

Proactively growing the Group's sustainable property portfolio

In recent years, Environmental, Social and Governance (ESG) has become a hot topic. More and more corporates are increasingly reviewing the sustainability of their business to enhance the disclosure of relevant information. In keeping with its Building Homes with Heart spirit, the Group is dedicated to providing premium products and services to its customers. It was among the first batch of property developers in Hong Kong to incorporate sustainable elements in all aspects of property management and operations. Currently, the Group has various types of developments in Hong Kong and on the mainland that have received green building certificates or other sustainable building certificates. Over 95% of the Group's ongoing construction sites (by total gross floor area) in Hong Kong have registered with Building Environmental Assessment Method (BEAM) Plus to benchmark their performance in sustainable construction against objective standards.

The Group implements one-stop green construction and management, integrating sustainable concepts from the property planning, design, material sourcing and construction stages to operations and maintenance. It promotes the use of environmentally friendly materials, techniques and operation modes to save energy, reduce waste and avoid air, water and waste pollution.

Many of the Group's offices, malls and residential developments in Hong Kong and on the mainland meet international standards for green buildings, with ratings from the Hong Kong Green Building Council's BEAM Plus and the US Green Building Council's Leadership in Energy and Environmental Design (LEED). In addition to achieving green certification for buildings under development, the Group has continuously enhanced the green level of its existing buildings. Its Hong Kong headquarters, Sun Hung Kai Centre, which was completed almost 40 years ago, obtained the 'Excellent' rating in Management under the Selective Scheme of BEAM Plus Existing Buildings V2.0 in 2020, on top of a previous 'Excellent' rating for Energy Use in 2019. Additionally, its

property management subsidiaries apply green management initiatives. The ISO 14001 Environmental Management System has been accredited across the Group's property management portfolio and construction sites. They also help promote green awareness among residents, tenants and contractors and encourage everyone to adopt various green conservation measures.

Sustainable buildings cover not only green measures, but also a broader scope, including health and safety elements, to achieve 'sustainability'. Recently, the Group's ICC in Hong Kong earned the city's first WELL Health-Safety Rating for Facility Operations (WELL HSR) certificate, awarded by the International WELL Building Institute.



The ICC team applies IoT technology for energy-efficiency optimization in the tower 环球贸易广场团队应用物联网科技·优化楼宇能源效益



Amid the pandemic, the Group's developments have a series of anti-coronavirus measures to protect the safety and health of tenants, customers, residents and staff. Smart measures include (from left) touchless lift buttons, intelligent disinfection stations, anti-pandemic robot cleaners and touchless infrared temperature screening
在疫情下·集团各物业均采取一系列防疫措施·保障租户·顾客·住客和员工的安全健康。智能措施包括(左起)免触式电梯按钮·智能消毒站·智能防疫机器人及免触式红外线体温测量



Shanghai ICC promotes sustainable living among tenants 上海环贸广场向租户宣传实践可持续生活



The Group strives to develop more sustainable buildings. Pictured are ICC (left), Shanghai IFC (top) and Shanghai ICC (bottom)
集团致力建设更多可持续发展物业·图为环球贸易广场(左)·上海国金中心(上)和上海环贸广场(下)



Moreover, following the COVID-19 outbreak, the Group immediately launched a host of measures in its properties to strengthen precautions and enhance public health to protect the safety and health of tenants, customers, residents and staff. Innovative technology has been utilized in the anti-coronavirus initiatives to enhance cleaning efficiency and hygiene standards, and give users confidence that the facilities are safe. The Group's malls and frontline mall staff gained recognition for excellent customer service and comprehensive anti-pandemic measures at the Hong Kong Retail Management Association's 2020 Service Talent Award. Please see page 22 for details.

To ensure long-term sustainable business growth and value creation for stakeholders, the Group will continue to develop more sustainable buildings. It has also embarked on measures to further enhance its ESG performance and disclosure levels. The latest environmental efforts include establishing a new 10-year energy-reduction target and updating its sustainability-related policies to strengthen operational governance.

Green building certificates

For its Hong Kong projects alone, the Group had received 49 green building certificates as at 30 June 2020, seven of which attained the top 'Excellent' or 'Platinum' ratings. To benchmark its performance on sustainable construction against objective standards, the Group registered 27 ongoing construction sites with BEAM Plus, representing over 95% of its ongoing construction sites by total gross floor area.

Separately, the Group's property management subsidiaries have applied innovation and technology to continuously raise facilities management and service standards in recent years. In the Excellence in Facility Management Award 2020, organized by the Hong Kong Institute of Facility Management, the Group's developments clinched 48 awards. For details of the awards, please refer to page 24.

