

## About this Report

Sun Hung Kai Properties Limited ("SHKP")'s sustainability report is prepared in accordance with the Core option of the Global Reporting Initiative (GRI) G4 Reporting Guidelines, and Construction and Real Estate Sector Disclosures requirements of the guidelines. It also references to the updated Environmental, Social and Governance Reporting Guide set out in Appendix 27 of the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited, and the ten principles of the United Nations Global Compact.

### CORPORATE INFORMATION

#### Registered Office:

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### CONTACT INFORMATION

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#### Corporate Sustainability:

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<http://www.shkp.com/Html/CSR/SR/SD201415EN/index.html>

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## Information for Shareholders

SHKP's shares are listed on The Stock Exchange of Hong Kong Limited ("HKSE") and are traded over the counter in the United States in the form of American Depositary Receipts ("ADR").

HKSE: 0016

Bloomberg: 16 HK Equity

Reuters: 0016.HK

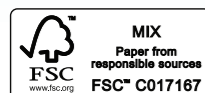
Trading Symbol for ADR: SUHJY

CUSIP: 86676H302

ISIN: HK0016000132

# Sustainability Report 2014/15

## Summary



Sun Hung Kai Properties Limited

# Building Homes with Heart

## Customer Experience



## Corporate Governance

### Customers

Upholding high standards of quality, vertical integration, and anticipating customer needs:

**3-year guarantee**  
on all new residential units to homebuyers since 2013

**>70% homebuyers**  
rated our property quality and handover service as 'Good' or 'Excellent'

**>95% telecommunications and IT customers**  
are satisfied with our service quality, and rated it as 'Good'

**>95% tenants**  
rated our service quality as 'Good' or 'Excellent'



Sustainability has long been an integral part of Sun Hung Kai Properties' corporate strategy to drive growth, manage risks and create value. We put our **Building Homes with Heart** credo into practice and work hard to generate returns for shareholders and internal and external stakeholders including our people, customers, suppliers, contractors and the community. Our business objectives go beyond financial return and are strategized to deliver long-term sustainable value.



## Risk Management



## Growth

### People

Developing talents and enabling safety and inclusion at work:

**>6,100**  
training classes, workshops and seminars organised

Construction accident incident rate remains as low as  
**7.32 per 1,000 workers**



**>HK\$6.9 million**  
invested in employee development



**Family-friendly**  
arrangement at workplace

The safety management systems of construction and property management subsidiaries are accredited to  
**OHSAS 18001**

## Supply Chain

Influencing and driving sustainability performance of suppliers:

**>95% food suppliers**  
achieved satisfactory results during food safety assessments

**>544,000 construction workers**  
including contractors undertook health and safety training courses



## Community

Promoting reading and education, supporting sports for charity and healthy living, and taking care for the underprivileged:

**>120,000 volunteer hours<sup>1</sup>**

**HK\$ 70 million**  
donated for charitable causes



SHKP Vertical Run for Charity – Race to Shanghai IFC attracted  
**1,200 athletes of 16 nationalities around the world**



## Environment

Optimizing asset efficiency and empowering sustainable choices:

**31 certifications**  
under the Hong Kong Building Environmental Assessment Method and Leadership in Energy and Environmental Design



**91 electric vehicle charging stations**  
in 56 commercial or residential properties

**90%**  
of construction waste recycled



**313 Wastewi\$e labels**  
attained from Hong Kong Awards for Environmental Excellence



<sup>1</sup> Volunteer hours are calculated based on calendar year.