lam Tin Tunnel and Cross Bay Link, and activated its commercial 5G network on the 700 MHz spectrum band.

Although network densification unlocks the full potentials of 5G network connectivity, it also increases power demand. To minimise the environmental impact of this, selected base stations are being reconfigured from indoor to outdoor to take advantage of natural cooling that will reduce energy usage. Smart solutions are also being adopted to enable stations to go into sleep mode during low usage hours without impacting network services.

Over the past few years, the Group has modernised and upgraded its switching centres. Legacy installations have been decommissioned and upgraded utilising the latest advanced technologies. The new switching centre configurations offer improved cooling architecture and integrated space utilisation, making for better heat circulation and a reduction in the electricity and water needed for cooling. The updated facilities also feature robust computing systems with higher capacity to streamline processes and increase productivity, strengthening competitiveness and securing a sustainable future.

In 2022, the Group upgraded its network operations centre to improve network resilience and security. The network operations centre is essentially a hub for around-the-clock monitoring of network health and performance. The upgrade adopted automation to enhance the security and monitoring of network performance. Legacy technologies were replaced with updated equipment and solutions, resulting in a digitalised workflow, while machine learning adapts and predicts traffic usage patterns and hence adjusting its resources accordingly.



**Despite the exponential increase in data traffic, the Group's switching centre reported more than 20% savings in electricity consumption compared to the level in 2018.**



• The network operations centre is a hub for around-the-clock monitoring of network health and performance.

## Develop carbon footprints including scope 1, 2, and 3 emissions along with the help of carbon experts

The Group is a member of CK Hutchison Group Telecom Holdings Limited (“CKHGT”), which comprises the telecommunications business units of 3 Group Europe, and in Hong Kong and Macau. Member business units meet regularly to drive climate-related initiatives and accelerate migration, as well as to set emission reduction targets and share best practices.

In addition to reporting its scope 1 and scope 2 GHG emissions, the Group has participated in CKHGT’s initiatives to develop its scope 3 GHG emission reporting. The Group will be working to incorporate scope 3 GHG emissions reporting into its long-term target.

## Set medium and long-term targets on KPIs

The Group continues to explore and invest in energy-efficient and future-fit technologies to further the journey to a sustainable future. Since 2020, medium and long-term targets on KPIs relating to material topics have been set. In 2022, the Group had achieved all of its targets including a reduction in GHG emissions per TB of data traffic (kgCO<sub>2</sub>e per TB) by more than 70% versus its 2018 baseline. This milestone of achieving its 2025 target ahead of schedule by the Group-wide efforts on climate change was made possible, including investments in technologies and change in behaviour. In addition, new targets have been set by the Group aiming to reduce carbon intensity by 70% in 2025 and by 90% in 2030 versus a 2020 baseline.

	Medium and long-term targets	Progress
Emissions	Reduce GHG emissions per TB of data traffic (kgCO <sub>2</sub> e per TB) by 70% by 2025 versus a 2018 baseline	Achieved in 2022
	Reduce annual GHG emissions per TB of data traffic (kgCO <sub>2</sub> e per TB) by 2%	Achieved in 2022
	Reduce carbon intensity by 70% by 2025 and 90% by 2030 versus a 2020 baseline	On track
Paper	Reduce paper usage by 40% by 2025 versus a 2018 baseline	On track
	Reduce annual paper usage by 2%	Achieved in 2022
Waste	Achieve a recycling rate of 35% for general office waste produced by the Hong Kong operation by 2022	Achieved in 2022



In 2022, the Group was awarded ISO 14001:2015 environmental management systems certificate in three areas including network design, installation and maintenance operations for designated locations by Bureau Veritas Certification Hong Kong Limited. ISO 14001:2015 requires the company to establish policies mitigating the adverse effects to the environment in view of the life cycle of products and services. 3 Hong Kong has devoted its efforts to reaching a balance between its commercial operations and the natural environment, which aims to lower the environmental impacts related to business activities. Environmental-related policies, with training and campaigns to raise awareness, are in place to address the impacts and best practices in managing the disposal of office waste, construction debris and depleted batteries. Recycling and resource conservation are also promoted to create a paperless office, reducing pollution and promoting the efficient use of resources. In terms of procurement, environmental protection is also one of the key considerations in selecting the Group’s business partners.

## 4 Protect Natural Resources

### Conserve water and prevent air, water and land pollution

The Group regularly reviews its operations for ways to implement lower-impact workflow and influence behaviour. The Environmental Policy of the Group contains strategies for achieving a culture of efficiency and good environmental stewardship practices.

#### Sustainability Policy

The Sustainability Policy of the Group outlines the Group-wide sustainability approach and priorities of the Group to encourage sustainability practices across its operations.

The Group is committed to complying with or exceeding the relevant laws and regulations to control any GHG emissions, discharges into water and land, and waste generation. Where applicable, targets are set and regularly reviewed, accordingly the results are assessed to ensure the efficiency of the measures to control emissions. Business units are required to consider local sustainability initiatives and programmes based on local needs and it is a core responsibility of the management team of every business unit. The Group also encourages its operations to monitor and manage the use of natural resources, including energy, water and other raw materials, in accordance with their identified material impacts.

Recognising that stakeholder expectations will evolve, the Group regularly reviews its operations and proactively communicates with stakeholders to identify and respond to emerging issues. In tandem, the Sustainability Committee of the Group regularly reviews the sustainability practices and performance and reports to the Board. The sustainability performance of the Group is reported on an annual basis in the sustainability report contained in the annual report of the Company.

#### Environmental Policy

The Environmental Policy of the Group represents a key part of its ongoing efforts to achieve efficient processes across its operations and manage its environmental impact. The Group strives to adopt behavioural change and the use of innovative and efficient technology, processes and systems to drive and monitor reduction initiatives. The Group also endeavours to implement measures to protect natural resources and adopt circular business model approaches.



- The Group strives to protect natural resources.



**Waste Lead-acid Batteries**

Lead-acid batteries are an integral part of the Group's network operations as they provide an uninterrupted power supply for computer servers and systems. However, they need to be properly recycled to avoid long-term damage to the environment.

3 Hong Kong has joined the Green Friends initiative of Hong Kong Battery Recycling Centre Limited, the first facility in Hong Kong licensed to recycle waste lead-acid batteries locally in compliance with all relevant rules and regulations. The facility employs state-of-the-art technology to reuse over 90% of the batteries collected.

