

# SUSTAINABILITY REPORT

The Group creates long-term value for stakeholders by aligning sustainability objectives with strategic development, fostering a sustainable, inclusive and digitally enabled smart city.





# 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 2023. This report outlines the Group’s sustainability strategies and management approaches to material topics as well as the Group’s sustainability performance.

The key sustainability mission of the Group is to create long-term value for all stakeholders by aligning the sustainability objectives of the Group to the strategic development of its business. As a leading player in the telecommunications industry, the Group strives to offer diverse and cutting-edge mobile telecommunications and data solutions that drive digital value and unlock unparalleled opportunities for consumers and businesses in today’s rapidly evolving digital landscape.

With its collective approach alongside its robust network and advanced technology, the Group is committed to delivering secure, seamless and innovative solutions. This unwavering commitment further reinforces the Group’s dedication to supporting the United Nations Sustainable Development Goals (“UNSDGs”) and fostering sustainable, inclusive and digitally-enabled societies. The Group conducts business activities responsibly and ethically, and engages with all its stakeholders in a transparent and accountable manner.

## Reporting period

This report covers the Group’s sustainability performance for the year from 1 January to 31 December 2023, unless otherwise specified.

## Reporting scope

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

## Reporting Framework

### HKEX ESG Guide

This report has been prepared in accordance with mandatory disclosure requirements and “comply or explain” provisions of the Environmental, Social and Governance Reporting Guide (“ESG Guide”) as set out in Appendix C2 (formerly Appendix 27) to the Listing Rules. Please refer to the HKEX ESG Guide Content Index for information about the specific disclosures.

### Global Reporting Initiatives (“GRI”)

This report references selected standards from the Global Reporting Initiatives (“GRI”).

This report should be read in conjunction with the 2023 Annual Report (“Annual Report”), which provides a comprehensive review of the Group’s financial performance and corporate governance as well as the key policies of the Group published on the Company’s website [↔](#).

## Feedback

The Group welcomes feedback and suggestions. Please contact us via the QR code below or email us at [sustainability@hthkh.com](mailto:sustainability@hthkh.com).





Performance highlights



Notes:

- (1) Carbon emission intensity represents carbon emission per terabyte ("TB") of data traffic (kgCO<sub>2</sub>e per TB).
- (2) The 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.



## Sustainability at HTHKH

### Reporting what matters

Sustainability plays a pivotal role in ensuring that the Group maintains its position as a responsible digital service provider and upholds the well-being and prosperity of the communities in which it operates. The Group recognises the importance of understanding stakeholder views and considering stakeholder perspectives in shaping a strategy that places the interests of society and the environment at the forefront. Embracing sustainability is deeply ingrained in the Group's core values as manifested in its corporate strategies, demonstrating its commitment to responsible business practices and long-term societal and environmental impact.

### Stakeholder engagement

The Group actively fosters open and transparent dialogues with a diverse array of stakeholders, including employees, customers, suppliers and business partners, banks and creditors, shareholders and investors, governments and regulators, as well as local communities and non-governmental organisations. To effectively engage and communicate with that broad range of stakeholders, and gain insights into their views and expectations, the Group has established a wide range of channels for effective communication. The following figure provides an overview of these channels, which serves as valuable avenues for understanding and responding to the needs and concerns of the Group's stakeholders.

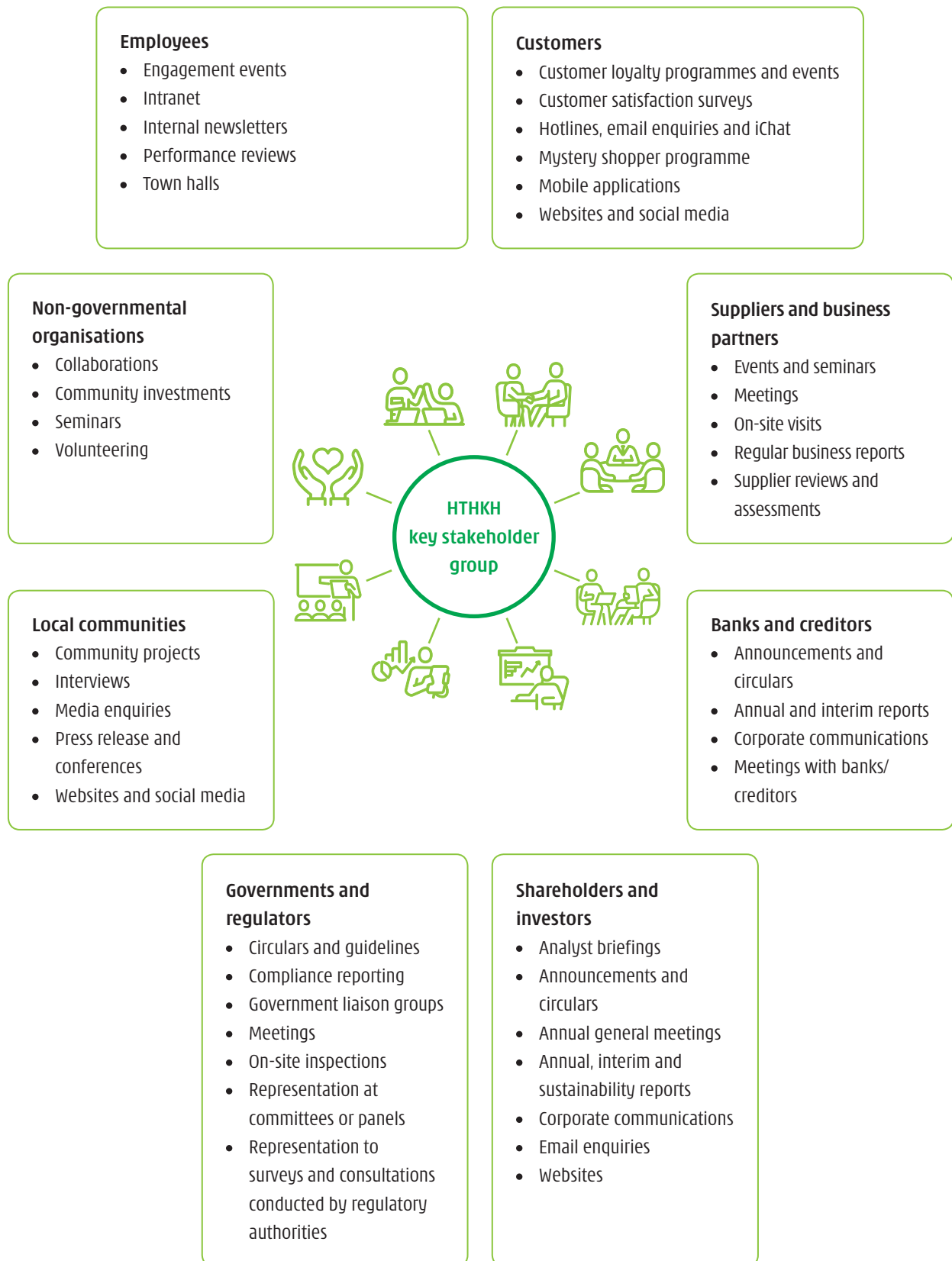
Throughout 2023, the Group has enhanced its engagement efforts including publication of its first external Environmental, Social and Governance ("ESG") newsletter in an effort to build trust with a diverse range of stakeholders. The outcomes of these structured stakeholder engagement activities serve as valuable insights into business performance that guide the development of the Group's sustainability strategy.

ESG rating agency assessments support investors and other stakeholder groups to evaluate the Group's sustainability performance and efforts. In response to valuable feedback from investors regarding the ESG rating, the Group has addressed its disclosures on various sustainability topics to adequately meet the specific information requests from the rating agencies involved.

The Group has received an upgrade in ESG rating from Morgan Stanley Capital International moving to 'AA' from 'A'.

The Group's commitment to sustainability is also reflected in its continual inclusion as one of the constituent members in the Hang Seng Corporate Sustainability Benchmark Index. Apart from that, the Group has been receiving an ESG rating of 'A' under the Hong Kong Quality Assurance Agency ESG rating model for several consecutive years. These achievements underscore the Group's ongoing dedication to sustainable practices and its ability to meet the stringent criteria set by the benchmark index. In a bid to maintain these high ESG ratings, the Group continues to devote robust sustainability efforts and develop responsible business practices so as to enhance investors and stakeholders' confidence and trust in the Group.

Figure 1: Stakeholder Engagement



## Materiality Assessment

The Group's materiality assessment is a dynamic and iterative process which considers new information, emerging trends and developments, and the three-step approach in terms of identification, prioritisation and validation for the Group's assessment. This assessment defines the material sustainability issues that hold great significance for the Group and its stakeholders. To continuously enhance its understanding of these issues, the Group takes proactive steps to address sustainability challenges for strategic alignment.

**Figure 2: The Three-step Iterative Approach for Group Materiality Assessment**

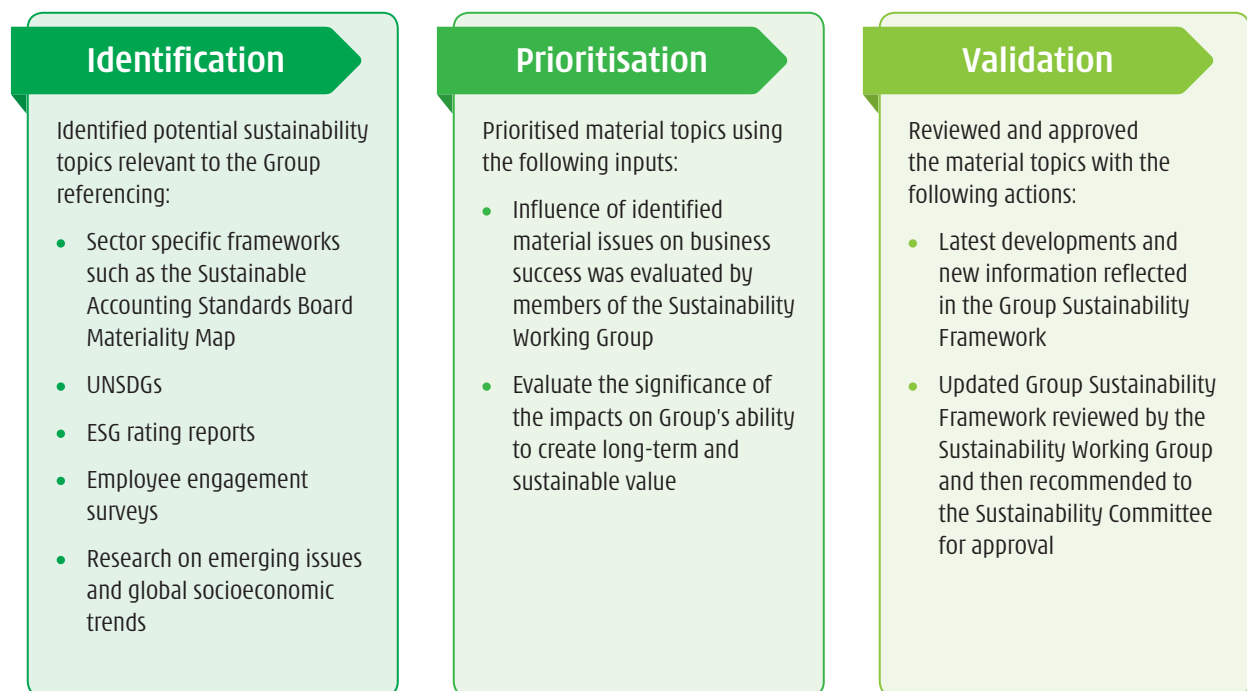
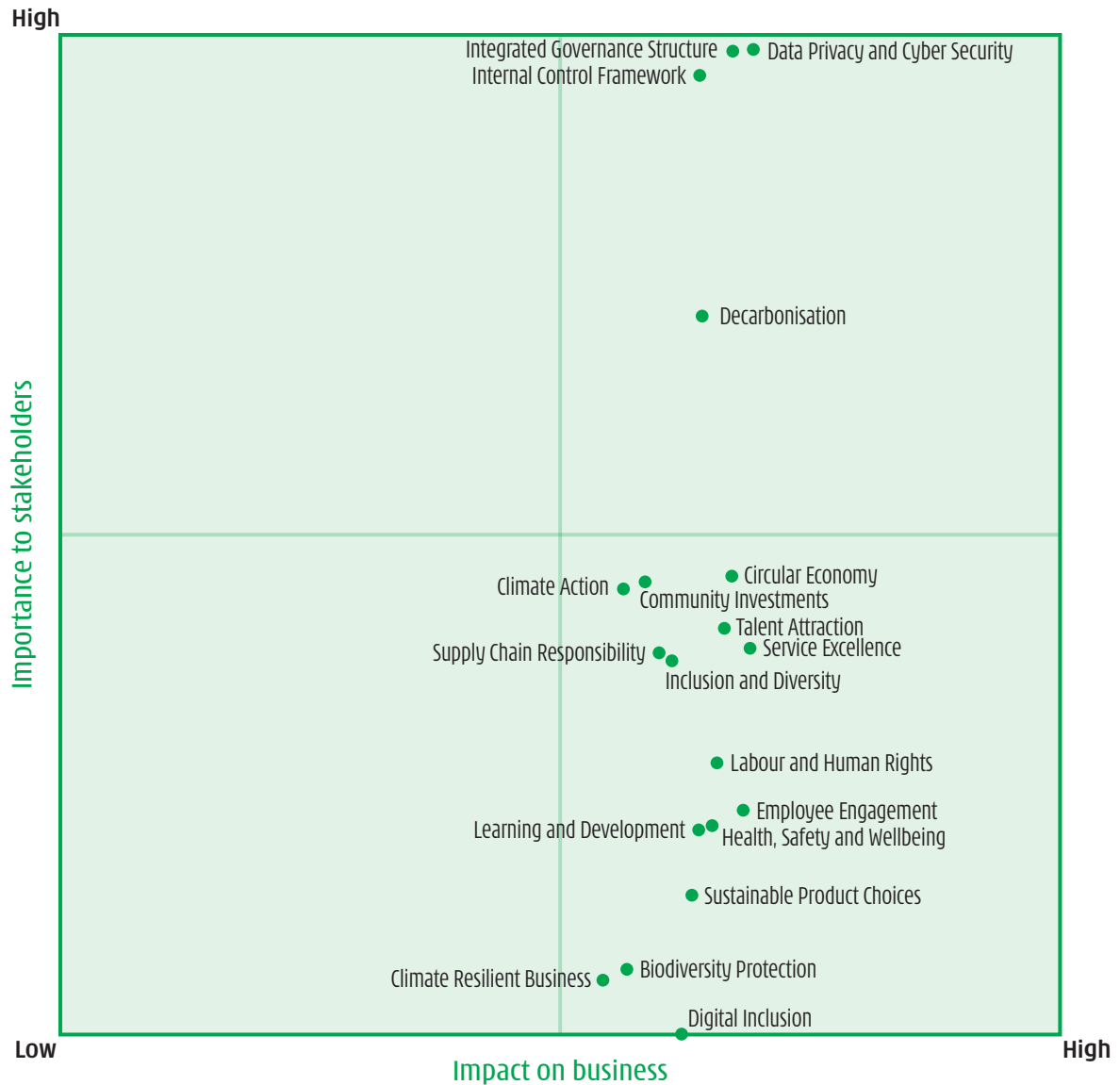




Figure 3 summarises the material sustainability issues for the business, considering their importance to stakeholders and their impacts on business. This analysis serves as a meaningful tool for the Group to develop its sustainability strategies, prioritise its initiatives and establish relevant metrics for its performance evaluation. The Group can ride on the analysis to align its sustainability strategies and initiatives with stakeholder expectations and to take proactive steps to address key issues involved.