Of its existing projects, the most outstanding green achiever among local projects is ICC, and the best among its mainland projects are Shanghai IFC and Shanghai ICC.

Hong Kong: ICC sets a new standard for Hong Kong sustainable buildings

From the design and planning stages to construction, landscaping and property management, environmental features have been put in place to ensure that ICC maximizes energy efficiency to become a sustainable building.

In 2017, the project was awarded the first-ever top Platinum certificate in the BEAM Plus Existing Buildings Version 2.0 scheme, issued by the Hong Kong Green Building Council. In 2020, ICC received the top 'Outstanding' rating in the BREEAM In-Use scheme, under the Building Research Establishment Environmental Assessment Method (BREEAM), developed by the Building Research Establishment (BRE) in the UK, and received full marks in three assessment categories. BREEAM certification, which is the first of its kind in Hong Kong, placed the skyscraper in the top 3% of green buildings around the world. Recently, the building was awarded the WELL Health-Safety Rating for Facility Operations (WELL HSR) certificate by the International WELL Building Institute, representing the first building in Hong Kong to earn this certificate.

Maximizing energy efficiency

Driven by its 'I-Intelligence, C-Collaboration, C-Continuity' management approach, the team deploys smart technology in its smart-management system to monitor and control the operations and power consumption of the different facilities and equipment. The team applies Internet of Things (IoT) technology to collect and analyze big data via mobile digital systems for energy-efficiency optimization in the tower. Lighting units, which are now equipped with motion sensors and dimmers, are controlled via an in-house built mobile app to pre-set the brightness level of different zones in different time slots.

Recycling food waste

In 2012, ICC installed its own food waste decomposer and started collecting food waste from tenants. The collected food waste is decomposed and converted into organic fertilizer for planting, which is used in its organic farm. Some of the organic fertilizer is distributed to a kindergarten and an elderly centre.

Green procurement

During the procurement process, the ICC team includes terms or specifications related to environmental protection to help source goods or services that are good for the environment, thus encouraging suppliers to go green together.

Promote green living

For community engagement, the team organizes green and energy-saving initiatives for tenants and other stakeholders to achieve sustainability. Regular waste-recycling collections are organized to encourage waste reduction among tenants, including waste paper, metals, plastics, glass, regulated electrical equipment, coffee grounds and Christmas trees.

Since the beginning of the coronavirus outbreak, the team has immediately taken prudent, all-round disease prevention and control measures, including introducing a smart anti-pandemic robot and more touchless facilities. ICC has also continued to enhance its operations, maintenance and emergency plans to combat the virus, and strengthen the confidence of its tenants and the public.



ICC collects food waste from tenants daily, which is decomposed and converted into organic fertilizer for gardening
环球贸易广场每日向租户收集厨余·再分解及处理成种植用的有机肥料



ICC, Shanghai IFC and Shanghai ICC receive green building certificates from renowned organizations
环球贸易广场·上海国金中心和上海环贸广场屡获权威机构颁发绿色建筑认证

Mainland: Shanghai IFC and Shanghai ICC receive the Platinum rating in LEED

Shanghai IFC and Shanghai ICC implement environmental concepts into their daily operations to provide a sustainable work environment for tenants.

Recently, both Shanghai IFC and Shanghai ICC received the Platinum rating in the LEED V4.0 for Building Operations and Maintenance: Existing Buildings, achieving 103 and 100 points, respectively, to reach the top four certified buildings under this category in the world. Shanghai IFC even clinched the highest number of points in the world in 2020, setting a record for integrated commercial developments around the world and projects in the East Asia.

Shanghai IFC and Shanghai ICC incorporated LEED standards in the project design and construction stages. The landmark projects adopt green measures in daily operations to meet the sustainability requirements of low-carbon buildings.

Energy optimization

Shanghai IFC and Shanghai ICC have a series of energy-saving measures. For example, building automation systems are used to count the power consumption of each facility to ensure energy efficiency and the reduction of carbon emissions. There are regular checks and adjustments on the electrical and mechanical systems and meters to keep them at the optimum level. Durable LED lighting and green refrigerants are used.

Using resources efficiently

Product and material procurement and waste management plans are in place. Environmentally friendly materials and highly efficient equipment are selected in the procurement process. To reduce waste, there is a waste separation and recycling scheme with regular record keeping – over 50% of the recyclable waste was recycled and over 70% of the durables were re-used. Regarding water management, rainwater is collected for irrigation, sanitation facilities with water-saving design are used, and variable frequency drive water pumps are used to ensure the use of water is adjusted according to circumstances.