**Reduce, Reuse, Recycle**

Over the past few years, the Group has launched various campaigns and initiatives to showcase the principle of "Reduce, Reuse and Recycle". Since 2020, the Group has been awarded the Energywi\$e and Wastewi\$e Certificates by the Hong Kong Green Organisation Certification of the Environmental Campaign Committee in recognition of its ongoing adoption of measures to reduce waste and conserve energy respectively. For the most recent assessment period, the Group received both Energywi\$e and Wastewi\$e Certificates at the Good Level.

Note:

The Energywi\$e and Wastewi\$e Certificates awarded by the Hong Kong Green Organisation Certification of the Environmental Campaign Committee will expire in March 2024 and September 2023 respectively.

**REDUCE**



Shuttle Bus



Phasing out Landlines



Decommissioning Legacy Equipment



Bulk Order of Office Supplies



Electronic Billing



On-demand Printing



Auto Switch-off Solutions



LED Lighting



Digitalising Workflows

**REUSE**



Bring-your-own Cups



Reuse Stationary

**RECYCLE**



Recycling Campaign and Recycling Corner

## 5 Promote a Circular Economy

### Integrate circular thinking into business strategies through responsible raw material sourcing, efficient production processes and product design, and inspiring sustainable consumer behaviours

#### Responsible Sourcing and Design

The Group seeks to share its vision with its business partners and suppliers to collectively build a more sustainable future. Considerations of sustainability and climate change impact are integrated into the business activities of the Group. Businesses are conducted in accordance with applicable environmental laws, rules and regulations. Regulatory frameworks within the Group are analysed and monitored, with internal policies prepared and updated accordingly.

#### Supplier Code of Conduct ↔

The Supplier Code of Conduct is a guide to the business partners and suppliers of the Group, bringing broader improvements in sustainability practices and performance for its business partners and suppliers, and the communities the Group serves.

This policy has been developed taking into consideration a number of international charters and conventions such as the United Nation's Declaration on Human Rights and the International Labour Organisation Core Conventions. It sets out standards expected of its business partners and suppliers, encompassing specific criteria and standards in environmental performance, ethics, health and safety, quality and regulatory compliance.

Together with the Purchasing Policy, Business Partner Evaluation Policy and AFAB Policy, this policy and other controls and procedures provide direction and guidelines on evaluation and engagement with business partners and suppliers. Regular assessments and thorough evaluations are also conducted on selected business partners and suppliers of the Group. Compliance acknowledgment with the Supplier Code of Conduct is required for those within the scope of Business Partner Evaluation Policy.

Conventional SIM cards are produced with credit-card-sized plastic frames and come with paper instruction leaflets and plastic packaging material. Conscious of the environmental impacts of these features, the Group is committed to moving towards sustainable sourcing of materials. Over recent years, the Group has looked to produce SIM cards that make greater use of recycled plastic and of paper from sustainable sources. Packaging material and leaflet instructions have also been eliminated following the digitalisation of the mobile application of one of the Group's most popular prepaid products, which enables customers to self-register and top up following instructions in digital form.

#### Inspiring Behaviour

The Group strives to cultivate a greater awareness of environmental issues among all stakeholders by understanding consumer behaviour and drivers such as price, fit, information, individual beliefs and preference, as well as conducting promotional campaigns and offering innovative services, inspiring sustainable consumer behaviours and promoting a circular economy.

The Group offered a one-stop handset recycling service. Customers can also help to protect the environment through the Recycling Handsets and Accessories Programme, under which they can dispose of their old or unwanted handsets and accessories (such as batteries, chargers, headphones, earpieces, USB cables and stylus pens) in recycling boxes in selected 3Shops. Items collected under this programme are passed on to the Computer and Communication Products Recycling Programme run by the government with industry partners and voluntary organisations. Equipment still in working condition is refurbished and donated to people in need, while other parts and useful materials are recycled.

## Social

### 6 Create Great Places to Work

The Group complies with all applicable laws and regulations in relation with labour standards, employment guidelines and regulations, in which the Group operates. The Group is committed to fostering a collaborative and diverse working environment for its employees and offering equal opportunities to all its stakeholders.

The following table summarises the position of the Group in various labour-related areas and relevant policies.

Aspect	Commitment of the Group	Relevant Policy
Discrimination	The Group is committed to providing a safe work environment and has zero tolerance for discrimination and harassment of any kind, including but not limited to unwelcome and offensive conduct (whether verbal, physical or visual) based on a person's gender, relationship status, disability or other factors.	<ul style="list-style-type: none"> <li>• Code of Ethics ↔</li> <li>• Human Rights Policy ↔</li> </ul>
Employment Practice	The Group adheres to fair employment practices and promotes diversity and equal opportunity in its recruitment, promotion processes and working conditions. Employees are hired and selected based on their skill sets and abilities, regardless of race, gender or religion. It is the Group policy to provide equal opportunity to all employees with regard to hiring, pay rates, training and development, promotions and other terms of employment. The Group also strictly observes all local legislation and specific working hour requirements in the jurisdictions in which it operates.	<ul style="list-style-type: none"> <li>• Code of Ethics ↔</li> <li>• Human Rights Policy ↔</li> </ul>
Ethics	All employees must become familiar, and fully comply, with the Code as well as all other Group policies and procedures. All Employees must comply with all applicable laws, rules, codes and regulations, including insider trading laws, competition laws, environmental laws, personal data protection and privacy laws and those related to taxation and financial crime, wherever the Group conducts business.	<ul style="list-style-type: none"> <li>• Code of Ethics ↔</li> </ul>
Health and Safety	The Group is committed to offering a safe and secure environment for its employees, customers and other stakeholders when they are at Group facilities and premises, complying with all applicable laws and regulations in the relevant jurisdictions and meeting industry-specific standards or best practices.	<ul style="list-style-type: none"> <li>• Health and Safety Policy ↔</li> </ul>
Human Rights and Child Labour	The Group strives to respect and promote human rights and aims to help increase the protection and enjoyment of human rights within the communities in which it operates. Any form of child labour or forced labour, including prison labour, bonded labour, any form of slavery and any form of human trafficking is prohibited.	<ul style="list-style-type: none"> <li>• Human Rights Policy ↔</li> <li>• Modern Slavery and Human Trafficking Statement ↔</li> </ul>

#### Attract, develop, and retain a high-performing and engaged workforce

The Group works closely with educational institutions to recruit, develop and engage talents, offering extensive career opportunities for young people developing their skills, and providing them with a platform to shine.

### Trainee Programmes and Internship

The Group introduced its management trainee programme for university graduates in 2020. Through taking up different on-the-job training in various departments, the trainees gain a better understanding and valuable hands-on exposure of the Group's key operations. The Group's high potential management trainees are given the opportunities to fast track their careers to managerial positions across a broad range of business areas.