Figure 3: Materiality Matrix



## Group Sustainability Framework

The Group is firmly committed to contributing to the achievements of the UNSDGs and the objectives outlined in the 2015 Paris Agreement. Through the comprehensive materiality assessment, the Group established its sustainability framework, approach and priorities, which are built upon four sustainability pillars: Governance, Sustainable Business Model & Innovation, Environment and Social. Each pillar is supported by the corresponding Group policies, leadership and collective efforts across the entire business. These four fundamental pillars serve as guiding principles for the Group to shape the overall direction of its sustainability strategies and approach for an effective implementation across its businesses.

In 2023, the Group identified eight Group-wide sustainability goals, being arranged into four sustainability pillars and mapped to the UNSDGs, with three priority focus areas. The pandemic-focused goal - Protect employees and support communities and other stakeholders through the pandemic - has been integrated into the broader goal (Goal eight below) of developing thriving and resilient communities, ensuring a comprehensive approach to sustainability.

**Figure 4: Group Sustainability Framework**

Pillar	Material Topics	Goals
Governance	<ul style="list-style-type: none"> <li>• Integrated Governance Structure</li> <li>• Internal Control Framework</li> <li>• Data Privacy and Cyber Security</li> <li>• Labour and Human Rights</li> <li>• Supply Chain Responsibility</li> </ul>	<ol style="list-style-type: none"> <li>1. Embed Rigorous and Effective Governance</li> <li>2. Operate Responsibly with Integrity</li> </ol>
Sustainable Business Model & Innovation	<ul style="list-style-type: none"> <li>• Service Excellence</li> <li>• Climate Resilient Business</li> <li>• Digital Inclusion</li> <li>• Sustainable Product Choices</li> </ul>	<ol style="list-style-type: none"> <li>3. Offer Customers Sustainable Products and Invest in and Embrace Innovation to Achieve Transformational Impacts*</li> </ol>
Environment	<ul style="list-style-type: none"> <li>• Climate Action</li> <li>• Decarbonisation</li> <li>• Biodiversity Protection</li> <li>• Circular Economy</li> </ul>	<ol style="list-style-type: none"> <li>4. Take Action on Climate Change*</li> <li>5. Protect Natural Resources</li> <li>6. Promote a Circular Economy</li> </ol>
Social	<ul style="list-style-type: none"> <li>• Talent Attraction</li> <li>• Employee Engagement</li> <li>• Learning and Development</li> <li>• Inclusion and Diversity</li> <li>• Health, Safety and Wellbeing</li> <li>• Community Investments</li> </ul>	<ol style="list-style-type: none"> <li>7. Create Great Places to Work*</li> <li>8. Invest in Developing Thriving and Resilient Communities</li> </ol>

\* 2023 priority focus area

Process highlights and plans

Figure 5: Group highlights and ambitions



**Governance**

**Highlights for 2023**


- Continued adoption of the Group's online sustainability data management system since 2022.
- 92% employees completed trainings on anti-corruption/ethics and integrity.
- The Cyber Security Awareness Month was successfully launched in May 2023.

**Goals**

- Embed Rigorous and Effective Governance
- Operate Responsibly with Integrity

**Objectives & Targets (2024-2025)**

- Support business units in rolling out sustainability strategies that address the impacts and material topics specific to their operations.
- Evolve sustainability reporting in line with sustainability reporting frameworks such as the revised ESG Guide.



**Sustainable Business Model & Innovation**

**Highlights for 2023**

- Scope enhancement in terms of ISO certifications.
- Ongoing focus and delivery of smart city solutions.
- Offered Free Anti-Scam Service to postpaid elderly customers.
- Introduced the use of sustainable SIM card, EcoSIMs.

**Goal**

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

**Objectives & Targets (2024-2025)**

- Continue to build product services and solutions that help drive net-zero transition to enable greater diversity and equity.
- Collaborate and share solutions internally and externally, particularly in breakthrough scientific progress.
- Deliver digital inclusion benefits for target populations including senior citizens, remote community access and small businesses.
- Further develop sustainability reporting aligning with the new IFRS Sustainability Disclosure Standards and the revised ESG Guide.



## Environment

### Goals

Take Action on Climate Change

Protect Natural Resources

Promote a Circular Economy

### Highlights for 2023

- Participated in CK Hutchison Group Telecom Holdings Limited's ("CKHGT") initiatives to complete the external limited data assurance for the 2022 data.
- Set up a new electricity consumption target, aiming to decelerate the annual consumption growth during 2024-2030.
- Achieved 100% lead-acid batteries recycling for Hong Kong operation.
- Developed a Biodiversity Policy.

### Objectives & Targets (2024-2025)

- Further develop energy reduction initiatives to align with the Science Based Targets Initiatives ("SBTi") target committed by CKHGT.
- Further expand/improve scope 3 emissions reporting.



## Social

### Goals

Create Great Places to Work

Invest in Developing Thriving and Resilient Communities

### Highlights for 2023

- 12 graduates were recruited for the Graduate Trainee programme in 2023.
- Implemented a talent pool initiative to provide further trainings and development opportunities for the selected talents.
- Enhanced employee benefits including annual leave entitlements and provision of online general practitioner consultation services & additional panel doctor services.
- 3Education supported an art exhibition organised by Pui Tak Canossian College to showcase art pieces, fashion designs and Science, Technology, Engineering and Mathematics ("STEM") projects designed by students.
- Recognition: Received the Asia's Best Employer Brand from the 14th Asia's Best Employer Brand Awards.



### Objectives & Targets (2024-2025)

- Continue to seek potential enhancements in terms of employee benefits.
- Continue to make progress in addressing diversity and inclusion related issues, in addition to developing related targets.
- Maintain a zero harm workplace and culture. Promote healthcare and wellbeing initiatives in workplace.
- Be an active member of the community, targeting investments to meet the needs of the community.

## Governance

The Group is dedicated to achieving and upholding high standards of corporate governance that align with the needs and interests of the Group. A robust corporate governance framework plays a vital role in promoting and safeguarding the interests of shareholders and other stakeholders in tandem with enhancing shareholder value. Good governance enables the Group to act with integrity and in the best interests of stakeholders through informed and ethical decision-making.

This section could be read in conjunction with the Corporate Governance Report of the Annual Report, which unveils the Group's corporate governance framework and practices.

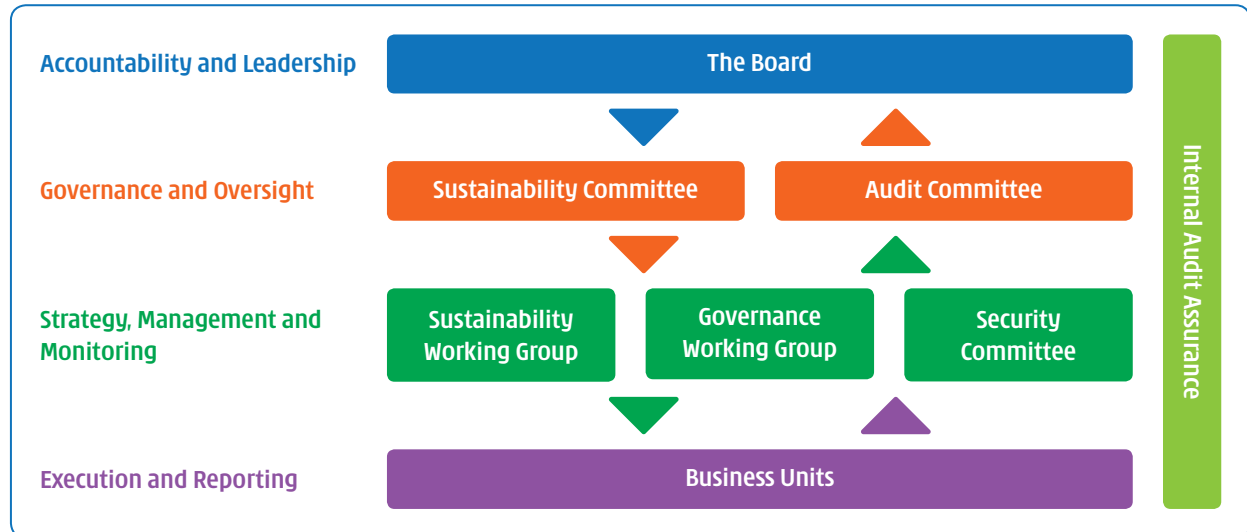
Group Goals	Mapping to the UNSDGs
<ul style="list-style-type: none"> <li>• Embed rigorous and effective governance</li> <li>• Operate responsibly with integrity</li> </ul>	 
<p data-bbox="177 857 976 920">Content in this Section</p> <ul style="list-style-type: none"> <li>• Integrated Governance Structure</li> <li>• Internal Control Framework</li> <li>• Data Privacy and Cyber Security</li> <li>• Labour and Human Rights</li> <li>• Supply Chain Responsibility</li> </ul>	

### Integrated Governance Structure

The sustainability governance structure of the Group has laid a sturdy foundation for fulfilling its sustainability commitment. This structure is deeply integrated throughout the Group, including the Board, the Sustainability Committee, the Audit Committee, the Security Committee, working groups and business units. It provides the Group with comprehensive guidance on executing sustainability strategies, establishing goals, setting targets, and implementing reporting processes. Moreover, it fosters robust stakeholder relationships and ensures accountability across all business operations.

The governance structure of the Group is reinforced by bi-annual self-assessment reviews conducted across business units, in conjunction with internal audit assurance. These reviews enable the Group to effectively manage enterprise and process risks, and to ensure compliance with statutory and regulatory requirements, including sustainability-related reporting, as well as to provide reasonable assurance to the Board through the Sustainability Committee and the Audit Committee. The Group has adopted and implemented corporate governance principles and practices that prioritise a high-quality Board, effective risk management and internal control systems, rigorous disclosure practices, transparency and accountability. These efforts aim to relentlessly enhance and foster an ethical corporate culture.

Figure 6: HTHKH's integrated governance structure



## The Board

The Board has oversight and ultimate accountability for the Group's sustainability strategy, management, performance and reporting. With the complementary support from the Sustainability Committee and the Audit Committee, the Board examines and approves the sustainability objectives, strategies, priorities, initiatives and goals, along with related policies and frameworks of the Group. The Board also conducts periodic examinations and reviews of climate-related risks and opportunities reported by the Sustainability Committee and the Audit Committee, and assesses their impact on business strategies inclusive of new investments. Through these processes, the aforesaid Committees contribute to the Group's comprehensive approach to sustainability and its integration into core business practices.

## Board Diversity

As at 31 December 2023, the Board comprised 10 directors, including one Executive Director, five Non-executive Directors and four Independent Non-executive Directors. The Nomination Committee, chaired by Dr Wong Yick Ming, Rosanna (Independent Non-executive Director), with Ms Edith Shih (Non-executive Director) and Mr Ip Yuk Keung (Independent Non-executive Director) as members, is responsible for reviewing the structure, size, diversity profile and skill set of members of the Board.

The Group strives to attain and maintain high standards of corporate governance in terms of Board diversity with a broad and diverse mix of director skills, experience and attributes. Since December 2022, the Group has appointed an additional Independent Non-executive Director, resulting in the total number of Independent Non-executive Directors exceeding the minimum one-third requirement under the Listing Rules. The strategic move underlines the Group's commitment to bringing diverse perspectives into the decision-making process involved at the Board level so as to act in the best interests of the Group.

Gender diversity of the Board stands at 30%, a relatively high level amongst companies listed on the Stock Exchange <sup>(4)</sup>.

Note:

(4) According to the result of the HKEx: Building the Marketplace of the Future as of October 2023

### Sustainability Committee

The Sustainability Committee was formed in 2020 as a Board-Committee, and is chaired by Ms Edith Shih (Non-executive Director), with Mr Koo Sing Fai (Executive Director and Chief Executive Officer) and Dr Wong Yick Ming, Rosanna (Independent Non-executive Director) as members. The Sustainability Committee holds meetings bi-annually.

The Sustainability Committee holds key responsibilities in making recommendations to the Board on the Group's sustainability objectives, strategies and goals. It plays a vital role in overseeing, reviewing and evaluating actions taken by the Group to advance its sustainability priorities and goals. In addition, the Sustainability Committee reviews and reports to the Board on climate-related risks and opportunities, while assessing and monitoring emerging sustainability issues and trends that may affect the Group's business operations and performance. Furthermore, it considers the impact of the Group's sustainability initiatives on stakeholders and provides the Board with value-accretive advice on external communication, disclosure and publications related to sustainability performance.

In 2023, the Sustainability Committee held the primary role of advancing sustainability practices within the Group. One of its primary focuses was the development of the new Sustainability Disclosures Standards by the International Sustainability Standards Board. The Sustainability Committee addressed the urgency in adopting the new standards with appropriate actions in response to the new disclosure requirements. Furthermore, the Sustainability Committee diligently reviewed and approved the 2022 Sustainability Report, which was published in March 2023. To be better equipped with comprehensive market insights, the Sustainability Committee considered diverse feedback from ESG rating reports and analysed current market developments. Drawing adequate market references from various sources, the Sustainability Committee provided valuable guidance on the Group's future development and direction regarding sustainability-related strategies.

### Audit Committee

In accordance with the Audit Committee Terms of Reference, the Audit Committee is responsible for supervising and ensuring the effectiveness and sufficiency of the Group's risk management and internal control systems. This oversight includes financial, operational and compliance aspects, ensuring comprehensive coverage across these key areas.

The Audit Committee currently comprises three Independent Non-executive Directors. It is chaired by Mr Ip Yuk Keung with Dr Lan Hong Tsung, David and Dr Wong Yick Ming, Rosanna as members.

## Sustainability Working Group

The Sustainability Working Group, consisting of two Co-Chairs, Chief Executive Officer and Chief Financial Officer, alongside senior executives from key business functions that have a significant influence on the Group's material sustainability topics, provides support to the Sustainability Committee. Sustainability Working Group meeting is held bi-annually.