Promoting sustainable living

Sustainable living is promoted among tenants. Regular questionnaires are given to get tenants' comments on indoor environment quality and promote green living. Both projects encourage tenants to take green transport, and carpools and green transport priority parking spaces are available. Green transportation accounts for 70% of tenant trips.

In response to the coronavirus pandemic, special management services have been provided, including the addition of touchless infrared temperature screening equipment, enhanced frequency of cleaning and sanitizing public facilities and equipment, pandemic response exercises, and notices reminding tenants to uphold good sanitation and hygiene practices.



Shanghai IFC has a rainwater recycling system, which uses collected rainwater for irrigation
上海国金中心设有雨水回收系统·把收集所得雨水用作灌溉

集团积极扩大可持续发展物业组合

近年，环境、社会及管治成为热门话题，愈来愈多企业加强审视业务的可持续发展，提高相关信息的披露。秉持“以心建家”的精神，集团致力为顾客提供优质产品及服务，是香港首批将可持续发展元素加入物业发展及管理的地产发展商。目前，集团在香港及内地分别有多个不同类别的物业项目取得绿色建筑认证或其他可持续建筑认证，而香港超过95%的在建建筑工地（按总楼面面积计算）已于绿建环评（BEAM Plus）登记，以客观标准评估工地在可持续建筑方面的表现。

集团推行一条龙环保建筑及管理，将可持续发展理念融入物业规划、设计、采购、建筑，以至营运及保养的过程中，提倡使用环保物料、技术及作业模式，务求节约能源、减少废物、避免空气、水及废物污染。

集团旗下不少在香港和内地的办公楼、商场及住宅物业均达国际级环保标准，包括香港绿色建筑议会的绿建环评及美国绿色建筑委员会的领先能源与环境设计（LEED）评级。除了为发展中物业取得绿色认证外，集团也不断提升既有物业的环保水平。香港总办事处新鸿基中心，落成接近40年，继2019年于“绿建环评既有建筑2.0版—自选评估计划”中获得能源使用范畴的“卓越”评级后，于2020年进一步获得营运管理范畴的“卓越”评级。集团还通过旗下物业管理公司实施绿色管理，集团的物业管理与建筑工地均获ISO 14001环境管理系统认证，旗下物业管理公司致力促进住户、租户和承建商的绿色意识，鼓励采取各种环保措施。

可持续发展物业不只限于环保措施，而是更广阔的范畴，包括健康及安全元素，以达到“可持续”。最近，集团在港的环球贸易广场率先成为典范，成为全港首座获国际WELL建筑研究院颁发物业设施运营管理《WELL健康—安全评价准则》证书的大厦。

此外，2019新型冠状病毒疫情爆发后，集团旗下物业立即推出多项措施，强化防疫工作，加强公共卫生，致力保障租户、顾客、住客和员工的安全健康。在防疫工作上更善用创新科技，提升清洁效率及卫生标准，让用户加倍安心。在香港零售管理协会举办的“2020杰出服务奖”中，集团商场及其前线服务团队凭著优质的顾客服务与全面的防疫措施备受嘉许。详情请参阅第22页。

为确保业务的长远可持续增长，为持份者创造价值，集团将继续兴建更多符合可持续发展要求的物业，并会进一步提升在环境、社会及管治方面的表现及披露水平。在环保方面，最新工作包括订

立新一个十年节能目标和更新可持续发展相关的政策，以强化营运管治。

绿色建筑认证

单以香港项目计算，截至2020年6月30日，集团共有49项绿色建筑认证，其中更有七项属最高级别的“卓越”或“铂金”级。为方便以客观标准评估工地在可持续建筑方面的表现，集团共有27个在建建筑工地于绿建环评登记，按总楼面面积计算，占在建建筑工地逾95%。

另外，集团旗下物业管理公司近年善用创新及科技，持续提升设施管理和服务品质。集团旗下发展项目在香港设施管理学会举办的“卓越设施管理奖2020”中，共获得48个奖项。有关奖项的更多资料，请参阅第24页。

在既有项目当中，环保表现最突出的本地项目为环球贸易广场，内地项目则为上海国金中心和上海环贸广场。



Tsuen Wan Plaza leverages Internet of Things (IoT) technology to enhance its lighting system
荃湾广场运用物联网科技提升照明系统