The Group has welcomed the third intake of the management trainee programme and now launched a new professional trainee programme to extend to enterprise market and engineering departments. The trainees benefit from the exchange of knowledge, skills, insights, best practices, as well as the opportunity to enhance their communication and collaboration abilities. The Group's interactions with young people enable it to share its vision of the future and kindle a passion for the industry, cultivating frank and open communication.

The Group also offers internship opportunities to undergraduate students interested in pursuing careers in telecommunications. The interns are offered to gain commercial experience in their field of study and widen their horizons through various business projects.

### Training and Development

The Group encourages its employees to acquire future-fit skills by participating in a comprehensive array of training programmes to cultivate a high-performance workforce. Skill gaps are identified through a training needs analysis, and accordingly training is provided across a wide range of areas. In addition, training subsidies are available to employees seeking to pursue a career path or strengthen their skills and knowledge. The Group's direction is to provide employees with extensive learning and development opportunities to realise their potentials and improve their knowledge and skills to support business growth and their own professional development.

Visits to the Group's mobile telecommunications operations facilities were arranged to increase engagement and work knowledge. Visits to other operations within the CKHH Group were also taken place to help employees understand the operations of different industries.

### Staff Engagement Activities

The Group organised various events during the year to improve overall staff engagement and work culture. 3recreative, comprising a group of employees from diverse departments, was formed in late 2019 to enhance staff engagement by undertaking initiatives focused on five elements: communication, relationship, recognition, wellness and growth. It reinforces employees' sense of belonging by organising events, sharing sessions and festive marketplaces.

During the year, an internal "Cute Pet Photo Contest" was held. For those who enjoy staying active, a walking challenge of 10,000 steps a day was also held. Besides, a design competition for kids of family and friends was organised to encourage the future generation to envision a sustainable future.

Despite the disruption and uncertainty arising from COVID-19, the Group organised various activities to lighten the atmosphere, unleash creativity and deepen the sense of belonging of the employees.



• The Group organises various events to promote staff engagement.

### Staff Engagement Channels

The latest Group policies, and information on topics such as working remotely, staff welfare and shuttle bus schedules, are available on the intranet and via 3Connect mobile application platforms. A number of communication channels are in place to facilitate open dialogue with employees. JoMeh, launched in 2021, released 27 videos in 2022 and continues to be the internal video communications channel to share videos of business updates.

To better understand the satisfaction and needs of the staff regarding transportation and the staff cafeteria, a Group-wide questionnaire was conducted in 2022. Bus routes and schedules of the Group's free shuttle bus service were optimised accordingly, along with the menu options in the cafeteria to reflect employees' preferences. This exercise enabled the Group to assess the performance of its service providers, providing feedback, improving experience, and reducing carbon footprints by lessening the use of other forms of transportation.

### Employee Recognition

The Distinguished Salesperson Award Programme is an international event organised annually in Hong Kong, under the sponsorship of the Sales and Marketing Executives Club of the Hong Kong Management Association in conjunction with Sales and Marketing Executives International of New York, honouring the outstanding performance of frontline salespersons. Four employees of the Group grabbed the "Outstanding Young Salesman Award", with one named amongst the Top 5 for the award. This is a testament to the Group's efforts in nurturing new generations of salespersons and brings further encouragement to other frontline sales teams of the Group as well.




Four employees have won the "Outstanding Young Salesman Award", with one named amongst the Top 5 for the award.

### Make work an equitable, diverse and inclusive workplace

The Group is committed to fostering a diverse and inclusive workplace that reflects the diversity of the communities in which the Group operates. The Group places tremendous emphasis on diversity, reflected in mentoring programmes, equitable hiring practices, policies and awareness campaigns, and trainings to support inclusion. As at 31 December 2022, 39% of the full-time employees of the Group were female.

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JoMeh released  
**27**  
videos in 2022

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## Promote zero-harm and healthy workplaces

### Health and Safety Policy

The health, safety and well-being of employees are core values of the Group. The Group is committed to offering a safe and secure environment for its employees, customers and other stakeholders when they are at Group facilities and premises. The Group is committed to complying with all applicable laws and regulations in the relevant jurisdictions and meeting industry specific standards or best practices as well as adopting local or international health and safety guidelines to maintain a safe working environment and prevent injuries and ill health.

#### Zero-harm

In 2022, the Group was awarded ISO 45001:2018 occupational health and safety management systems certification for designated locations by Bureau Veritas Certification Hong Kong Limited. The certification exemplifies the Group's commitment to providing its employees with safe and healthy workplaces. A comprehensive group policy is in place to provide safe and healthy working environments, eliminate potential workplace hazards, and prevent work-related injuries and ill health, through staff consultation and participation. An occupational health and safety committee has also been set up to communicate potential safety issues to the top management, thereby establishing protective control measures and a comprehensive accident investigation mechanism.

Employees are also given opportunities to take part in health and safety management programmes and related trainings, according to the nature of their jobs and the safety standards applicable to their work. Refresher courses on relevant safety guidelines are provided periodically. Employees can also access the latest health and safety information on the Company's intranet.

#### Well-being

The Group offers employees a robust welfare programme covering a range of areas related to well-being, including work-life balance, physical health, fitness and sports, balanced and nutritious diets, and mental health. The aim is to arouse the awareness of staying healthy and developing an interest in doing different forms of exercises.

The Group provides employees with flexible paid leave, including maternity and paternity leave complying with or above statutory requirements. It also supports a 24-hour worldwide emergency hotline and medical insurance and retirement schemes as part of its extensive employee fringe benefits.

The Group has also introduced a series of health awareness sessions to its employees. A breast cancer awareness talk with a follow-up breast cancer risk assessment and examination was conducted in 2022. Employees were keen on this programme and look forward to more on different topics in the future.



• Staff members participate in VeggieLab, an organic farming project, on the roof garden of the Group's headquarters.

## 7 Help to Build Thriving and Resilient Communities

### Deliver business growth that benefits the communities in which the Group operates

5G technology, with its ultra-fast speed and ultra-low latency, is able to handle an exponential increase in connected devices and data-intensive applications compared to previous generations. It can integrate a wide array of IoT applications, fuelling the digital economy and paving the way to achieving smart city status. The Group supports and leveraged the Subsidy Scheme for Encouraging Early Deployment of 5G being ran by the Office of the Communications Authority, which subsidised costs related to the deployment of 5G technology in approved projects. By assisting customers with their applications to the scheme, the 3 Hong Kong enterprise solutions team is supporting the community's transition to a smart city powered by the ultra-high speed and ultra-low latency of the 5G network.