**Figure 7: Sustainability Working Group Structure**



## Governance Working Group

To facilitate the fulfilment of responsibilities by the Audit Committee and the Sustainability Committee, a Governance Working Group chaired by the Non-executive Director has been established. This working group includes representatives from key business functions of the Group. Its primary functions include providing timely updates, identifying emerging compliance matters and developing suitable compliance policies and procedures for adoption throughout the Group.

## Security Committee

The Security Committee, led by the Vice President - Digital Innovations & IT Development, consists of technical specialists from the Information Technology department and the Corporate Security & Fraud Management function. Its primary responsibility is to oversee the Group's cyber security risks and defences, ensuring their effectiveness, coherence and coordination. In addition, the committee also monitors the cyber threat landscape to gain insights into emerging and existing attacks and their implications.

## Internal Audit Assurance

Internal Audit, reporting directly to the Audit Committee, delivers independent assurance on the effectiveness of the Group's risk management activities and controls, including those associated with sustainability matters.



### Risk Management

As part of its enterprise risk management, the Group conducts bi-annual self-assessment reviews to evaluate various aspects, including operational performance, compliance with statutory and regulatory requirements such as tax and anti-fraud and anti-bribery practices as well as sustainability goals and targets. Following the internal audits, the self-assessment results are submitted to the Directors, the Audit Committee and the Sustainability Committee for review and approval. Relevant results are also shared with the external auditor to ensure transparency and accountability.

The Crisis Management Team, comprising senior executives, coordinates strategic and tactical responses during crisis. Annual crisis drills are conducted to enhance preparedness and to test the effectiveness of response protocols. Considering data privacy and cyber security to be one of the most important material issues of the Group's business, the Group has developed specific business continuity plans and manuals to protect its assets and data from cyber attacks, delivering stable and effective connectivity especially in times of crisis. Through prioritising cyber security and integrating it into its risk management practices, the Group demonstrates a commitment to safeguarding its operations, assets and stakeholder interests, while maintaining trust and resilience in the face of evolving cyber threats.

In light of the escalating significance of climate change risk, the Sustainability Working Group actively collaborates with different business units to gain insights into the latest developments in the external and internal environment. This collaborative effort enables the Group and the Board to proactively respond to emerging risks and capitalise on opportunities. Taking into account diverse perspectives and leveraging collective knowledge and expertise, the Group is better positioned to navigate sustainability challenges and to drive sustainable practices throughout its operations.



### Internal Control Framework

The internal control framework of the Group encompasses various elements such as governance policies, communication and training, due diligence, ongoing assessment, monitoring and review, and whistleblowing. This framework serves as a guide and support system for the Group's core businesses, ensuring that they operate with integrity in all aspects of their daily operations.

The Board, through the Audit Committee, holds ultimate oversight of the Group's business ethics and compliance efforts. It regularly evaluates the effectiveness of the Group's risk management and internal control systems on an ongoing basis.

Compliance with laws, rules and regulations remains a top priority for the Group. The Group thoroughly examines and monitors the regulatory frameworks of the jurisdictions in which it operates. To ensure adherence to these regulations, the Group has adopted a comprehensive set of foundational policies that serve as guiding principles for its practices. These policies, alongside specific procedures and guidelines are implemented across the Group to meet operational needs and to comply with legal and regulatory requirements.

The Group places a strong focus on monitoring and enforcing compliance with its policies, procedures and guidelines. Regular management reviews and reporting are conducted to assess the execution and adherence to these standards. The Group, through translating its values into actions, reaffirms its commitment to business integrity, its people, the environment and the communities in which it operates.

For more detailed information on corporate governance, please refer to the Corporate Governance Report shown on pages 49 to 79 of this Annual Report.

## Governance Policies

Figure 8: Internal Control Framework



## A Zero Tolerance Approach to Fraud and Corruption

The Board sets the tone of zero tolerance towards fraud and corruption.

### The Code of Ethics ↔



The Code of Ethics, accessible on the Company's website and intranet, outlines the ethical and professional standards to which employees must adhere in all business transactions. It covers various areas including provisions associated with conflict of interest, fair practices and integrity, corruption, political contributions, confidentiality, personal data protection and privacy, as well as procedures for reporting concerns through the whistleblowing mechanism.

All employees are obligated to annually declare their acknowledgement and compliance with the Code of Ethics and related policies. If employees become aware of any conduct or action that violates the laws or the Code of Ethics, they are required to report it in accordance with either the Suspected Fraud and Reportable Events Report Procedures or the Confidential Whistleblowing Mechanism.

### AFAB Policy ↔



The AFAB Policy underscores the Group's firm stance on zero tolerance towards bribery and corruption. It serves as a guide for employees and provides direction in circumstances that may potentially involve or appear to involve corruption or unethical business practices. The policy comprises provisions covering various aspects, including kickbacks, political and charitable contributions, gifts and hospitality, and the procurement of goods and services.

Regarding political donations, the AFAB Policy and the Corporate Communications Policy both dictate that the Group generally refrains from making any form of donations to political associations or individual politicians. This aligns with the overall principles and guidelines set forth by the policies involved.

## Communication and Training

The Group ensures that all employees are well-informed of the Code of Ethics and other relevant policies. These policies are accessible on the Company's website and intranet. All employees including part-time employees are required to self-declare their acknowledgement and compliance with the Code of Ethics and related policies annually, showcasing their commitment to ethical standards.

### Interactive Training



The digitalisation project for annual compliance training helped with further enhancements to improve accessibility and to incorporate knowledge assessment component. This interactive and on-demand approach provides flexibility in meeting mandatory training requirements while fostering a greater comprehension of Group policies relevant to employees' daily tasks.

The Company also organises and offers Continuous Professional Development (“CPD”) training including seminars, webcasts and relevant reading materials to Directors. This training enables Directors to keep pace with current trends and issues that are relevant to the Group. The topics covered in the training encompass industry-specific and innovative technology changes, as well as legal and regulatory updates that pertain to the Group's business operations. Furthermore, the training helps refresh the Directors' knowledge and skills regarding their roles, functions and responsibilities as directors of a listed company. Directors are required to submit their training records to the Company, which are then regularly reviewed by the Audit Committee. On average, each Director participated in approximately 16 hours of CPD training in 2023.

## Due Diligence

The Group's commitment to combating fraud and corruption extends to its management of business partners, suppliers and third-party representatives, such as advisers, agents and consultants. To assess and mitigate the risks involved, the Group conducts due diligence when selecting and renewing business partners and suppliers. This evaluation considers various factors, including transaction size, the nature of the product or service, financial and compliance status, qualifications, potential conflict of interest and country-specific risks.

Furthermore, the Group implements a thorough range of procurement and tendering protocols to ensure a fair and transparent execution of related activities. Prior to the involvement of third-party representatives, authorisation from the Group's senior management is mandatory, except in exceptional circumstances. Apart from that, significant capital expenditure projects surpassing predetermined thresholds necessitate a review and an approval from the senior management before any binding commitments can be made.

## Ongoing Assessment

To foster continuous improvement, business units are obligated to conduct bi-annual self-assessments of their control measures. Specifically, if any significant control deficiencies are detected, they must develop an action plan and closely monitor its progress. The outcomes of these self-assessments are thoroughly reviewed by Internal Audit and subsequently reported to the Executive Directors and the Audit Committee.

## Monitoring and Review

The Group has established robust financial controls to safeguard against irregularities or misconduct, which include measures such as appropriate segregation of duties, authorisation controls, meticulous record-keeping, provision of supporting documentation and audit trails. This control system undergoes regular reviews and audits. Internal Audit, specifically responsible for evaluating the effectiveness and adequacy of the Group's internal control system, conducts independent audits of the Group's ethical standards and policies across various areas such as anti-corruption, fraud incident management, supplier code of conduct, fair treatment of suppliers, donations/sponsorships, handling of confidential/inside information, personal data governance, anti-trust compliance, workplace safety and accuracy of financial records. All audit findings are reported to the Audit Committee and the Executive Directors, and they are also shared with external auditor.

## Whistleblowing

The Group has implemented monitoring measures and procedures to proactively identify acts of bribery, fraud or other forms of malpractice. All employees and relevant stakeholders, including customers, suppliers, creditors and debtors, are strongly encouraged to report any suspicions of misconduct, malpractice or fraud via the confidential reporting channels.

Investigations on incidents or suspected incidents of fraud and corruption are conducted in a timely and highly confidential manner. Internal Audit assumes responsibility for reviewing each reported incident and promptly escalating significant incidents to the Audit Committee. A summary of reported incidents, alongside relevant statistics including the outcomes of independent investigations and actions taken, is presented to the Chief Financial Officer on a quarterly basis.

As for substantiated concerns, appropriate disciplinary actions, including verbal or written warnings and termination of employment, are taken following due management consideration. Any violations of laws and regulations are reported to the police or other law enforcement organisations as applicable. The Whistleblowing Policy is readily accessible on the Company's website and intranet, providing detailed information about the reporting process and procedures.

## Data Privacy and Cyber Security

The rapid development of data privacy and information security regulations are exerting a growing influence on the telecommunications industry and poses an escalating challenge to operators in terms of maintaining customer relationships. As such, ensuring personal data protection and effective control of cyber security risks becomes increasingly important in a bid to uphold the trust of both customers and employees.

### Personal Data Governance and Information

The Group is dedicated to safeguarding and protecting personal data and sensitive information. Related legislative and regulatory requirements associated with personal data processing are embedded in all business activities of the Group. It is imperative for employees to maintain the confidentiality of any sensitive information about the Group and its stakeholders including customers, suppliers, business partners or shareholders, except where disclosures are authorised in accordance with the Information Security Policy.



Employees are expected to handle personal data in strict adherence to the policies, procedures and guidelines set forth by the Group, in compliance with relevant data protection laws pertaining to data privacy and security. The oversight of personal data protection within the Group is among the responsibilities of the Regulatory Advisory Committee, with appropriate support from the Data Protection Committee. Adequate technical and organisational measures have also been implemented to ensure proper compliance.

The Group periodically reviews and updates its policies to facilitate timely communication with employees. To acknowledge and confirm their compliance with all applicable Group policies, employees are required to submit an annual self-declaration. This reinforces employees' commitment to upholding the Group's policies and regulatory requirements.

- The Group is dedicated to safeguarding and protecting personal data and sensitive information.

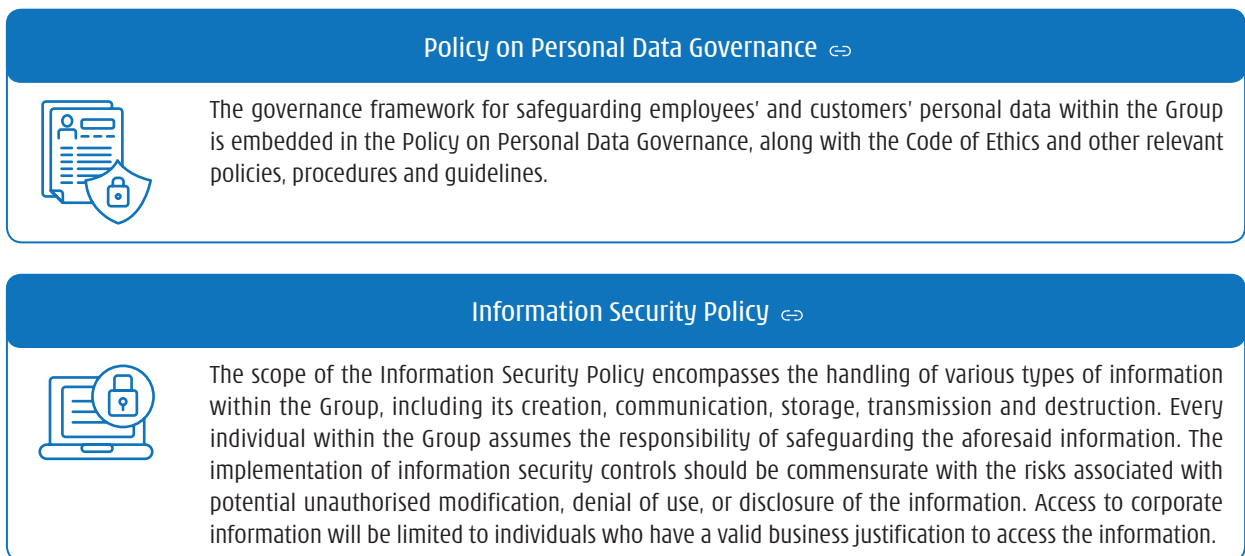
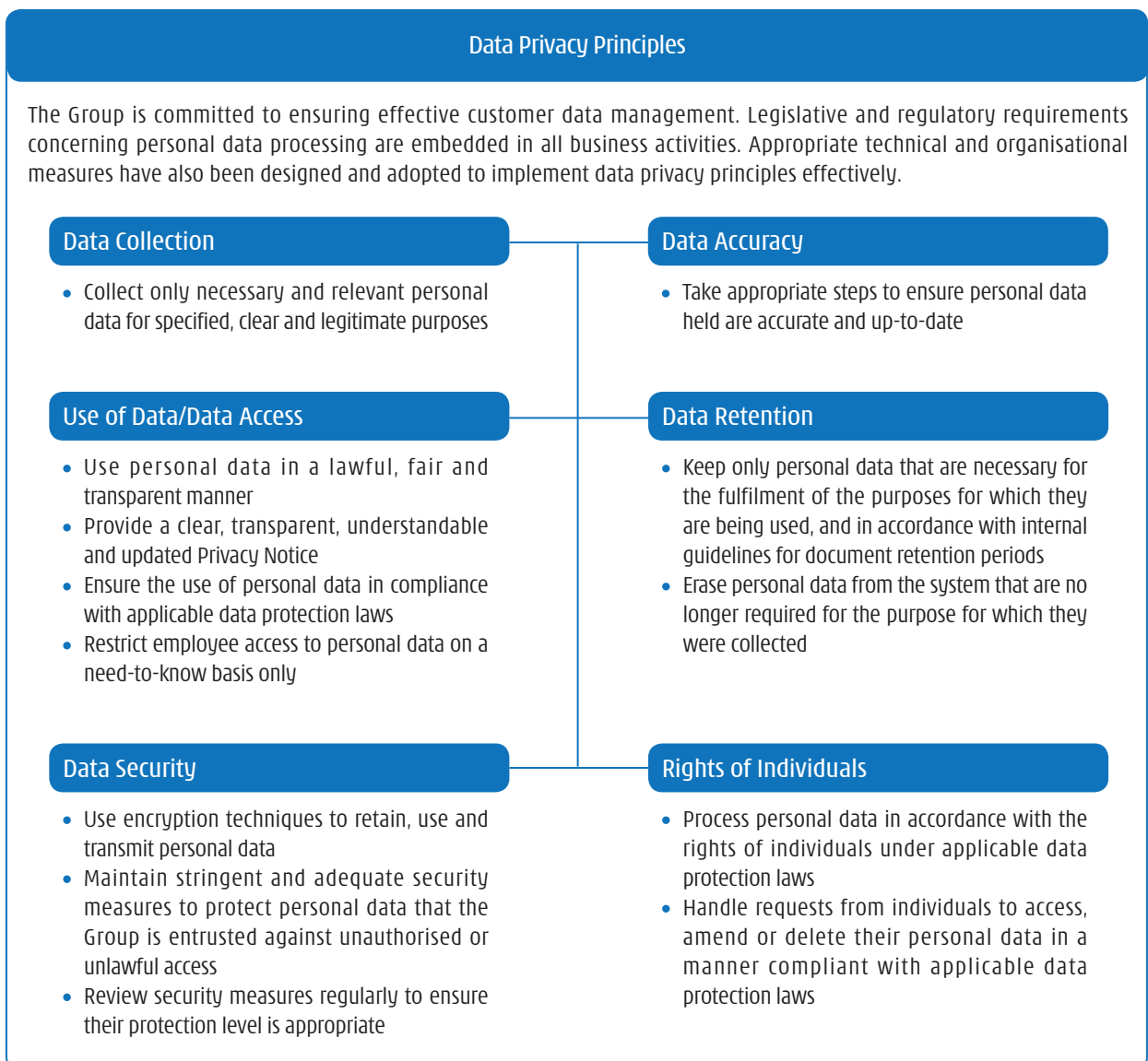


Figure 9: Data privacy principles



## Cyber Security Strategy and Performance

In recent years, digitalisation resulted in a notable increase in the frequency, scale and severity of Data Security Incidents (“DSIs”) across the globe. The loss or unauthorised disclosure of data, including personal information of customers or employees, as well as technical and trade-related information, can have significant repercussions on the Group’s operations and may trigger legal claims or regulatory investigations.