香港：环球贸易广场为香港可持续建筑物树立新标准

环球贸易广场由设计及规划，以至建筑、园艺及物业管理，均落实环保措施，务求达致最佳能源效益，成为可持续发展的建筑物。

于2017年，项目获香港绿色建筑议会颁发第一张“绿建环评既有建筑2.0版”最高级别“铂金”级认证证书。于2020年，在英国建筑研究院的绿色建筑评估系统BREEAM In-Use中得到最高级别“杰出”评级，并在其中三个评估范畴得到满分佳绩，属全港首个获BREEAM认证的绿色建筑，跻身成为全球首3%的顶尖绿色建筑行列。最近，项目获国际WELL建筑研究院颁发物业设施运营管理《WELL健康—安全评价准则》证书，成为全港首座获此认证的大厦。

提高能源效益

团队多年来以“智能、协作及持续性”为管理方针，运用智能科技，实践智能管理系统，监察及控制不同设施与设备的运作及用电量。团队应用物联网科技，使用移动数码系统收集大数据，经分析后从而优化楼宇的能源效益。团队运用自主研发的移动应用程序，配合增设动态传感器和调光器的照明设备，为不同区域在不同时段默认光暗度，从而降低电力消耗。

厨余回收善用

自2012年，环球贸易广场自置厨余机，向租户收集厨余。厨余经分解及处理后，制成种植用的有机肥料，在其有机农圃使用，部分则分发给予幼儿园和老人中心。



ICC engages the community in green and energy-saving initiatives
环球贸易广场积极联系社区，推广环保及节能工作

绿色采购

环球贸易广场团队在采购过程中纳入与环保相关的条款或规格，尽量采购对环境友善的产品或服务，鼓励供货商共同实践环保理念。

推广绿色生活

团队积极联系社区，与租户及其他持份者携手进行环保及节能工作，实践可持续发展。为鼓励租户减少废物，团队定期安排废物回收，包括废纸、金属、塑料、玻璃、常规电子设备、咖啡渣及圣诞树等。

新型冠状病毒疫情爆发后，团队立即采取审慎全面的疾病预防和控制措施，包括引入智能防疫机器人及更多免触式设施等，并持续改善其营运、维护和紧急应急计划，加强租户及公众的信心。

内地：上海国金中心和上海环贸广场荣获LEED铂金级认证

上海国金中心和上海环贸广场亦致力将环保理念融入物业管理日常营运环节，为租户带来一个可持续发展的工作环境。

最近，上海国金中心和上海环贸广场以节能和可持续发展的营运和日常管理体系，获得“LEED 4.0版既有建筑”“铂金级”认证，评分分别为103和100分，名列该类别全球认证项目前四名；上海国金中心更成为2020年全球最高分项目，也是目前全球最高分的商业综合发展项目及东亚区最高分项目。

早在项目设计和建筑阶段，上海国金中心和上海环贸广场就参考LEED的标准。在日常营运中，则采取环保节能措施，积极实践低碳建筑的可持续理念。

优化能源

上海国金中心和上海环贸广场采取一系列节能措施，例如使用建筑设备自动化系统去独立计算各项设施的耗电量，确保有效节能减排。团队不时检查与调较机电系统及仪表，确保系统保持在最佳状态。项目还选用节能耐用的LED照明系统及环保制冷剂。

善用资源

项目制定产品和物料采购及废物管理计划。在采购时，选择环保材料和高效能设备。为减少废物，设有废物分类回收及定期统计，逾50%可循环再造的废物会回收再造，逾70%耐用品会循环再用。在水资源方面，项目收集雨水作灌溉，选用节约用水设计的卫生设施，以及使用变频水泵以便按照实际情况调节用水量。



Shanghai ICC encourages tenants to take public transportation, offering carpool and green transport priority parking spaces
上海环贸广场鼓励租户搭乘公共交通，并设有共享及绿色车辆优先停车位

宣传可持续生活

项目积极向租户宣传实践可持续生活，定期进行租户问卷调查，了解他们对室内环境质量的意见，并推广环保理念。项目不但鼓励租户搭乘绿色交通，并设有共享及绿色车辆优先停车位，租户选用绿色交通出行率更达70%。

针对新型冠状病毒疫情，项目采取特殊管理，包括增设免触式红外线测温仪，加强公共设施的清洁及消毒频率，并进行突发性疾病应对演习，向租户发出预防通告，提醒租户做好个人卫生防护工作。

Sun Hung Kai Centre obtained two 'Excellent' ratings under BEAM Plus Existing Buildings V2.0
新鸿基中心在“绿建环评既有建筑2.0版”中，获两项“卓越”评级