• Students experienced diversified smart solutions in the Group's solution hub - DIGI3ox.

Many businesses are embracing the 5G network to digitalise their workflows and introduce complex real-time data sharing. This has helped them maintain business continuity during the COVID-19 pandemic, while also introducing a new way of working which has streamlined workflows and improved efficiency. 5G technologies also enable the deployment of remote applications. These are proving important in the construction sector where, for instance, robots are being deployed to protect workers against potential hazards. The Group has also launched 3Education to deliver 5G solutions for the educational sector. One example is the deployment of special robots as caregivers at special schools. These robots, equipped with a 5G connection, are programmed to assist students with their special educational needs, including monitoring their health status and reminding them to stay away from dangerous areas. Another one of 3 Hong Kong's successful 5G use cases provided by the 3Education team was a smart campus solution designed to inspire students, featuring the integration of a 5G broadband service with a virtual reality platform.

### Invest in programmes for meaningful impact and foster long-term relationships

#### Opening the Door for Future Talent in the Making

In recent years, science, technology, engineering and mathematics ("STEM") has increasingly become a focus of global education upon robust development of information technology. The Group collaborated with the Ampower Talent Institute and the "IT Innovation Lab in Secondary Schools Programme" to organise two innovation and technology career experience days, to inspire and foster relations with more young people interested in STEM education.

Ampower Talent Institute is a non-profit and non-governmental organisation that fosters the advancement of education to empower the youth to become the best versions of themselves and be able to identify and work towards their career and life goals. During the two experience days, around 50 secondary students visited Hutchison Telecom Tower and Hongkong International Terminals to learn more about the modernisation of technology and the development trend of Hong Kong's network as well as experience diversified smart solutions in the Group's solution hub - DIGI3ox. Management trainees shared their experiences and encouraged the students to think about their career in this area in the future.

## Community Support

The Group seeks to maintain long-term partnerships with local communities and charities through mutually beneficial programmes and encourages its employees to participate in volunteering activities. In line with sound corporate governance practice, donations and contributions are subject to internal compliance guidelines and controls to protect stakeholders' interests. During the year, charitable donations benefitting community projects in Hong Kong and Macau amounted to approximately HK\$3.8 million through broad and diverse outreach initiatives encompassing education, youth engagement and elderly support among others.

The Group has been granted "Caring Company" status for many consecutive years by the Hong Kong Council of Social Service, in recognition of its achievements in social responsibility. The Group remains committed to its mission of building a sustainable community.

The following table summarises the contribution to communities by different areas.

Focus Area	Activity
Cultural	<ul style="list-style-type: none"> <li>Supported international and local art tech exhibitions by acting as the 5G Technology Provider, offering reliable 5G service and applications. The events included the local art outdoor exhibition ARTAVERSE, Art Basel Hong Kong and the Grand Finale of JUMPSTARTER 2022 Global Pitch Competition</li> <li>Promoted cultural events such as supporting telecoms services to the Hong Kong Chinese Orchestra</li> </ul>
Digital inclusion	<ul style="list-style-type: none"> <li>Supported the Victim-for-Victim Project organised by the Tung Wah Group of Hospitals by providing 12-month free mobile service to project members. Workshops were also provided to help members learn the practical skills of using smartphones and mobile applications</li> <li>Offered a wide range of services including Lo-Yau-Kee Monthly Service Plans Sponsorship, "Safety Phones" and data service sponsorship to the elderly to cater different needs</li> </ul>
Cyber security	<ul style="list-style-type: none"> <li>Collaborated with the Hong Kong Police Force to distribute Short Message Service ("SMS") alerts to 3 Hong Kong's customers on phone scams, reminding them to be vigilant against unknown calls</li> </ul>
Environmental	<ul style="list-style-type: none"> <li>Supported initiatives on climate change and nature conservation projects, including WWF-Hong Kong's Earth Hour, Flag Day, Tiger Conversion Habitats and Walk for Nature</li> <li>Launched another VeggieLab, the organic farming project, on the roof garden of the Group's headquarters</li> </ul>
Health-related including pandemic relief	<ul style="list-style-type: none"> <li>Collaborated with the Office of the Government Chief Information Officer to provide SoSIMs to staff members and people in need at the community isolation facilities to stay connected</li> <li>Provision of free publicity for a one-stop COVID-19 support hotline of The Hong Kong Red Cross, health-related information of the Hong Kong Haemophilia Society and anti-drug messages of the Narcotics Division of the Security Bureau via SMS and Multimedia Messaging Service</li> </ul>
Innovation	<ul style="list-style-type: none"> <li>Supported and sponsored the JUMPSTARTER Global Pitch Competition, the world's largest online start-up contest, organised by the Alibaba Entrepreneurs Fund for four years</li> <li>Gift sponsorship in the start-up pitching competition of KPMG's Connected Cities Virtual Conference</li> </ul>
Underprivileged	<ul style="list-style-type: none"> <li>Participated in The Community Chest of Hong Kong - Skip Lunch Day 2022 to raise funds for supporting services for street sleepers, residents in cage homes and cubicles</li> <li>Supported Lok-lok &amp; Yiu-yiu Sponsorship Scheme and raised funds for children of SKH St Christopher's Home</li> </ul>

## 8 Protect Employees and Support Communities and Other Stakeholders through the Pandemic

### Keep employees safe by providing them with the tools and support to successfully work from home

The Group has worked tirelessly to make the workplace as safe as possible amid the COVID-19 pandemic. To prevent and mitigate the transmission of COVID-19 in the workplace, procedures including temperature checks at entrances, enhanced disinfection and cleaning of workplaces and stores were in place to safeguard the Group's employees.

The Crisis Management Team, together with the Human Resources Department, closely monitored the changing situation of the pandemic. The Group has maintained a transparent line of communications to the staff members and kept them thoroughly informed through the internal channels regarding work arrangements and COVID-19 information. Furthermore, employees were provided with masks and rapid antigen test kits. Flexible work arrangements have also been implemented to safeguard the health of employees, customers and stakeholders.

As part of the multi-year digitalisation project, the Group has adopted cloud solutions to enhance business operational continuity and efficiency. Face-to-face meetings were minimised while digital alternatives were introduced, safeguarding the well-being of employees without compromising operational needs.