In the event of a DSI involving personal data, the Group will take prompt actions in accordance with its established procedures to mitigate potential consequences and to safeguard personal data against further unauthorised access, use or damage. The Legal & Regulatory Affairs department and the Information Technology Security team of the Group will be promptly informed, and, if necessary, the audience will further be extended to relevant authorities and affected individuals. The guidance on managing DSIs and the related notification process is regularly reviewed and updated.

To keep employees informed of the latest requirements and advancements in terms of relevant rules and regulations, the Group arranges related training sessions on a regular basis. Operational guidelines, handbooks and periodic internal communications are provided to employees, and workshops are conducted to emphasise the significance of customer data protection in particular for customer-facing employees. Furthermore, the Group conducts routine privacy risk assessments to promptly assess existing privacy risks and to evaluate the effectiveness of risk mitigation measures in place.

### Cyber Security Awareness Month



To raise cyber security awareness among employees and protect against fraudulent and phishing emails, the Group implements periodic fraud alerts and workshops. These measures are designed to equip employees with the necessary skills to handle customer and company information securely and to keep abreast of the new developments on relevant cyber security rules. The use of mobile devices and removable drives is restricted to minimise the risk associated with data exfiltration. Overall, the ultimate objective is to ensure that employees are knowledgeable, compliant with relevant rules and vigilant in maintaining cyber security.

## Labour and Human Rights

The Group upholds and advocates human rights as a fundamental principle that underpins its operations and interactions with all stakeholders. The Group's human rights policy is deeply rooted in the Universal Declaration of Human Rights and the United Nations Guiding Principles on Business and Human Rights. It showcases the following priorities and approaches, which are extensively applied across its direct operations and supply chains.

### Related Policies

Aspect	Commitment of the Group	Relevant Policies
Human Rights and Child Labour	The Group is committed to respecting and promoting human rights, with a focus on enhancing the protection and enjoyment of human rights within the communities in which it operates. Respecting for human rights is a fundamental value of the Group. The Group strictly prohibits the use of all forms of child labour, forced labour (including prison labour), bonded labour, a form of slavery and any form of human trafficking.	<ul style="list-style-type: none"> <li>Human Rights Policy</li> <li>Modern Slavery and Human Trafficking Statement</li> </ul>
Discrimination	The Group is dedicated to ensuring a safe and inclusive work environment and maintains a zero-tolerance policy towards all forms of discrimination and harassment. This encompasses disrespectful and inappropriate behaviour, whether it is verbal, physical or visual, based on factors such as a person's gender, age, religion, relationship status, disability or any other status protected by applicable laws.	<ul style="list-style-type: none"> <li>Code of Ethics</li> <li>Human Rights Policy</li> </ul>
Employment Practice	<p>The Group values the diversity and inclusion of the individuals with whom it works and is committed to adopting fair employment practices, fostering diversity and promoting equal opportunities throughout its recruitment and promotion processes. It complies with the applicable laws and regulations in relation to working conditions. The basis for recruitment, development, compensation and advancement within the Group is qualifications, performance, skills and experience, without any discrimination based on factors such as race, gender or religion.</p> <p>The Group's policy is to provide all employees with equal opportunities to all employees, encompassing various areas such as hiring, pay rates, training and development, promotions and other terms of employment. Moreover, the Group strictly adheres to relevant local legislation and complies with specific working hour requirements applicable in the jurisdictions where it operates.</p>	<ul style="list-style-type: none"> <li>Code of Ethics</li> <li>Human Rights Policy</li> </ul>

The topic of Labour and Human Rights is closely linked with other material topics in the Group Sustainability Framework, including:

- Digital Inclusion
- Inclusion and Diversity



### Supply Chain Responsibility

#### Supplier Code of Conduct

The Supplier Code of Conduct serves as a guide for the Group's business partners and suppliers, aiming to foster broader enhancements in sustainability practices and performance for the interests of the stakeholders concerned as well as the communities served by the Group. This policy has been developed upon taking into account various international charters and conventions, such as the United Nations' Universal Declaration of Human Rights and the International Labour Organisation Conventions. It outlines standards specifically for the Group's business partners and suppliers, encompassing specific criteria and benchmarks regarding environmental performance, ethics, health and safety, quality and regulatory compliance.

The policy alongside the Purchasing Policy, Business Partner Evaluation Policy, AFAB Policy as well as other related controls and procedures, provides clear direction and guidelines in terms of the Group's evaluation and engagement with its business partners and suppliers. The Group regularly conducts adequate assessments and evaluations for the selected business partners and suppliers involved. Compliance with the Supplier Code of Conduct is mandatory for those falling within the scope of the Business Partner Evaluation Policy.

#### Supplier Screening and Assessments

The Group collaborates with a diverse range of business partners and suppliers in support of its operations. In 2023, the Group engaged with 724 suppliers, including landlords and roaming service partners, of which approximately 52% were based in Hong Kong. The Group considers maintaining the integrity of its supply chains to be one of its priorities, as it is crucial to adequately manage complex legal, social, ethical and environmental risks involved.

Through constant interaction, communication and cooperation, the Group extends its high standards of business ethics and integrity to its business partners and suppliers. The Supplier Code of Conduct outlines the tailored standards for these stakeholders concerned, which are also addressed in the Group's Human Rights Policy and Modern Slavery and Human Trafficking Statement. Other policies including the Purchasing Policy, Business Partner Evaluation Policy and AFAB Policy, along with other related guidelines, provide clear direction and guidance for evaluation and engagement with its business partners and suppliers. The Group's procurement teams are properly trained to facilitate their compliance with the policies and procedures concerned when working with the Group's business partners and suppliers. Business partners who have met the Group's requirements are expected to acknowledge compliance with the Supplier Code of Conduct. Regular assessments and evaluations are conducted on selected business partners and suppliers.

The Group proactively encourages its business partners and suppliers to consider the risks associated with climate change and to take proactive measures to mitigate their environmental impacts. Moreover, the Group strongly invites these partners to adopt the climate-related standards, practices and principles set out in its Environmental Policy. These include reducing energy consumption and carbon footprints, promoting the use of environmentally friendly products and technologies, as well as implementing waste recycling initiatives.

#### Sourcing Guidelines

The Group aims to align its vision with its business partners and suppliers in order to collaboratively create a more sustainable future. Sustainability and the impact of climate change are firmly integrated into the Group's business activities. The Group strives to ensure that its operations comply with relevant environmental laws, rules and regulations through regular assessments and monitoring of its regulatory frameworks, regular updates and reviews on its internal policies.

## Sustainable Business Model & Innovation

The Group's business plays a crucial role in the daily lives of millions of people through mobile multimedia telecommunications networks. The Group endeavours to create and enhance value for stakeholders by adapting proactively and relentlessly to social, environmental and market conditions. The Group is dedicated to protecting the interests of its customers through its excellent service delivery. Against the backdrop of complex challenges, the Group's core businesses strive to drive innovation and collaboration to address challenges and opportunities of sustainable development. These include building climate-change resilience, digital inclusion, and promoting sustainable lifestyles.

Group Goal	Mapping to the UNSDGs
<ul style="list-style-type: none"> <li>Offer customers sustainable products and invest in and embrace innovation to achieve transformational impacts</li> </ul>	
<div style="background-color: #f4a460; padding: 5px;"><b>Content in this Section</b></div> <ul style="list-style-type: none"> <li>Service Excellence</li> <li>Climate Resilient Business</li> <li>Digital Inclusion</li> <li>Sustainable Product Choices</li> </ul>	

### Service Excellence

The Group's core businesses are dedicated to meeting the daily requirements of their customers. The business units actively engage with their customers and attain a better understanding of interests and concerns of their customers in an effort to adapt to changing market conditions. Safety is of paramount importance, and the Group has robust management systems in place to ensure quality and to mitigate environmental and occupational health and safety ("OHS") risks. These systems include rigorous internal and external audits, as well as customer relationship management and complaints handling processes.

### ISO Integrated Management System

ISO 14001:2015 Environmental Management Systems and ISO 45001:2018 Occupational Health and Safety Management Systems ("OHSMS") guide the Group's business units to perform their daily operations in a consistent and reliable manner by establishing and administering a set of robust processes and procedures incorporating management reviews. In 2023, the Group has completed the first surveillance audit of its previously certified sites by Bureau Veritas Certification Hong Kong Limited ("BV") in a bid to provide additional assurance for customers and business partners. In addition, the scope of the certification has been expanded, allowing a more systematic management in terms of the overall environmental performance and OHS issues.

ISO 14001:2015 requires the implementation of policies that mitigate the adverse environmental impacts throughout the lifecycle of products and services. The Group remains committed to striking a balance between commercial operations and environmental preservation, with a view to minimising the carbon footprints of its business activities. The Group has established environmental policy, conducted awareness-raising campaigns, and provided adequate trainings to address the identified risks and compliance obligations and to adopt the best trade practices for managing significant environmental aspects. The Group strives to promote recycling, resource conservation and a paperless office which has been proven to be effective in reducing pollution and optimising resource utilisation. As far as procurement is concerned, the Group has regarded the environmental requirements as a selection criterion for its business partners.

For more information about ISO 45001:2018, please visit the session "Occupational Health and Safety Risk Management and Risk Mitigation".

### Service Excellence

Since 2015, Hong Kong has embraced the Code of Practice for Telecommunications Service Contracts developed by the telecommunications industry in collaboration with the Communications Association of Hong Kong. This adoption has been instrumental in elevating the quality of telecommunications services within the region. In pursuit of service quality enhancement and customer satisfaction, customer engagement plays a pivotal role in comprehending customer expectations and fostering brand loyalty. Business, through its proactive engagement with customers in the process, can gain valuable insights, establish stronger connections, and cultivate enduring customer relationships that earn trust and loyalty.

To facilitate good accessibility and interactions, the Group proactively engages with its customers through various communication channels, including customer service centres, social networking platforms, service hotlines, live webchat, online enquiries through emails, websites and mobile applications. The Group's websites at [three.com.hk](http://three.com.hk) and [three.com.mo](http://three.com.mo), along with the My3 application, serve as vital links between the Group and its customers, fostering enduring customer relationships. These platforms provide customers with essential information about the Group's latest promotions and offerings, while also empowering customers to manage their data and call time usage, make top-ups, pay bills, manage roaming services, purchase handsets and accessories, as well as access the online iChat customer interface. The Group strives to enhance customer satisfaction and engagement by leveraging the diverse digital resources to ensure seamless communications with its customers, regardless of their locations.

In March 2023, the Group introduced its new premium brand "SUPREME", a prestigious brand that transcends the boundaries of life, as a multi-brand strategy to enhance customer loyalty and engagement. Leveraging the Group's extensive 99% of Hong Kong 5G network coverage, "SUPREME" offers its premium customers priority network access with more network resources, enabling them to embrace a new digital lifestyle with higher speed and more reliable services. Through strategic collaborations with world-leading partners across various industries, "SUPREME" delivers a host of premium privileges and offers to provide high-spending customers with superior communication services and personalised experiences, as well as privileges encompassing culture, entertainment, dining and leisure activities.

## Customer Relationship Management

The Group welcomes customer feedback, which is useful in improving customer experience and driving positive changes. The Group has established relevant guidelines to facilitate consistency in handling customer enquiries and complaints, and customer service representatives are adequately trained to address customer concerns in a professional manner. All complaints are acknowledged, investigated and duly followed up, and periodic reviews and analyses on customer complaints are conducted for continuous improvements. 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 on respective websites.

Market research and mystery shopper programmes conducted by third parties regularly provide the Group with insights into customer feedback on the Group's services to identify areas for improvement and facilitate service quality enhancement. These programmes have proven to be effective. In 2023 the frontline sales team received positive feedback and more than 190 commendations from customers, complimenting the Group's excellent services.



Market research and mystery shopper programmes conducted by third parties regularly provide the Group with insights into customer feedback on the Group's services.

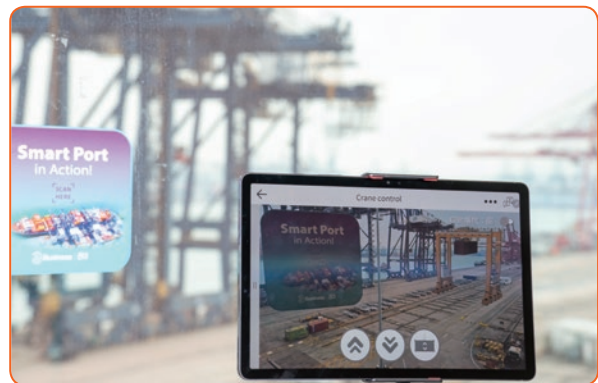
## Climate Resilient Business

### Energy Efficiency and Smart City Solutions

The telecommunications industry is trending toward providing digital solutions and adopting 5G-connected technologies. These advancements are designed to enhance efficiency and facilitate reductions in greenhouse gas ("GHG") emissions for customers. By embracing digital solutions and leveraging the power of 5G connectivity, the Group is actively working towards optimising operations, streamlining processes and minimising environmental impact. The integration of digital solutions and 5G technology enables customers to leverage cutting-edge tools and platforms that drive productivity, reduce resource consumption and contribute to a greener future.