### Protect the health and well-being of customers

During these challenging pandemic times, the Group has remained committed to maintaining its outstanding service level while at the same time reaching out to support those adversely affected in the communities. To reduce the disruptions to the everyday life of the communities as a result of social distancing, the Group accelerated the expansion of its prepaid tariff plan, SoSIM, and its 5G Broadband service to enable its customers to work and learn anytime and anywhere. SoSIM customers can simply plug-and-play to enjoy a hassle-free local data usage experience and can easily top up through the SoSIM mobile application or at more than 400 PARKnSHOP, Watson and FORTRESS stores. 5G Broadband customers can enjoy ultra-fast and low-latency 5G network coverage to areas without fixed-line fibre connections, offering flexibility and speed crucial for file sharing and video-conferencing anywhere at all times.

### Maintain focus on supporting health care services and the needs of the vulnerable

To support society during the pandemic, the Group aided in the construction of the shared network facilities at the community isolation and treatment establishments in the Lok Ma Chau Loop and in Kai Tak (Kai Tak Former Runway Area). The Group acted as the lead telecommunications provider to build a shared mobile network facility for the two quarantine centres, in order to ensure medical staff, work teams and the public under quarantine, in the two establishments, could enjoy mobile communications services to handle their daily work and entertainment needs. Besides network connectivity, the Group also prepared various 5G solutions such as operational robotics and video analytics, all of which helped to improve the operational efficiency of the isolation efforts.



• The Group supports the construction of the shared network facilities at some community isolation and treatment establishments in Hong Kong.

### Prioritise health and wellness over profit whenever and wherever the Group's employees or communities are at risk

Further supporting the public during the quarantine period, the Group offered customers undergoing quarantine with more data allowance to provide connectivity during their time in isolation.



## Sustainable Business Model and Innovation

### 9 Offer Customers Sustainable Products and Invest in and Embrace Innovation to Achieve Impacts

 Invest in innovations that will have a transformational impact on sustainability and will ensure the Group's businesses being 'future-fit'

Shortly after the Group rolled out its 5G network services in 2020, the Group extended its network coverage to include major highways, large shopping malls, commercial buildings, hospitals, universities and hotels. In 2022, the Group extended its 5G coverage further to cover the East Rail Line Cross-Harbour Extension of the MTR, keeping customers travelling on the MTR connected. The Group also activated its commercial 5G network on the 700 MHz spectrum band. This led to increased network efficiency, deeper indoor penetration within buildings, wider coverage in rural areas and faster 5G services.

The ultra-fast speed and ultra-low latency of 5G network, together with its greater bandwidth, enables highly efficient data transmission which allows for complex data modelling and visualisation applications. Opportunities are thus arising for businesses to explore innovative new ideas, and to reinvent their applications and even their business models.

The government published its Smart City Blueprint for Hong Kong in 2017, outlining smart city initiatives in six key areas: Smart Mobility, Smart Living, Smart Environment, Smart People, Smart Government and Smart Economy. Mobile network and IoT connections facilitate ecosystems of services and smart applications and are thus an integral part of the smart city transition. 3 Hong Kong has launched DIGI3ox, a solution hub, to exhibit state-of-the-art 5G solutions combined with AI, cloud, big data and edge computing, showcasing use cases of 5G technologies that have the potential to contribute to smart city development.

For a long time, robots have supported mechanical and repetitive automated procedures. Introducing 5G technology can overcome the technical limitations of speed, latency and bandwidth associated with older technologies, opening doors to applications with a high level of autonomy for managing complex operations and remote-controlled applications. The high-bandwidth of 5G technology allows video-streaming, remote updates and maintenance while its low latency supports applications such as teleoperation and telepresence.

5G Broadband leverages the 5G network to deliver ultra-fast and low-latency connectivity to household customers and businesses. Providing indoor high-speed internet well beyond the limits of traditional broadband services, it is catering for rising connectivity and data usage needs.



• The Group's solution hub, DIGI3ox, exhibits state-of-the-art 5G solutions and use cases.



## Adapt products and services to be more sustainable, while always ensuring the highest levels of their quality and safety

3 Hong Kong has adopted the Code of Practice for Telecommunications Service Contracts prepared by the telecommunications industry under the auspices of Communications Association of Hong Kong since 2015 to enhance its service quality. Customer engagement is crucial to understanding customer expectations and building brand loyalty. The Group engages with its customers through communication channels such as its customer service centres, social networking platforms, service hotlines, live webchat, online enquiries, including emails, websites and mobile applications.

The Group's website at three.com.hk, three.com.mo and the My3 application connect the Group to customers and help building long-lasting relationships with customers wherever they are. They give access to information about the Group's latest promotions and offers, and allow customers to manage their data and call time usage, top up, pay their bills, manage roaming services, purchase handsets and accessories, and access the online iChat customer interface.

The Group welcomes customer feedback, which is used to improve customer experience and drive positive changes. The Group has established guidelines that ensure consistency in handling customer enquiries and complaints, and customer service representatives are trained to address customer concerns professionally. All complaints are acknowledged, investigated and duly followed up, and periodic reviews and analyses of complaints are conducted for continuous improvement. Details of the Group's service performance targets and the actual performance of the Group in areas such as service hotline performance and complaints handling are available at three.com.hk.

Market research and mystery shopper programmes conducted by third parties regularly provide insights into customer feedback on the Group's services to facilitate areas of improvement. These programmes have proven to be effective as in 2022 the frontline sales team received positive feedback and more than 300 commendations from customers, complimenting the Group's services. In addition, 3toTalk, a new online-to-offline one-stop digital sales service for potential customers, has been launched to provide quicker responses and actions.



• The Group welcomes customer feedback, which is used to improve customer experience.



• 3 Hong Kong provides a diversified service offering to its customers through online and offline channels.

## Communicate the sustainability benefits of products and services to customers with transparency and authenticity

The Group is a proponent of sound environmental performance, social well-being and sustainable practices. The Group published its first annual Environmental, Social and Governance Report (now known as the Sustainability Report) in 2011 to communicate the Group's commitment and efforts in sustainability development to earn trust and recognition amongst its stakeholders. Over the years, the Group has increased its use of social media in sustainability communication, reflecting evolving societal expectations, and a growing trend for transparency and authenticity.

For more on sustainability communication channels, please refer to the section on Stakeholder Engagement.

## Partner with suppliers that share the Group's sustainability priorities and uphold high levels of environmental and ethical conduct

The Group engages a broad range of business partners and suppliers in its operations. In 2022, the Group conducted business with over 700 suppliers including landlords and roaming partners, of which approximately 46% were based in Hong Kong. The Group is committed to maintaining the integrity of its supply chains by managing associated complex legal, social, ethical and environmental risks.

Through regular dialogues and cooperation, the Group extends its high level of business ethics and integrity standards to its business partners and suppliers. The Supplier Code of Conduct sets out the standards expected of its business partners and suppliers and these standards are also addressed in the Human Rights Policy and Modern Slavery and Human Trafficking Statement of the Group. Group policies including but not limited to the Purchasing Policy, Business Partner Evaluation Policy and AFAB Policy, in conjunction with various controls and procedures, provide direction and guidelines on evaluating and engaging with business partners and suppliers. The procurement teams of the Group are trained to apply these policies and procedures with due care and diligence when engaging with business partners and suppliers. Business partners meeting the Group's threshold are required to acknowledge compliance with the Supplier Code of Conduct in the course of their business activities with the Group. Regular assessments and thorough evaluations are also conducted on selected business partners and suppliers of the Group.

The Group also encourages business partners and suppliers to consider the risks posed to their operations by climate change and be proactive in mitigating the environmental impact of their activities. Furthermore, the Group invites business partners and suppliers to emulate the standards, practices and principles contained in the Environmental Policy of the Group, such as minimising the consumption of energy and carbon footprints, promoting the use of environmentally-friendly products and technology, and the recycling of waste.

A collaboration with CASETiFY to upcycle used phone cases took place during the year, demonstrating the Group's support in recycling plastics. Boxes are placed at high-traffic stores of the Group to collect used phone cases for either proper processing for environmentally friendly disposal or rebuilding into brand new cases.

OFF-LINE is a USB cable recycling project initiated by students of the Master of Science in Environmental Management programme at the University of Hong Kong. The students collected around 500 USB cables from 3Shops. Each customer who returned a USB cable to a 3Shop received a discount voucher for future purchase.



• Recycling boxes are placed at high-traffic stores of the Group to collect used phone cases.

## Environmental KPIs

	Unit	2020	2021	2022
<b>GHG emissions <sup>(1)</sup></b>				
Total GHG emissions	tonne CO <sub>2</sub> e	94,435	101,577	106,049
Scope 1 GHG emissions	tonne CO <sub>2</sub> e	2,373	2,294	1,797
Scope 2 GHG emissions	tonne CO <sub>2</sub> e	92,062	99,283	104,252
Total GHG emission intensity	tonne CO <sub>2</sub> e/revenue HK\$'000	0.021	0.019	0.022
Scope 1 GHG emission intensity	tonne CO <sub>2</sub> e/revenue HK\$'000	0.000	0.000	0.000
Scope 2 GHG emission intensity	tonne CO <sub>2</sub> e/revenue HK\$'000	0.020	0.018	0.021
<b>Use of energy <sup>(1)</sup></b>				
Total energy consumption	'000 kWh	124,819	149,304	163,135
Direct energy consumption	'000 kWh	125	177	165
Diesel/Gasoline/Petrol	'000 kWh	125	177	165
Natural gas	'000 kWh	-	-	-
Towngas	'000 kWh	-	-	-
Other gas fuels (exclude natural gas and towngas)	'000 kWh	-	-	-
Other fuels	'000 kWh	-	-	-
Indirect energy consumption	'000 kWh	124,694	149,127	162,970
Electricity	'000 kWh	124,694	149,127	162,970
Total energy consumption intensity	kWh/revenue HK\$'000	27.46	27.73	33.41
Direct energy consumption intensity	kWh/revenue HK\$'000	0.03	0.03	0.03
Indirect energy consumption intensity	kWh/revenue HK\$'000	27.43	27.70	33.38
<b>Air emissions <sup>(1)(2)</sup></b>				
NOx emissions	tonne	0.03	0.02	0.03
SOx emissions	tonne	0.00	0.00	0.00
Particulate matter emissions	tonne	0.00	0.00	0.00
<b>Waste production</b>				
Total hazardous waste produced <sup>(3)</sup>	tonne	75	65	34
Total hazardous waste produced intensity	kg/revenue HK\$'000	0.02	0.01	0.01
Total non-hazardous waste produced <sup>(4)</sup>	tonne	49	51	42
Total non-hazardous waste produced intensity	kg/revenue HK\$'000	0.01	0.01	0.01
<b>Use of water</b>				
Water consumption <sup>(5)</sup>	m <sup>3</sup>	2,960	3,144	3,780
Water consumption intensity	m <sup>3</sup> /revenue HK\$'000	0.001	0.001	0.001

## Environmental KPIs (Continued)

	Unit	2020	2021	2022
Packaging material <sup>(6)</sup>				
Total packaging material used for finished products	tonne	10.14	18.00	6.24
Plastic	tonne	9.42	17.22	5.68
Paper	tonne	0.72	0.78	0.44
Metal	tonne	-	-	0.12
Glass	tonne	-	-	-
Other packaging material	tonne	-	-	-
Packaging material intensity	tonne /product '000	0.004	0.007	0.004

## Notes:

- (1) The calculation of emissions and energy consumption has adopted emission factors published by International Energy Agency for the year ended 31 December 2022.
- (2) The Group has restated its air emissions for 2020 and 2021 as a result of change in reporting unit, methodology and emission factors.
- (3) The reduction in the total hazardous waste produced from 65 tonnes in 2021 to 34 tonnes in 2022 was driven by battery replacement projects relating to network facilities in 2021.
- (4) The reduction in non-hazardous waste in 2022 was mainly driven by the fifth wave of the COVID-19 pandemic in the first half of 2022, leading to work-from-home arrangement and the reduction in waste disposal in the office as well as reduced customer traffic at stores.
- (5) The increase in water usage of the Group was mainly due to increase in water used for cooling as a result of a relatively hot summer in 2022 and a new retail store in Hong Kong opened during the year.
- (6) The Group disclosed its packaging material relating to SIM cards under the total packaging material used for finished products to better reflect the environmental impacts of the Group from 2022 onwards and has also restated the corresponding figures for 2020 and 2021.