Following the successful launch of its 5G network services in 2020, the Group quickly expanded its network coverage to encompass critical locations such as major highways, large shopping malls, commercial buildings, hospitals, universities and hotels. Leveraging the exceptional speed, minimal latency and increased bandwidth of the 5G network, customers can now benefit from highly efficient data transmission, enabling the implementation of complex data modelling and visualisation applications. With this technological advancement, businesses are provided more opportunities to explore novel ideas, revamp their applications, and even transform their entire business models, unlocking the opportunities for innovation and business growth.

The government is actively transforming Hong Kong into a smart city, and the Group is playing a pivotal role in supporting the initiatives. Recognising the importance of mobile network and Internet-of-Things ("IoT") connections in the smart city transition, the Group has introduced DIGIBox. This groundbreaking initiative showcases the state-of-the-art 5G solutions integrated with artificial intelligence ("AI"), cloud computing, big data and edge computing. DIGIBox not only highlights the capabilities of 5G technology but also demonstrates practical use cases that facilitate the development of a smart city.



The 5G solutions in DIGIBox demonstrate practical application cases that facilitate the development of a smart city.

### 5G Flood Detection Solution for Smart Car Parks



Recently, Hong Kong experienced severe weather conditions, resulting in widespread flooding, including underground car parks where vehicles were nearly submerged. To grapple with these challenges, a customised 5G Flood Detection Solution tailored to the specific features of each car park has been launched. Experts will first visit car parks and strategically place highly sensitive smart sensors in suitable locations such as walls or near drainage areas. These sensors will transmit real-time data to servers via the Group's ultra-fast 5G network, connecting to the cloud. Property management companies will receive instant notifications through a mobile application, enabling them to take immediate actions to minimise potential damages.

### Smart Energy Management



Experience the future of energy management with Smart Energy Management, a state-of-the-art solution that harnesses the power of AI and IoT technologies. By utilising real-time data analysis, this cutting-edge system revolutionises the workplace, creating an environment that is both comfortable and highly productive. Through the user-friendly mobile application or web portal, individuals can effortlessly control the lighting, and heating, ventilation and air conditioning systems, ensuring immediate comfort with just a few taps. Furthermore, Smart Energy Management offers a comprehensive activity log and valuable insights, and alerts will be sent out to users once any excessive electricity usage is detected. This enables businesses to achieve their ESG-driven energy conservation goals, thereby reducing operational costs.

## Climate Adaptation

It is crucial for the Group to safeguard its employees and assets by adjusting and preparing for the inevitable impacts of climate change. In 2023, Hong Kong experienced numerous events of severe weather, such as typhoon signals reaching levels 8 and 9, as well as black rainstorms. These events highlight the urgent need for the Group to adapt to climate change and related consequences, and to protect its resources in the face of climate-related challenges.

The Group has developed an emergency preparedness checklist. This comprehensive checklist provides guidelines for colleagues working in challenging conditions, backup plans for electricity breakdowns, customer service team collaboration enabling adequate customer support, and prioritisation of site fixes to restore services quickly. It ensures the safety of employees, minimises disruptions and demonstrates the Group's commitment to delivering reliable services even under adverse weather conditions.

## Digital Inclusion

### Anti-scam Service



- The Group offers comprehensive mobile security services to combat scam calls, with special provision for seniors to receive certain services without charge.

In today's digital society, safeguarding individuals from scams and online threats is crucial in fostering a secure digital environment. Digital inclusion, which encompasses the concept of providing equal access and opportunities to all individuals, also emphasises the importance of a safe networking environment. In light of the significance of digital inclusion, the Group is dedicated to ensuring not only equal access to network service but also a secure networking experience for its customers. By promoting digital inclusion and prioritising the safety and security of its users, the Group aims to create an inclusive and protected digital ecosystem for everyone.

The Group fully supports the Office of the Communications Authority ("OFCA") and the Hong Kong Police Force in combating phone scams, offering comprehensive mobile security services, including the "Incoming Calls Management Pack" with two value-added services: "Anti-scam" and "Call Block", which assist customers to identify and block scam and nuisance calls. The "Anti-scam" service automatically filters scam calls on a mobile network level, minimising customer risks of being scammed and disturbed, while "Call Block" service allows customers to block unknown calls and to set up a personal blacklist.

To safeguard the elderly from phone scams, the Group has implemented a free initiative since August 2023. Customers aged 65 years or above can sign up themselves for the free "Incoming Calls Management Pack" at 3Shops to enjoy hassle-free mobile service while safeguarding against scams. The Group prides itself on being the first local mobile operator to provide seniors with free "Incoming Calls Management Pack".

The Group actively responds to the concerns raised by the Hong Kong Police Force through sending text message alerts to customers about scam calls. The Group provides government promotional materials on its websites, displays anti-scam tent cards and distributes anti-scam leaflets at 3Shops to raise customers' awareness about the risk of scams and to remind customers to stay vigilant against being scammed to avoid losses.

### Lo-Yau-Kee Monthly Service Plans Sponsorship



The Group strives to expand its service accessibility for senior citizens through various initiatives such as the Lo-Yau-Kee Monthly Service Plans Sponsorship, "Safety Phones", and data service sponsorships to cater to different customer needs. The sponsorship programme aims to provide customers with convenient access to essential services, while the provision of "Safety Phones" enhances the safety and security of seniors. Additionally, data service sponsorships bridge the digital divide, enabling connectivity and access to online services. These initiatives underscore the Group's commitment to inclusivity and fostering the well-being among the elderly population in an increasingly digital society.

### Climate-related Risks and Opportunities

In 2023, the Group started to identify and manage the climate issues which are potentially impacting its business operations. The following figure summarises climate-related risks and opportunities, along with relevant descriptions and the Group's corresponding responses.

**Figure 10: Climate-related risks and opportunities analysis**

Type of Risk or Opportunity	Physical Risk	Physical Risk	Transition Risk
Risk or Opportunity Category	Acute	Acute	Policies and Regulations
Risk Title	Increased intensity, duration and frequency of flooding	Increased intensity, duration and frequency of extreme weathers events	Increased cost due to regulatory requirements
Risk Description	<p>Damage to telecommunications infrastructure, customer service premises, retail shops and premises for outsourced services (e.g. call centres) due to increased flooding, the subsequent service interruption and detrimental impact on customer retention and revenues. This could translate to increased fixed and operating costs, including:</p> <ol style="list-style-type: none"> <li>1. Repairing any damage</li> <li>2. Customer revenue impacts</li> </ol>	<p>Damage to telecommunications infrastructure, customer service premises, retail shops and premises for outsourced service (e.g. call centres) due to extreme weather events (such as typhoons and rainstorms), the subsequent service interruption and detrimental impact on customer retention and revenues. This could translate to increased fixed and operating costs, including:</p> <ol style="list-style-type: none"> <li>1. Repairing any damage</li> <li>2. Customer revenue impacts</li> </ol>	<p>The cost of adopting new guidelines is increasing due to evolving regulatory requirements. This includes the implementation of more stringent policies and regulations by the government and HKEX, resulting in higher operating costs.</p>
Response	<p>Deploy emergency preparedness checklist to guide colleagues working in challenging conditions and to suggest follow-up actions upon emergency scenarios. (For more details, please refer to Climate Adaptation)</p>	<p>Deploy emergency preparedness checklist to guide colleagues working in challenging conditions and to suggest follow-up actions upon emergency scenarios. (For more details, please refer to Climate Adaptation)</p>	<p>Develop a roadmap for adopting new international disclosure standards in order to mitigate potential cost escalation resulting from time constraints.</p>

Transition Risk	Transition Risk	Transition Risk	Opportunity	Opportunity
Reputation	Reputation	Technology	Products and Services	Energy Source
Customer preferences shifting away from companies with lower climate related performance	Investor preferences shifting away from companies with lower climate related performance	Increased cost of technology investment and assets required for the transition to a lower-carbon economy	Customer preferences shifting towards companies with better climate related performance	Reduced energy cost from energy efficiency
Shifting customer preferences and priorities meaning that an approach to climate change that is seen as insufficient (including failure to meet public commitments, e.g., Net Zero by 2050 from Hong Kong's Climate Action Plan 2050) will severely impact the Group's social licence to operate. This reduction in perceived licence to operate may result in loss of market share to industry peers demonstrating stronger action.	Shifting investor preferences and priorities meaning that an approach to climate change that is seen as insufficient (including failure to meet public commitments, e.g., Net Zero by 2050 from Hong Kong's Climate Action Plan 2050) will severely impact the Group's social licence to operate. This reduction in perceived licence to operate may result in reduced accessibility to capital from these investors and increased costs of capital.	The transition to a lower-carbon economy requires the adoption of new technology and assets which increased the cost.	Demonstrating strong efforts in dealing with various climate and ESG-related issues versus its peers, will enable the Group to benefit from an increase in customer engagement or an expansion of its customer base.	Transitioning to more energy efficient systems will reduce energy cost.
Continue to enhance external communication to effectively demonstrate the Group's dedication to ESG-related issues.	Continue to enhance external communication to effectively demonstrate the Group's dedication to ESG-related issues.	Gradually replace legacy technology and assets with energy-efficient equipment.	Continue to enhance external communication, sustainability reporting disclosure and climate-related business innovations to effectively demonstrate the Group's dedication to ESG-related issues.	Continue to monitor energy-saving data to project future consumption and accurately measure achieved savings, as well as to deploy advanced technology in network equipment for energy savings.



### Climate-related Disclosure

Looking ahead, the Group is committed to staying at the forefront of sustainable business practices. In a bid to comply with new reporting requirements and industry best practices, the Group plans to further enhance its approach by incorporating a climate scenario assessment involving climate-related risks and opportunities. This will include assessing the potential impacts of different climate change scenarios for the Group's operations, supply chains and stakeholders. By aligning with these new reporting requirements, the Group aims to provide more comprehensive and transparent information to its stakeholders, demonstrating its dedication to addressing climate-related risks and embracing opportunities for sustainable growth.



### Sustainable Product Choices

#### EcoSIM Cards

Conventional SIM cards are typically manufactured using plastic frames packaged with paper instruction leaflets and plastic packaging. Recognising the environmental impacts of these components, the Group is committed to transitioning to sustainable material sourcing. Most of the SIM cards are presented in naked packaging, with QR codes and online enquiry websites directly printed on the card. This enables customers to access online product information and complete real-name registration without the need for paper instruction leaflets.

In December 2023, the Group launched EcoSIMs, an environmentally friendly alternative, to the market. These SIM cards are sourced and manufactured by suppliers using 100% post-consumer recycled plastic. Furthermore, EcoSIMs are certified as carbon neutral products, with calculated carbon footprint offset through a certified model that supports emission reduction initiatives and projects. By adopting these measures, the Group aims to minimise the environmental impact of SIM card production and contribute to a more sustainable future.

### Customer Engagement in the Circular Economy

The Group spares no effort 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 to its customers, who can also help contribute to environmental protection 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 placed in selected 3Shops. Items collected under this programme are then passed on to the Computer and Communication Products Recycling Programme run by the government with industry partners and voluntary organisations. Among the collected items, equipment still in working condition is refurbished and donated to people in need, while other parts and useful materials are recycled.

## Environment

Extreme weather events including super typhoon and flooding as a result of climate change are expected to occur more frequently, with impacts escalating over time. Climate fluctuations possess the capacity to impede supply chains and disrupt business operations, resulting in both physical and financial harm. Weather pattern alterations and significant meteorological occurrences, like typhoons and excessive rainfall, hold the potential to inflict damage upon the Group's assets, while concurrently amplifying risks for stakeholders such as employees, customers and suppliers residing and operating in affected regions. Governments across the globe are actively pursuing the transition towards low-carbon economies, enacting legislation to restrict emissions, and offering incentives to encourage the implementation of environmental protection measures.

Group Goals	Mapping to the UNSDGs
<ul style="list-style-type: none"> <li>• Take action on climate change</li> <li>• Protect natural resources</li> <li>• Promote a circular economy</li> </ul>	
Content in this Section	
<ul style="list-style-type: none"> <li>• Climate Action</li> <li>• Decarbonisation</li> <li>• Biodiversity Protection</li> <li>• Circular Economy</li> </ul>	

### Climate Action

The Group strives to align with the goals set out in the 2015 Paris Agreement of limiting global warming to below 2 degrees Celsius, preferably below 1.5 degrees Celsius. The global pathway towards net-zero GHG emissions by 2050 will require corporates to have a significant and transformative shift in the energy efficiency and resources utilisation. This unprecedented transition presents both challenges and opportunities for the Group and enables the Group to contribute positively to environmental sustainability in terms of adequate climate action.

### Climate Action Strategy

In 2023, the Group conducted an analysis of its existing business operations and structure to identify six specific fields that present transition opportunities for climate change adaptation and mitigation. These opportunities facilitate the achievement of transformational changes over the long term. Due to the interdependent relationship between the Group's management approaches to climate change and related topics, relevant information located elsewhere in this report is provided in the following figure 11 with links.

**Figure 11: Transition opportunities and strategies**

Transition Opportunity	Strategies
Energy Efficiency	<ul style="list-style-type: none"> <li>Continue to explore options for enhancing energy efficiency including radio equipment modernisation and base stations reconfiguration from indoor to outdoor</li> <li>Embrace digitalisation and innovation for lifestyle transformation</li> <li>Continue to promote innovation in IoT applications and smart city solutions enabled by 5G connectivity</li> </ul>
Circular Economy	<ul style="list-style-type: none"> <li>Reduce, reuse and recycle all forms of waste</li> <li>Products production with circular economy principles in mind</li> <li>Customer engagement in circular economy</li> </ul>
Climate Adaptation	<ul style="list-style-type: none"> <li>Protect the Group's employees and assets from the effects of climate change and be ready for a changing climate</li> <li>Conduct periodic climate risk assessments for high-risk assets</li> </ul>
Finance and Investment	<ul style="list-style-type: none"> <li>Continue to manage capital expenditure towards a net-zero pathway</li> </ul>
Supply Chain Engagement	<ul style="list-style-type: none"> <li>Further develop supplier engagement policies and enhance sustainable procurement process</li> <li>Develop scope 3 emissions reduction target and enhance related calculation method</li> <li>Engaging with suppliers to enhance data quality and reduce carbon footprints of the supply chain</li> </ul>
Electric Vehicles	<ul style="list-style-type: none"> <li>Electric vehicles transformation</li> </ul>

### Energy Efficiency

The Group is actively integrating climate change considerations into its operational strategies, as most of its electricity consumption comes from its network facilities. One of the Group's key goals is to decrease carbon emissions by enhancing the energy efficiency of its mobile networks. Since 2019, the Group has invested more than HK\$3 billion in the expansion and enhancement of its mobile network as well as the development of its 5G network. While network densification serves to unleash the full potential of 5G network connectivity, it also leads to higher power requirements.