## Social KPIs

		2020	2021	2022
Number of employees <sup>(7)</sup>				
Total		990	1,045	1,155
By employment type	Full-time	916	972	1,066
	Part-time	74	73	89
Number of full-time employees <sup>(7)</sup>				
By gender	Male	521	560	645
	Female	395	412	421
By employee category	Manager grade or above	103	109	105
	General staff	813	863	961
By age group	Under 30	142	149	160
	30-49	622	642	678
	50 or above	152	181	228
By geographical region	Hong Kong	816	872	966
	Mainland China	100	100	100
	Europe	-	-	-
	Canada	-	-	-
	Asia, Australia & Others	-	-	-

## Social KPIs (continued)

		2020	2021	2022
Turnover rate for full-time employees <sup>(7)</sup>				
Overall		18%	38%	42%
By gender	Male	19%	45%	43%
	Female	17%	29%	42%
By age group	Under 30	34%	63%	76%
	30-49	14%	40%	41%
	50 or above	22%	13%	23%
By geographical region	Hong Kong	18%	42%	45%
	Mainland China	20%	10%	14%
	Europe	-	-	-
	Canada	-	-	-
	Asia, Australia & Others	-	-	-
Work-related fatalities				
Number of work-related fatalities		-	-	-
By employee type	Full-time employees	-	-	-
	Contractors	-	-	-
Rate of work-related fatalities (full-time employees)		-	-	-
Lost days due to work injury				
Number of lost days due to work injury <sup>(8)</sup> (employees)		59	222	182
Number of lost time injury incidents (employees)		2	3	3
Percentage of full-time employees who received training				
Overall		95%	100%	100%
Percentage of full-time employees who received training among total trained full-time employees <sup>(7)</sup>				
By gender	Male	58%	60%	60%
	Female	42%	40%	40%
By employee category	Manager grade or above	11%	9%	8%
	General staff	89%	91%	92%
Average hours of training completed by full-time employees <sup>(7)</sup>				
Overall		24 hours	21 hours	21 hours
By gender	Male	19 hours	17 hours	21 hours
	Female	30 hours	27 hours	20 hours
By employee category	Manager grade or above	3 hours	6 hours	6 hours
	General staff	26 hours	22 hours	22 hours



## Social KPIs (continued)

		2020	2021	2022
Number of suppliers <sup>(9)</sup>				
Total		383	736	716
By geographical region	Hong Kong	313	382	332
	Mainland China	45	333	362
	Europe	5	6	8
	Canada	1	-	-
	Asia, Australia & Others	19	15	14
Percentage of total products sold or shipped subject to recalls for safety and health reasons				
Percentage of total products sold or shipped subject to recalls for safety and health reasons		-	-	-
Number of complaints received				
Products related		N/A	N/A	N/A
Services related		11,357	9,455	10,544
Number of concluded legal cases regarding corrupt practices				
Brought against the Group		-	-	-
Brought against employees		-	-	-
Full-time and part-time employees who received training on anti-corruption/ethics and integrity				
Total		144	878	1,070
By employment type	Full-time	144	855	1,002
	Part-time	-	23	68
Percentage of full-time and part-time employees who received training on anti-corruption/ethics and integrity		14%	84%	93%
Number of training hours on anti-corruption/ethics and integrity completed by full-time and part-time employees				
Total		144	293	357
By employment type	Full-time	144	285	334
	Part-time	-	8	23

## Notes:

- (7) The Group has restated its social KPIs for 2020 and 2021 as a result of change in calculation methodology and reporting basis.
- (8) Work-related injuries in 2022 amounting to 182 lost days included a traffic accident in 2021 which required a relatively longer recovery time.
- (9) The number of suppliers relating to the Macau operation was included in 2021 and onwards.

### HKEx ESG Guide Content Index

The ESG Guide Content Index set out below contains information about the extent to which the Group has applied the HKEx ESG Guide and cross-references the Group policies and initiatives outlined in this report.

Environmental			
Aspect A1: Emissions		Section	Remarks
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and GHG, discharges into water and land, and generation of hazardous and non-hazardous waste.	Group-wide goal 4	<ul style="list-style-type: none"> <li>• Sustainability Policy ↔</li> <li>• Environmental Policy ↔</li> <li>• Supplier Code of Conduct ↔</li> </ul> <p>The Group is not aware of any incidents of non-compliance with laws and regulations that may have a significant impact on the Group concerning air and GHG, discharges into water and land, and generation of hazardous and non-hazardous waste during the year.</p>
KPI A1.1	The types of emissions and respective emissions data.	Environmental KPIs	The Group has complied with the mandatory disclosure requirement.
KPI A1.2	Direct (Scope 1) and energy indirect (Scope 2) GHG (in tonnes) and, where appropriate, intensity.	Environmental KPIs	The Group has complied with the mandatory disclosure requirement.
KPI A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity.	Environmental KPIs	The Group has complied with the mandatory disclosure requirement.
KPI A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity.	Environmental KPIs	The Group has complied with the mandatory disclosure requirement.
KPI A1.5	Description of emission target(s) set and steps taken to achieve them.	Group-wide goal 3 and Group-wide goal 4	The Group has complied with the mandatory disclosure requirement.
KPI A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.	Group-wide goal 4	The Group is primarily engaged in provision of mobile telecommunications and other related services and is committed to reducing the generation of hazardous and non-hazardous wastes as a result of the operations.
Aspect A2: Use of Resources		Section	Remarks
General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials.	Group-wide goal 4	<ul style="list-style-type: none"> <li>• Sustainability Policy ↔</li> <li>• Environmental Policy ↔</li> <li>• Supplier Code of Conduct ↔</li> </ul>
KPI A2.1	Direct and/or indirect energy consumption by type in total (kWh in '000s) and intensity.	Environmental KPIs	The Group has complied with the mandatory disclosure requirement.
KPI A2.2	Water consumption in total and intensity.	Environmental KPIs	The Group has complied with the mandatory disclosure requirement.
KPI A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	Group-wide goal 3	The Group has complied with the mandatory disclosure requirement.
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.	Group-wide goal 3	The Group is primarily engaged in provision of mobile telecommunications and other related services and is committed to protecting the environment and supporting sustainable development by managing its environmental footprint.

Environmental (Continued)			
Aspect A2: Use of Resources		Section	Remarks
KPI A2.5	Total packaging materials used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	Environmental KPIs	The Group is primarily engaged in provision of mobile telecommunications and other related services and is committed to promoting a circular economy.
Aspect A3: The Environment and Natural Resources		Section	Remarks
General Disclosure	Policies on minimising the issuer's significant impacts on the environment and natural resources.	Group-wide goal 4	<ul style="list-style-type: none"> <li>• Sustainability Policy ↔</li> <li>• Environmental Policy ↔</li> <li>• Supplier Code of Conduct ↔</li> </ul>
KPI A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Group-wide goal 3 and Group-wide goal 4	The Group has complied with the mandatory disclosure requirement.
Aspect A4: Climate Change		Section	Remarks
General Disclosure	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.	Group-wide goal 3	<ul style="list-style-type: none"> <li>• Sustainability Policy ↔</li> <li>• Environmental Policy ↔</li> <li>• Supplier Code of Conduct ↔</li> </ul>
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.	Group-wide goal 3	The Group has complied with the mandatory disclosure requirement.