In order to mitigate the environmental impact involved, the Group is implementing various measures such as deploying high efficiency all-weather base station equipment for new outdoor sites, reconfiguring selected base stations from indoor to outdoor settings to achieve natural cooling, minimising the usage of air-conditioners at the existing sites and henceforth reducing energy consumption. Additionally, intelligent energy saving solutions are being employed to enable base stations to enter into sleep mode, channel shut-down and/or carrier-shutdown during low-traffic periods, while still maintaining high quality mobile network services.

In February 2024, the Group and Huawei International Company Limited signed a memorandum of understanding ("MOU") on 5.5G green strategy collaboration. Under the MOU, the Group will adopt an industry-leading AI energy-saving solution to significantly enhance the efficient use of energy and energy-saving capabilities of 5G base stations in Hong Kong, aiming to achieve a "zero bit, zero watt" energy-saving goal. The duo will also collaborate to drive sustainable development of the telecoms industry by promoting green mobile network development and exploring innovative 5.5G applications in Hong Kong. The Group will deploy the AI energy-saving solution at base stations across different areas by phases starting the first quarter of 2024. The innovative solution will automatically switch the network to a smart energy-saving mode during low traffic periods. Approximately 400,000 kg of carbon dioxide emissions can be reduced every year after full deployment of the solution.

## Supply Chain Engagement

Purchased goods and services, as well as capital goods are among the Group's most dominant categories in terms of scope 3 emissions. The Group is prioritising its suppliers based on their materiality and is investigating relevant data to enhance the methodology for calculating scope 3 emissions. This includes utilising supplier emissions intensity metrics and a device for life cycle emissions footprints for more accurate emissions reporting. The Group, through these actions, attains a better understanding of the emissions associated with its supply chain, facilitating its implementation of effective measures to manage and reduce its scope 3 emissions.

Furthermore, the Group is actively exploring ways to enhance sustainable procurement processes, with a particular focus on GHG emissions data and performance. This involves leveraging on third-party suppliers' data and strengthening supplier engagement. In 2024, the Group will place great emphasis on planning and implementing adequate strategies to reduce scope 3 emissions.

## Electric Vehicles

The Group is actively working towards a transition to more sustainable and environmentally friendly vehicle fleets. One of the impactful ways to improve fleet sustainability is through the adoption of electric vehicles. The Group strives to prioritise electrical vehicles over traditional fossil fuel-powered vehicles when it comes time for vehicle replacements. Electrical vehicles, which deployment is expected to reduce transport related GHG emissions, have made up 10% of the Group's vehicle fleets for operations. This shift towards electrical vehicles aligns with the Group's long-term vision of an eventual transition towards a fully electric vehicle fleet. Strategic vision and efforts are crucial in combating climate change and reducing harmful emissions from transportation. By embracing electric vehicle technology, the Group spares no efforts in reducing its carbon footprints and accelerating its transition towards a net-zero future, while also contributing to a cleaner and greener transportation infrastructure.

## Decarbonisation

### GHG Emissions Reduction Targets

The Group is a member of CKHGT which comprises the telecommunications business units of 3 Group Europe, and those in Hong Kong and Macau. Relevant 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 emissions reporting. The Group will be working towards incorporating scope 3 GHG emissions reporting into its long-term target.

Regarding sustainability-related data, the Group has participated in CKHGT's initiatives to ensure data quality. This concluded completing limited data assurance for the 2022 data by KPMG, demonstrating the Group's commitment to maintaining high standards in sustainability disclosure.

### SBTi Reduction Targets



CKHGT's near-term reduction targets for its scope 1, 2 and 3 emissions, validated by the SBTi in 2022, are expected to be achieved by 2030, including:

- Reduce scope 1 and 2 GHG emissions by 50% by 2030, versus a 2020 baseline; and
- Reduce scope 3 GHG emissions by 42% by 2030, versus a 2020 baseline.

CKHGT has committed to net-zero emissions in its operations (scope 1 and 2) by 2040 and to setting a comprehensive net-zero emissions target to be validated by the SBTi, which will also incorporate scope 3 emissions. In response to CKHGT's validated reduction targets, the Group will continue to explore various strategies and initiatives in support of CKHGT's target achievement.

### Medium and Long-term Targets

The Group continues to explore and invest in energy-saving and future-fit technologies to move towards a sustainable future. Since 2020, medium and long-term targets on key performance indicators ("KPIs") in relation to material topics have been set.

	Medium and Long-term Targets	Progress
Emissions	Reduce annual GHG emissions per TB of data traffic (kgCO <sub>2</sub> e per TB) by 2%	Achieved in 2023
	Reduce GHG emissions per TB of data traffic (kgCO <sub>2</sub> e per TB) by 70% by 2025 and 90% by 2030 versus a 2022 baseline <sup>(5)</sup>	On track
	Reduce the annual growth rate in electricity consumption by 30% by 2030 versus a 2022 baseline	On track
Paper	Reduce paper usage by 40% by 2025 versus a 2018 baseline	Achieved in 2023
	Reduce printing paper usage by 8% by 2030 versus a 2022 baseline	On track
Waste	Achieve a recycling rate of 35% for general office waste produced by the Hong Kong operation by 2030	On track

Note:

(5) Restatement of GHG emissions baseline from 2020 to 2022 to align with that of the electricity consumption annual growth rate target.

In 2023, the Group managed to keep all its targets on track. In addition, in support of CKHGT's validated emissions reduction targets, the Group has set a new goal to slow down the annual growth in electricity consumption.

Despite experiencing an inevitable increase in electricity consumption due to business expansion and advancements in 5G technology in recent years, the Group believes the annual growth rate has reached a peak. By imposing restrictions on the annual growth rate, the Group takes the initial step towards establishing an absolute reduction target for electricity consumption. A target of 30% reduction in the annual growth rate for electricity consumption was set in an effort to maintain the electricity consumption at manageable levels, reduce environmental impacts, and facilitate better energy usage planning.

## Biodiversity Protection

In accordance with the Environmental Policy of the Group, all business units are required to manage the environmental impact associated with their operations. Conducting biodiversity assessments is a key measure undertaken by these units to actively safeguard, preserve and restore local biodiversity in relation to their business activities.

Furthermore, the Group consistently evaluates its operations to identify opportunities for implementing more sustainable workflows and influencing behaviour towards lower environmental impact. The Sustainability Policy and Environmental Policy of the Group serve as guiding frameworks, outlining strategies aimed at fostering a culture of efficiency and promoting good practices in environmental stewardship.

### Biodiversity Policy ⇄



The Biodiversity Policy of the Group outlines the Group-wide approach to biodiversity and provides overarching guidance to the Group's operations.

The Group is committed to complying with or exceeding statutory requirements related to biodiversity, enhancing awareness and engagement of biodiversity among related stakeholders, protecting natural resources, and minimising the impact of its business activities on the environment and natural habitat. The Group also encourages its suppliers, business partners and customers to respect the practices outlined in the policy and to extend their own efforts in biodiversity protection stewardship.

### 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.

Recognising that stakeholder expectations will evolve, the Group regularly reviews its operations and proactively communicates with stakeholders to identify and respond to emerging issues. The Sustainability Committee of the Group also 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 included 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.

## Circular Economy

### Reduce, Reuse and Recycle

In recent years, the Group has undertaken various campaigns and initiatives to uphold the principles of "Reduce, Reuse and Recycle". Since 2014, the Group has been awarded the Energywise and Wastewise Certificates by the Hong Kong Green Organisation Certification from the Environmental Campaign Committee in recognition of its ongoing efforts in minimising waste and conserving energy. During the most recent assessment period, the Group received both Energywise and Wastewise Certificates at the Good Level, further affirming its steadfast commitment to sustainable practices.

In 2023, the Group introduced new initiatives to foster resource recycling and reduction. The canteen initiated the use of biodegradable and recyclable lunchboxes to replace the previous plastic lunchboxes. Moreover, the Group made the decision to cease providing disposable tableware, thereby supporting reduction efforts and enhancing employee awareness of sustainable practices. These initiatives exemplify the Group's unwavering dedication to environmental sustainability and its promotion of responsible resource management for a green future.



■ The Group has undertaken various campaigns and initiatives to uphold the principles of "Reduce, Reuse and Recycle".

### Focus on E-Waste

Lead-acid batteries play a crucial role in supporting the Group's network operations by providing uninterruptible power supplies for computer servers and systems. However, it is imperative to ensure proper recycling of these power supplies to reduce their long-term environmental impact.

In addressing this concern, the Group has actively engaged in the Green Friends initiative, led by Hong Kong Battery Recycling Centre Limited. This initiative is particularly significant as it marks the first licenced facility in Hong Kong for the local recycling of waste lead-acid batteries, ensuring compliance with relevant regulations and guidelines. The facility, capitalising on advanced technologies, can recycle and repurpose over 90% of all collected batteries, exemplifying a strong commitment to sustainable practices and minimising environmental impact.

In 2023, the Group successfully recycled all damaged or aged lead-acid batteries, amounted to 62 tonnes, which were sent to the Hong Kong Battery Recycling Centre Limited. Meanwhile, the Group continues its active search for an appropriate vendor to facilitate lead-acid battery recycling operations in Macau.

## Social

The social aspect of the Group's Sustainability Framework focuses on addressing the priorities and concerns of key stakeholder groups crucial to its success. These stakeholders include employees, customers and representatives from local communities in which the Group operates. The Group, through its creation of shared value for these stakeholders, gains a competitive advantage to sustain its long-term prosperity.

### Group Goals

- Create great places to work
- Invest in developing thriving and resilient communities

### Content in this Section

- Talent Attraction
- Employee Engagement
- Learning and Development
- Inclusion and Diversity
- Health, Safety and Wellbeing
- Community Investments

### Mapping to the UNSDGs



The Group is committed to delivering exceptional employment experiences and creating excellent work environments for its workforce of over 1,000 employees across Hong Kong and Macau. In addition to defining the overall pathway and approach towards sustainable development strategy, the Group actively promotes and assists the business in developing and executing human resource management strategies that are tailored to their specific requirements.

### Creating Great Places to Work - Recognition Received in 2023



Awarded the Asia's Best Employer Brand in the 14th Asia's Best Employer Brand Awards organised by Employer Branding Institute and World HRD Congress & Star of the Industry Group.

## Talent Attraction

### Growth Opportunities for Young Talents

The Group continued its efforts to implement the Graduate Trainee Programme to groom youngsters for university graduates in 2023. Through taking diverse responsibilities and on-the-job experience gained through job rotations, the trainees acquire a comprehensive understanding and valuable hands-on experience of the Group's key operations.



Furthermore, the Group provides management trainees with opportunities to fast track their career progression. All trainees benefit from knowledge sharing, skill development, insights into best practices, and opportunities to enhance their competencies. These interactions with young individuals enable the Group to share its vision for the future and ignite a passion for the industry, fostering open and candid communication.

In addition, the Group offers internship opportunities to undergraduate students who are interested in pursuing careers in telecommunications. These interns are provided with valuable opportunities to gain practical experience and commercial awareness in their respective fields of study and broaden their horizons through engagement in various business projects.

### Employment Conditions and Benefits

The Group is committed to upholding its Human Rights Policy and diligently adheres to relevant laws and regulations concerning working conditions. Furthermore, it places a strong emphasis on transparent communication with employees regarding their established employment practices.

In a bid to remain competitive within its respective industry, the Group offers a range of benefits for employees that either comply with or exceed statutory requirements. These benefits include paid leave for maternity and paternity purposes, staff discounts, provision of smartphones and 5G SIM cards for both work and personal use, as well as long service awards. Furthermore, the Group provides all employees with pension and retirement benefits, and they are eligible for performance-based remuneration. Non-statutory benefits tied to the Group's proactive approach to health promotion, safety and well-being are also offered, such as a 24-hour worldwide emergency hotline and comprehensive medical insurance coverage.

In 2023, the Group implemented significant enhancements to employees' annual leave entitlement. These improvements aim to promote the overall health, happiness and well-being of its employees, and to create a positive and thriving work environment.



■ The Group aims to promote the overall health, happiness and well-being of employees by increasing annual leave entitlement.

### Employee Engagement

The latest Group policies and information on specific topics such as staff activities, 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 and frank dialogue with employees. JoMeh, launched in 2021, continues to serve as an internal communications channel to share videos of business updates, as well as offering discounts and tour opportunities for employees. In an effort to promote vivid communication between senior management and employees, a series of C-level videos were introduced recently. These videos serve as an engaging platform for senior leaders to interact directly with the entire workforce, delivering compelling messages throughout the Group.

### Town Hall Meeting



The Group has organized the Town Hall Meeting after the pandemic to enhance internal communication. This meeting serves as a platform for fostering open dialogue and interaction amongst leaders from different departments. It provides opportunities for them to provide their ideas, insights and suggestions directly to senior management. Additionally, leadership also share important updates, strategic plans and future Group-wide initiatives at this meeting. By prioritising employee engagement through this event, the Group cultivates a stronger sense of collaborative work environment.

## Learning and Development

The Group has implemented structured skills development programmes for all employees, including those who play a fundamental role in various operational areas. These targeted learning activities are designed to meet the skills development requirements of each business unit and fulfil employees' career development goals. The content and structure of the learning programmes are regularly updated to keep abreast of market trends.

### Performance Appraisal

The Group has been continuously implementing the internal performance appraisal systems for all employees, enabling employees to gain insight into their performance and to identify areas for professional growth. The primary objective of the appraisal is to provide employees with formal feedback on their strengths and areas of improvement or enhancement. Furthermore, it fosters two-way communications among employees of different job grades and assists in formulating individual development plans.

### Investing in High-potential Employees

In 2023, the Group implemented the Talent Pool initiative, a programme aimed at identifying and nurturing employees with talents or exceptional potential. For those talented individuals identified as "high potential", the Group provides them with a range of development opportunities to foster their personal and professional growth and to create a pathway for long-term success. These opportunities include participation in fast-track programmes, taking on significant roles within their departments, and attending task force meetings across various business areas. By offering these avenues for advancement, the Group accelerates the talented individuals' career progression and exposes them to higher-level responsibilities at an expedited pace.

Furthermore, the Talent Pool initiative incorporates tailor-made training programmes that enhance the skills and competencies of the identified employees. These programmes are specifically designed to address the unique development needs of each talented individual, equipping them with the necessary knowledge and capabilities to excel in their present and future positions. This comprehensive approach not only aids in the identification and retention of top talents within the Group but also ensures the presence of a robust pool of qualified individuals who are well-prepared to assume critical positions across a broad range of business areas.