Social			
Employment and Labour Practices			
Aspect B1: Employment		Section	Remarks
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	Group-wide goal 1 and Group-wide goal 6	<ul style="list-style-type: none"> <li>• Code of Ethics ↔</li> </ul> <p>The Group is not aware of any incidents of non-compliance with laws and regulations that may have a significant impact on the Group concerning compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare during the year.</p>
KPI B1.1	Total workforce by gender, employment type, age group and geographical region.	Social KPIs	The Group has complied with the mandatory disclosure requirement.
KPI B1.2	Employee turnover rate by gender, age group and geographical region.	Social KPIs	The Group has complied with the mandatory disclosure requirement.

Social (Continued)			
Employment and Labour Practices (Continued)			
Aspect B2: Health and Safety		Section	Remarks
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	Group-wide goal 6	<ul style="list-style-type: none"> <li>Health and Safety Policy ↔</li> </ul> <p>The Group is not aware of any incidents of non-compliance with laws and regulations that may have a significant impact on the Group concerning providing a safe working environment and protecting employees from occupational hazards during the year.</p>
KPI B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	Social KPIs	No such case recorded in each of the past three years including the reporting year.
KPI B2.2	Lost days due to work injury.	Social KPIs	The Group has complied with the mandatory disclosure requirement.
KPI B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored.	Group-wide goal 6	<ul style="list-style-type: none"> <li>Health and Safety Policy ↔</li> </ul>
Aspect B3: Development and Training		Section	Remarks
General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	Group-wide goal 6	The Group has complied with the mandatory disclosure requirement.
KPI B3.1	The percentage of employees trained by gender and employee category.	Social KPIs	The Group has complied with the mandatory disclosure requirement.
KPI B3.2	The average training hours completed per employee by gender and employee category.	Social KPIs	The Group has complied with the mandatory disclosure requirement.
Aspect B4: Labour Standards		Section	Remarks
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.	Group-wide goal 1, Group-wide goal 2 and Group-wide goal 6	<ul style="list-style-type: none"> <li>Human Rights Policy ↔</li> <li>Modern Slavery and Human Trafficking Statement ↔</li> <li>Supplier Code of Conduct ↔</li> <li>Code of Ethics ↔</li> </ul> <p>The Group is not aware of any incidents of non-compliance with laws and regulations that may have a significant impact on the Group concerning preventing child and forced labour during the year.</p>
KPI B4.1	Description of measures to review employment practices to avoid child and forced labour.	Group-wide goal 6	
KPI B4.2	Description of steps taken to eliminate such practices when discovered.	Group-wide goal 6	

Social (Continued)			
Operating Practices			
Aspect B5: Supply Chain Management		Section	Remarks
General Disclosure	Policies on managing environmental and social risks of the supply chain.	Group-wide goal 9	<ul style="list-style-type: none"> <li>• Human Rights Policy ↔</li> <li>• Modern Slavery and Human Trafficking Statement ↔</li> <li>• Supplier Code of Conduct ↔</li> </ul>
KPI B5.1	Number of suppliers by geographical region.	Social KPIs	The Group has complied with the mandatory disclosure requirement.
KPI B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored.	Group-wide goal 9	<ul style="list-style-type: none"> <li>• Purchasing Policy</li> <li>• Business Partner Evaluation Policy</li> <li>• Policy on Appointment of Third Party Representatives ↔</li> </ul>
KPI B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	Group-wide goal 9	The Group has complied with the mandatory disclosure requirement.
KPI B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	Group-wide goal 9	The Group has complied with the mandatory disclosure requirement.
Aspect B6: Product Responsibility		Section	Remarks
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	Group-wide goal 2 and Group-wide goal 9	<ul style="list-style-type: none"> <li>• Code of Ethics ↔</li> <li>• Policy on Personal Data Governance ↔</li> </ul> <p>The Group is not aware of any incidents of non-compliance with laws and regulations that may have a significant impact on the Group concerning health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress during the year.</p>
KPI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Social KPIs	The Group has complied with the mandatory disclosure requirement.
KPI B6.2	Number of products and service-related complaints received and how they are dealt with.	Social KPIs and Group-wide goal 9	The Group has complied with the mandatory disclosure requirement.
KPI B6.3	Description of practices relating to observing and protecting intellectual property rights.	-	<ul style="list-style-type: none"> <li>• Code of Ethics ↔</li> </ul> <p>The Group is primarily engaged in provision of mobile telecommunications and other related services.</p>
KPI B6.4	Description of quality assurance process and recall procedures.	-	The Group is primarily engaged in provision of mobile telecommunications and other related services and is committed to delivering the highest possible levels of service quality and customer satisfaction.



Social (Continued)			
Operating Practices (Continued)			
Aspect B6: Product Responsibility		Section	Remarks
KPI B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored.	Group-wide goal 2	<ul style="list-style-type: none"> <li>Information Security Policy ↔</li> <li>Policy on Personal Data Governance ↔</li> </ul>
Aspect B7: Anti-corruption		Section	Remarks
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	Group-wide goal 1 and Group-wide goal 2	<ul style="list-style-type: none"> <li>Code of Ethics ↔</li> <li>Anti-Fraud and Anti-Bribery Policy ↔</li> <li>Policy on Appointment of Third Party Representatives ↔</li> </ul> <p>The Group is not aware of any incidents of non-compliance with laws and regulations that may have a significant impact on the Group concerning bribery, extortion, fraud and money laundering during the year.</p>
KPI B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.	Social KPIs	No such cases recorded during the reporting period.
KPI B7.2	Description of preventive measures and whistleblowing procedures, how they are implemented and monitored.	Group-wide goal 2	<ul style="list-style-type: none"> <li>Whistleblowing Policy ↔</li> </ul>
KPI B7.3	Description of anti-corruption training provided to directors and staff.	Group-wide goal 2	The Group has complied with the mandatory disclosure requirement.
Community			
Aspect B8: Community Investment		Section	Remarks
General Disclosure	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	Group-wide goal 6, Group-wide goal 7 and Group-wide goal 8	<ul style="list-style-type: none"> <li>Sustainability Policy ↔</li> </ul>
KPI B8.1	Focus areas of contribution.	Group-wide goal 7	The Group has complied with the mandatory disclosure requirement.
KPI B8.2	Resources contributed to the focus area.	Group-wide goal 7	The Group has complied with the mandatory disclosure requirement.