### Upskilling and Reskilling

The advent of new technologies in the digital economy is revolutionising everyday tasks across all key business sectors. To address emerging skills gap, the Group's business units are required to make ongoing investments in reskilling and upskilling initiatives. This is crucial to ensure that employees are equipped with the necessary skills and knowledge to thrive in this evolving landscape.

**Digital Tool Trainings**



In 2023, the Group organised comprehensive training programmes in Adobe Analytics, Microsoft Office 365 ("O365") and Tableau. By offering these training opportunities, the Group demonstrated its commitment to nurturing a skilled and adaptable workforce, enabling employees to stay ahead of industry trends and contribute to the Group's success in an increasingly digital world.

**Sustainability Leadership**



To ensure effective communication and implementation of the Group's sustainability goals, sustainability practitioners are actively engaged. In 2023, the Group nominated employees to attend a course named "Sustainability Essentials for Business" offered by the Cambridge Institute for Sustainability Leadership, in order to broaden their knowledge and expertise in sustainability, enabling them to contribute effectively towards the Group's sustainability objectives.

## Getting Future-ready

The Group actively promotes the acquisition of future-fit skills among its employees through a diverse range of training programmes, fostering a high-performance workforce. To identify skill gaps, a thorough training needs analysis was conducted, and training was subsequently provided across various areas. Moreover, the Group offers training subsidies to employees who wish to pursue specific career paths or enhance their skills and knowledge. The overarching objective of the Group is to provide employees with ample opportunities for learning and development, enabling them to unlock their full potential, strengthen their knowledge and skills, and contribute to both business growth and their own professional advancement.

## Equipping Employees with Industrial Insights

To enhance employee engagement and knowledge, the Group organised visits to the vendors' mobile telecommunications operation facilities. These visits offer employees a valuable opportunity to learn and gain insights into the technological advancements in the industry.

### Management and Innovation High Table Series



In order to enable employees to keep abreast of the latest innovation trends and technological advancements, the Group has been organising the Management and Innovation High Table Series since 2019. This series invites speakers from diverse sectors to share their expertise for various topics. In 2023, the Group organised two specific sessions on AI development and innovative technologies. These sessions were designed to help employees stay future-fit and get better-equipped with the necessary knowledge and skills.

## Inclusion and Diversity

The Group is committed to creating fair and inclusive workplaces for its employees. Policies and initiatives are implemented to ensure that the Group's workforce and operations mirror the diverse communities it serves.

This topic focusing on Inclusion and Diversity is interconnected with other important topics in the Group's Sustainability Framework, such as Labour and Human Rights and Digital Inclusion.

## Equal Opportunities

The Group is dedicated to promoting equitable employment practices and fostering diversity and equal opportunity across all aspects of its recruitment, promotion and working conditions. To ensure compliance with the Human Rights Policy and Code of Ethics, the Group places a strong focus on selecting and hiring employees based on their skills and abilities, without any form of discrimination on the basis of race, gender, religion or any other status protected by the laws. The Group strongly upholds a policy of providing equal opportunities to all employees, ensuring fairness in areas such as recruitment, compensation, training and development, promotions and other employment terms. All reports of impropriety and misconduct are handled in accordance with the Group's Whistleblowing Policy.

## Strength in Diversity

The Group strives to ensure diverse perspectives, experiences and ideas, as well as to maintain a secure working environment with a zero-tolerance policy for any form of discrimination and harassment. This policy encompasses all types of unwelcome and offensive behaviour, whether it is expressed verbally, physically or visually, which is based on factors such as an individual's gender, relationship status, disability and other relevant characteristics.

### Promoting Inclusion and Diversity



Since 2022, the Group has made a significant step in promoting inclusion and diversity by collaborating with a new vendor, Manna Grace Limited ("MANNA"), which serves as the canteen provider - Ch!ll 8. MANNA is a charitable institute which aims at supporting the underprivileged in our community through restaurant operations. The composition of the Ch!ll 8 team includes rehabilitating youth and individuals who have overcome mental health challenges or with partial work disabilities. Through its collaboration with MANNA, the Group is actively working towards its mission of creating a work environment that embraces diversity and empowers individuals from diverse backgrounds.

## Health, Safety and Wellbeing

The Group holds the health, safety and well-being of its employees as fundamental values and is dedicated to providing a secure and protected environment for its employees, customers and other stakeholders while they are present at the Group's facilities and premises. The Group adheres to all relevant laws and regulations in the applicable jurisdictions. In addition, the Group strives to meet industry-specific standards or best practices, along with adopting local or international health and safety guidelines. These measures are implemented to sustain a safe working environment, prevent injuries and promote good health among employees.

### Creating a Culture of Safety

An occupational health and safety committee has also been set up to communicate potential safety issues with the top management with a view to establishing protective control measures and a comprehensive accident investigation mechanism.

Employees are given opportunities to participate in health and safety management programmes and related trainings, on the basis of 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.

### Occupational Health and Safety Risk Management and Risk Mitigation

In 2023, the Group was awarded ISO 45001:2018 OHSMS for designated locations with enhanced scope and completed the first surveillance audit by BV. The certification exemplifies the Group's commitment to providing its employees with safe and healthy workplaces. The comprehensive health and safety policy stated the Group's commitment to providing employees with safe and healthy workplaces for the prevention of work-related injuries and ill health. The Group also encourages employees' consultation and participation to determine the actions in eliminating the hazards in workplace and to report OHS risks.

### Holistic Wellbeing

The Group offers employees a robust welfare programme covering a range of areas associated with well-being, which include work-life balance, physical health, fitness and sports, balanced and nutritious diets, and mental health. The aim is to raise employees' awareness about the importance of health and the health benefits of exercise. In 2023, the Group organised various work-life balance classes and activities including bakery and VeggieLab classes, creating a wellbeing ambience and enticing participation of employees. By offering these opportunities, the Group demonstrates its commitment to employees' wellness and creating a supportive work environment.



■ VeggieLab, the Group's organic farm on its headquarters' roof garden, offers a place where staff members can get near nature and enjoy farming amid busy days.

### Family-friendly Arrangement



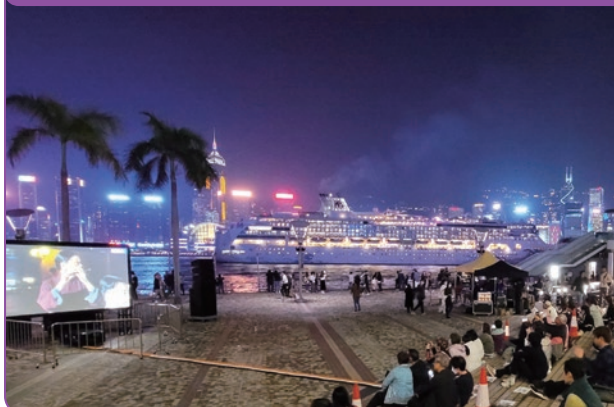
The Group recognises the importance of fostering a family-friendly arrangement internally. In 2023, the Group has implemented various initiatives to promote family-friendly practices, including the Ocean Park Fun Bash 2023, volunteer works and family discounts for employees.

Furthermore, the Group rigorously complies with all relevant local legislation and specific regulations concerning working hours in the jurisdictions where it operates. These include adhering to the laws that govern working hours to safeguard the well-being and rights of employees. Through upholding its high standards embedded in the applicable laws, the Group fosters a respectful and inclusive working environment that values diversity and offers equal opportunities for all its employees.

### Community Investments

#### Addressing the Challenges of Today

### Collaboration with Hong Kong Chinese Orchestra on 5G Live Broadcast



In March 2023, the Group collaborated with the Hong Kong Chinese Orchestra ("HKCO") and Resorts World Cruises to accomplish a remarkable feat by hosting Hong Kong's inaugural 5G live broadcast concert from a cruise ship at Victoria Harbour as a 5G strategic partner. This groundbreaking event demonstrated the impressive capabilities of the Group's 5G network, characterised by its exceptional speed and minimal latency. The concert provided audiences in Hong Kong and across the globe with a seamless and high-definition live broadcast experience, effectively showcasing the vast potential and versatility of 5G technology in various scenarios.

### Art Basel Hong Kong 2023



The Group actively participated in Art Basel Hong Kong for the second consecutive year. As an Official Partner of the exhibition, the Group offered dedicated 5G mobile broadband services and technical support to exhibitors in the halls through its robust 5G network in Hong Kong, contributing to the success of the event. With Hong Kong now welcoming visitors from around the world and strengthening its connections with mainland China, the government has launched the “Hello Hong Kong”, a large-scale worldwide promotional campaign to attract global tourists. As an Official Partner of Art Basel Hong Kong, the Group not only provides 5G mobile broadband services and technical support but also helps showcase Hong Kong’s new attractions, developments and opportunities as a thriving international metropolis.

### Community Contributions

The Group aims to establish enduring partnership with local communities and charitable organisations through its engagement in mutually beneficial programmes. It also promotes employee participation in volunteer work. To ensure good corporate governance, donations and contributions are made in accordance with the Group’s internal compliance guidelines and controls to safeguard the interests of stakeholders. Throughout 2023, the Group made charitable donations totalling HK\$8.3 million through a wide range of outreach initiatives encompassing various areas such as education, youth engagement and support for the elderly, benefiting community projects in Hong Kong and Macau.

The Group was awarded the prestigious “Caring Company” designation from the Hong Kong Council of Social Service for many consecutive years in recognition of its accomplishments in social responsibility. The Group remains dedicated to establishing a sustainable community.



■ A staff member volunteers his free time to help cultivate a better community.



■ Employees are encouraged to take part in voluntary work and serve the community.

Figure 12: Summary of the Group's contributions to various areas in communities

Focus Area	Activities
Cultural	<ul style="list-style-type: none"> <li>Supported HKCO for a 5G live broadcast concert from a cruise ship at Victoria Harbour.</li> <li>Awarded nomination by HKCO for Arts Sponsorship by Hong Kong Arts Development Council, recognising the Group's active sponsorship in art events and development in Hong Kong.</li> <li>Supported the Hong Kong Drum Festival's 5G live broadcast concert and promoted the drum carnival by sending MMS to customers of the Group, organised by HKCO.</li> <li>Supported Art Basel Hong Kong 2023 as an Official Partner by providing 5G mobile broadband services and technical support.</li> </ul>
Cyber Security	<ul style="list-style-type: none"> <li>Collaborated with OFCA and the Hong Kong Police Force to combat phone scams by offering comprehensive mobile security services including the "Incoming Calls Management Pack" which comprises "Anti-scam" and "Call Block" value-added services to assist customers to identify and block scam and nuisance calls.</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 sponsorships to the elderly to cater to different needs.</li> <li>Conducted a "Mobile Application Workshop" for senior members of the Neighbourhood Elderly Centre of Yan Chai Hospital, teaching them to use mobile applications and providing them with smart anti-fraud tips.</li> <li>Offered free "Incoming Calls Management Pack" for customers aged 65 years or above.</li> </ul>
Education	<ul style="list-style-type: none"> <li>Supported a capstone project from the University of Hong Kong focusing on exploring potential business and customer insights about AI and Machine Learning.</li> <li>Supported an art exhibition organised by Pui Tak Canossian College at the Hong Kong Polytechnic University. The exhibition showcased art pieces, fashion designs and STEM projects designed by students.</li> <li>Organised a student visit and workshop for the Hong Kong General Chamber of Commerce's Business-School Partnership Programme.</li> <li>Supported Principal Chan Free Tutorial World's Flag Day to recruit volunteers and raise fund for underprivileged students.</li> </ul>
Environmental	<ul style="list-style-type: none"> <li>Organised VeggieLab, an organic farming project on the roof garden of the Group's headquarters, for two consecutive years to promote biodiversity conservation and sustainable farming.</li> <li>Organised the Herb and Edible Flower Cultivation Workshop to promote green office.</li> <li>Painted a mural for a service centre of Yan Chai Hospital.</li> </ul>
Health-related	<ul style="list-style-type: none"> <li>Supported and took part in a charity walk and carnival organised by Suicide Prevention Services.</li> </ul>
Underprivileged	<ul style="list-style-type: none"> <li>Supported Haven of Hope Christian Service in Qile Charity Sale to raise fund for elderly services.</li> <li>Participated in The Community Chest of Hong Kong in various events including "Love Teeth Day 2023" to raise funds for various supporting services for the underprivileged.</li> <li>Launched the Mask Collection programme and donated masks to Hong Kong Sheng Kung Hui Welfare Council to benefit the underprivileged.</li> </ul>



## Environmental KPIs

	Unit	2021	2022	2023
<b>GHG emissions <sup>(1)(2)</sup></b>				
Total scope 1 + 2 GHG emissions (location-based)	tonne CO <sub>2</sub> e	101,577	106,049	109,598
Total scope 1 + 2 GHG emissions (market-based)	tonne CO <sub>2</sub> e	73,521	78,448	80,424
Scope 1 GHG emissions <sup>(3)</sup>	tonne CO <sub>2</sub> e	2,294	1,797	1,394
Scope 2 GHG emissions (location-based)	tonne CO <sub>2</sub> e	99,283	104,252	108,204
Scope 2 GHG emissions (market-based)	tonne CO <sub>2</sub> e	71,227	76,651	79,030
Total scope 1 + 2 GHG emissions (location-based) intensity	tonne CO <sub>2</sub> e/revenue HK\$'000	0.019	0.022	0.022
Total scope 1 + 2 GHG emissions (market-based) intensity	tonne CO <sub>2</sub> e/revenue HK\$'000	0.014	0.016	0.016
Scope 1 GHG emissions intensity	tonne CO <sub>2</sub> e/revenue HK\$'000	0.000	0.000	0.000
Scope 2 GHG emissions (location-based) intensity	tonne CO <sub>2</sub> e/revenue HK\$'000	0.018	0.021	0.022
Scope 2 GHG emissions (market-based) intensity	tonne CO <sub>2</sub> e/revenue HK\$'000	0.013	0.016	0.016
<b>Use of energy <sup>(1)(2)</sup></b>				
Total energy consumption	'000 kwh	149,304	163,135	169,527
Direct energy consumption	'000 kwh	177	165	182
Diesel/Gasoline/Petrol <sup>(4)</sup>	'000 kwh	177	165	182
Indirect energy consumption	'000 kwh	149,127	162,970	169,345
Electricity	'000 kwh	149,127	162,970	169,345
Total energy consumption intensity	kwh/revenue HK\$'000	27.73	33.41	34.62
Direct energy consumption intensity	kwh/revenue HK\$'000	0.03	0.03	0.03
Indirect energy consumption intensity	kwh/revenue HK\$'000	27.70	33.38	34.59
<b>Air emissions</b>				
NOx emissions	tonne	0.02	0.03	0.02
SOx emissions	tonne	0.00	0.00	0.00
Particulate matter emissions	tonne	0.00	0.00	0.00
<b>Waste Produced</b>				
Total hazardous waste produced <sup>(5)</sup>	tonne	65	34	72
Total hazardous waste produced intensity	kg/revenue HK\$'000	0.01	0.01	0.01
Total non-hazardous waste produced	tonne	51	42	39
Total non-hazardous waste produced intensity	kg/revenue HK\$'000	0.01	0.01	0.01
Total waste recycled	tonne	1,776	827	388
<b>Use of water</b>				
Water consumption	m <sup>3</sup>	3,144	3,780	3,754
Water consumption intensity	m <sup>3</sup> /revenue HK\$'000	0.001	0.001	0.001
<b>Packaging material <sup>(6)</sup></b>				
Total packaging material used for finished products	tonne	18.00	6.24	23.22
Plastic	tonne	17.22	5.68	21.43
Paper	tonne	0.78	0.44	1.34
Metal	tonne	-	0.12	0.46
Packaging material intensity	tonne/product '000	0.007	0.004	0.004

## Notes:

- (1) The calculation of location-based emissions and energy consumption has adopted emission factors published by International Energy Agency for the year ended 31 December 2023.
- (2) The Group has incorporated the calculation of market-based emissions and energy consumption by adopting emission factors sourced from energy providers as documented in their 2022 sustainability reports.
- (3) The reduction in scope 1 emissions was mainly driven by the reduction in refrigerant disposal, such variance is considered as normal fluctuation since the disposal of refrigerant is dependent on the decommissioning of air-conditioning equipment.
- (4) The increase in gasoline and fuel consumption was driven by the recovery of business activities (i.e. physical meetings, site visits) after pandemic.
- (5) The increment in hazardous waste was mainly driven by the increase in battery waste, such variance is considered as normal fluctuation since the disposal of batteries is irregularly scheduled.
- (6) The increment in packaging material used for finished products was mainly driven by an increase in sales generated at retail shops.

## Social KPIs

		2021	2022	2023
<b>Number of employees</b>				
Total		1,045	1,155	1,240
By employment type	Full-time	972	1,066	1,157
	Part-time	73	89	83
<b>Number of full-time employees</b>				
By gender	Male	560	645	687
	Female	412	421	470
By employee category	Manager grade or above	109	105	118
	General staff	863	961	1,039
By age group	Under 30	149	160	174
	30-49	642	678	706
	50 or above	181	228	277
By geographical region	Hong Kong	879	966	1,061
	Mainland China	100	100	96
<b>Turnover rate for full-time employees</b>				
Overall		38%	42%	32%
By gender	Male	45%	43%	33%
	Female	29%	42%	31%
By age group	Under 30	63%	76%	49%
	30-49	40%	41%	34%
	50 or above	13%	23%	17%
By geographical region	Hong Kong	42%	45%	34%
	Mainland China	10%	14%	17%
<b>Work-related fatalities</b>				
Number of work-related fatalities		-	-	-
By employee type	Full-time employees	-	-	-
	Contractors	-	-	-
Rate of work-related fatalities		-	-	-
<b>Lost days due to work injury <sup>(7)</sup></b>				
Number of lost days due to work injury		222	182	72
Number of lost time injury incidents		3	3	2
<b>Percentage of full-time employees who received training <sup>(8)</sup></b>				
Overall		95%	87%	89%
<b>Percentage of full-time employees who received training among total trained full-time employees</b>				
By gender	Male	60%	60%	60%
	Female	40%	40%	40%
By employee category	Manager grade or above	9%	8%	9%
	General staff	91%	92%	91%

## Social KPIs (continued)

		2021	2022	2023
Average hours of training completed by full-time employees <sup>(9)</sup>				
Overall		21 hours	21 hours	22 hours
By gender	Male	17 hours	21 hours	25 hours
	Female	27 hours	20 hours	18 hours
By employee category	Manager grade or above	6 hours	6 hours	19 hours
	General staff	22 hours	22 hours	22 hours
Number of suppliers				
Total		736	716	724
By geographical region	Hong Kong	382	332	379
	Mainland China	333	362	327
	Europe	6	8	6
	Canada	-	-	-
	Asia, Australia & Others	15	14	12
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		9,455	10,544	11,475
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		878	1,070	1,135
By employment type	Full-time	855	1,002	1,084
	Part-time	23	68	51
Percentage of full-time and part-time employees who received training on anti-corruption/ethics and integrity		84%	93%	92%
Number of training hours on anti-corruption/ethics and integrity completed by full-time and part-time employees				
Total		293	357	378
By employment type	Full-time	285	334	361
	Part-time	8	23	17

## Notes:

- (7) Only 1 work injury case (contributing to 42 days) occurred in Hong Kong in 2023 while 3 cases (contributing 182 days) in 2022. In Macau, there was 1 injury case contributing to 30 days.
- (8) The Group has restated its percentage of full-time employees who received training for 2021 and 2022 as a result of the change in calculation methodology and reporting basis.
- (9) The Group has restated its average hours of training completed by full-time employees for 2021 and 2022 as a result of the change in calculation methodology and reporting basis.

## 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				
Subject Areas, Aspects, General Disclosures and KPIs	Corresponding GRI Reference	Topic	Reporting Section	Remarks and Relevant Policies
<b>Aspect A1: Emissions</b>				
General Disclosure	3-3 Management of material topics	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.	Environment	<ul style="list-style-type: none"> <li>• Sustainability Policy ↔</li> <li>• Environmental Policy ↔</li> <li>• Supplier Code of Conduct ↔</li> <li>• Biodiversity 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 air and GHG, discharges into water and land, and generation of hazardous and non-hazardous waste during the year.</p>
KPI A1.1	305-4 GHG emissions intensity	The types of emissions and respective emissions data.	Environmental KPIs	
KPI A1.2	305-1 Direct (Scope 1) GHG emissions 305-2 Energy indirect (Scope 2) GHG emissions	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Environmental KPIs	
KPI A1.3	306-3 Waste generated	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Environmental KPIs	
KPI A1.4		Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Environmental KPIs	
KPI A1.5	305-5 Reduction of GHG emissions	Description of emission target(s) set and steps taken to achieve them.	Environment › Decarbonisation › Medium and Long-term Targets	
KPI A1.6	306-2 Management of significant waste-related impacts	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.	Environment › Circular Economy Environment › Decarbonisation › Medium and Long-term Targets	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.
<b>Aspect A2: Use of Resources</b>				
General Disclosure	3-3 Management of material topics	Policies on the efficient use of resources, including energy, water and other raw materials.	Environment › Biodiversity Protection	<ul style="list-style-type: none"> <li>• Sustainability Policy ↔</li> <li>• Environmental Policy ↔</li> <li>• Supplier Code of Conduct ↔</li> <li>• Biodiversity Policy ↔</li> </ul>

Environmental (continued)				
Subject Areas, Aspects, General Disclosures and KPIs	Corresponding GRI Reference	Topic	Reporting Section	Remarks and Relevant Policies
<b>Aspect A2: Use of Resources</b>				
KPI A2.1	302-1 Energy consumption within the organisation 302-2 Energy consumption outside of the organisation	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kwh in '000s) and intensity (e.g. per unit of production volume, per facility).	Environmental KPIs	
KPI A2.2	303-5 Water consumption	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	Environmental KPIs	
KPI A2.3	302-4 Reduction of energy consumption	Description of energy use efficiency target(s) set and steps taken to achieve them.	Environment › Climate Action Environment › Decarbonisation	
KPI A2.4	303-1 Interactions with water as a shared resource	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.	Environment › Biodiversity Protection	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.
KPI A2.5	301-1 Materials used by weight or volume	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.
<b>Aspect A3: The Environment and Natural Resources</b>				
General Disclosure	3-3 Management of material topics	Policies on minimising the issuer's significant impacts on the environment and natural resources.	Environment › Biodiversity Protection	<ul style="list-style-type: none"> <li>• Sustainability Policy ↔</li> <li>• Environmental Policy ↔</li> <li>• Supplier Code of Conduct ↔</li> <li>• Biodiversity Policy ↔</li> </ul>
KPI A3.1	304-2 Significant impacts of activities, products and services on biodiversity	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Environment › Biodiversity Protection Sustainable Business Model & Innovation › Sustainable Product Choices	
<b>Aspect A4: Climate Change</b>				
General Disclosure	3-3 Management of material topics	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.	Environment › Decarbonisation Environment › Climate Action	<ul style="list-style-type: none"> <li>• Sustainability Policy ↔</li> <li>• Environmental Policy ↔</li> <li>• Supplier Code of Conduct ↔</li> <li>• Biodiversity Policy ↔</li> </ul>
KPI A4.1	201-2 Financial implications and other risks and opportunities due to climate change	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them.	Sustainable Business Model & Innovation › Climate-related Risks and Opportunities	

Social				
Subject Areas, Aspects, General Disclosures and KPIs	Corresponding GRI Reference	Topic	Reporting Section	Remarks and Relevant Policies
<b>Aspect B1: Employment</b>				
General Disclosure	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	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.	Social › Talent Attraction › Employment Conditions and Benefits  Social › Inclusion and Diversity	<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	405-1 Diversity of governance bodies and employees	Total workforce by gender, employment type, age group and geographical region.	Social KPIs	
KPI B1.2	401-1 New employee hires and employee turnover	Employee turnover rate by gender, age group and geographical region.	Social KPIs	
<b>Aspect B2: Health and Safety</b>				
General Disclosure	403-1 Occupational health and safety management system	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.	Social › Health, Safety and Wellbeing	<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	403-10 Work-related ill health	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	Social KPIs	No such case reported in each of the past three years including the reporting year
KPI B2.2	403-9 Work-related injuries	Lost days due to work injury.	Social KPIs	
KPI B2.3	403-3 Occupational health services	Description of occupational health and safety measures adopted, how they are implemented and monitored.	Social › Health, Safety and Wellbeing	<ul style="list-style-type: none"> <li>Health and Safety Policy ⇄</li> </ul>

Social (continued)				
Subject Areas, Aspects, General Disclosures and KPIs	Corresponding GRI Reference	Topic	Reporting Section	Remarks and Relevant Policies
<b>Aspect B3: Development and Training</b>				
General Disclosure	404-2 Programs for upgrading employee skills and transition assistance programs	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	Social › Talent Attraction › Growth Opportunities for Young Talents Social › Learning and Development	
KP1 B3.1	404-3 Percentage of employees receiving regular performance and career development reviews	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	Social KPIs	
KP1 B3.2	404-1 Average hours of training per year per employee	The average training hours completed per employee by gender and employee category.	Social KPIs	
<b>Aspect B4: Labour Standards</b>				
General Disclosure	3-3 Management of material topics	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.	Governance › Labour and Human Rights	<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>
KP1 B4.1	3-3 Management of material topics	Description of measures to review employment practices to avoid child and forced labour.	Governance › Labour and Human Rights Governance › Internal Control Framework	
KP1 B4.2	3-3 Management of material topics	Description of steps taken to eliminate such practices when discovered.	Governance › Labour and Human Rights Governance › Internal Control Framework › Whistleblowing	
<b>Aspect B5: Supply Chain Management</b>				
General Disclosure	3-3 Management of material topics	Policies on managing environmental and social risks of the supply chain.	Governance › Supply Chain Responsibility › Supplier Code of Conduct	<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>
KP1 B5.1		Number of suppliers by geographical region.	Social KPIs	
KP1 B5.2	308-2 Negative environmental impacts in the supply chain and actions taken	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored.	Governance › Supply Chain Responsibility › Supplier Code of Conduct	<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>

Social (continued)				
Subject Areas, Aspects, General Disclosures and KPIs	Corresponding GRI Reference	Topic	Reporting Section	Remarks and Relevant Policies
<b>Aspect B5: Supply Chain Management</b>				
KP1 B5.3	308-1 New suppliers that were screened using environmental criteria 414-1 New suppliers that were screened using social criteria	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	Governance › Supply Chain Responsibility › Supplier Code of Conduct	
KP1 B5.4	3-3 Management of material topics	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	Governance › Supply Chain Responsibility › Supplier Code of Conduct	
<b>Aspect B6: Product Responsibility</b>				
General Disclosure	3-3 Management of material topics	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.	Governance › Data Privacy and Cyber Security	<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>
KP1 B6.1	416-1 Assessment of the health and safety impacts of product and service categories	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Social KPIs	
KP1 B6.2	416-1 Assessment of the health and safety impacts of product and service categories	Number of products and service-related complaints received and how they are dealt with.	Social KPIs	
KP1 B6.3	3-3 Management of material topics	Description of practices relating to observing and protecting intellectual property rights.	Governance › Internal Control Framework › The Code of Ethics	<ul style="list-style-type: none"> <li>Code of Ethics ↔</li> </ul> <p>The Group has appropriate mechanisms and procedures which monitor issues relating to the observation and protection of intellectual property rights.</p>
KP1 B6.4	3-3 Management of material topics	Description of quality assurance process and recall procedures.	Sustainable Business Model & Innovation › Service Excellence	
KP1 B6.5	3-3 Management of material topics	Description of consumer data protection and privacy policies, how they are implemented and monitored.	Governance › Data Privacy and Cyber Security	<ul style="list-style-type: none"> <li>Information Security Policy ↔</li> <li>Policy on Personal Data Governance ↔</li> </ul>



Social (continued)				
Subject Areas, Aspects, General Disclosures and KPIs	Corresponding GRI Reference	Topic	Reporting Section	Remarks and Relevant Policies
<b>Aspect B7: Anti-corruption</b>				
General Disclosure	3-3 Management of material topics	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.	Governance › Internal Control Framework	<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	205-3 Confirmed incidents of corruption and actions taken	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 case reported in each of the past three years including the reporting year.
KPI B7.2	205-3 Confirmed incidents of corruption and actions taken	Description of preventive measures and whistleblowing procedures, how they are implemented and monitored.	Governance › Internal Control Framework	<ul style="list-style-type: none"> <li>Whistleblowing Policy ↔</li> </ul>
KPI B7.3	205-2 Communication and training about anti-corruption policies and procedures	Description of anti-corruption training provided to directors and staff.	Governance › Internal Control Framework Performance Highlight	
<b>Aspect B8: Community Investment</b>				
General Disclosure	413-1 Operations with local community engagement, impact assessments, and development programs	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.	Social › Community Investments	<ul style="list-style-type: none"> <li>Sustainability Policy ↔</li> <li>Biodiversity Policy ↔</li> </ul>
KPI B8.1	203-2 Significant indirect economic impacts	Focus areas of contribution.	Social › Community Investments › Community Contributions Sustainable Business Model & Innovation › Digital Inclusion Sustainable Business Model & Innovation › Climate Resilient Business	
KPI B8.2	201-1 Direct economic value generated and distributed 203-1 Infrastructure investments and services supported	Resources contributed to the focus area.	Social › Community Investments › Community Contributions Sustainable Business Model & Innovation › Digital Inclusion Sustainable Business Model & Innovation › Climate Resilient Business	