

Stakeholder Engagement Policy

Sun Hung Kai Properties Limited (“SHKP”) recognizes that engaging stakeholders is of crucial importance in understanding and addressing their needs, and is committed to promoting effective communication and engagement with internal and external stakeholders in all our local and daily operations through this Policy.

This Policy is applicable to SHKP, its subsidiaries (collectively: the Group) and covers our own operations and supply chain. Business units of the Group are expected to abide by this Policy. Where applicable, they will establish, review and update their own policy in accordance with their business nature. This Policy covers the following areas:

Identification

- Identify and prioritize key stakeholders by making reference to international best practice, such as the guidelines provided in AA1000 Stakeholder Engagement Standard (2015).
- SHKP’s stakeholders include individuals or groups that have interests and are affected or could be affected by SHKP’s activities. The Group’s identified stakeholder groups may include, but not limited to: customers and tenants, employees, supply chain partners, business partners, joint-venture partners, governments and regulators, NGO partners, industry associations and academia, shareholders and investors, media partners and the community and any vulnerable groups affected by our business operations.

Communication Strategy

- Based on different needs and situations, the Group engages with stakeholder groups through customized approaches, such as day-to-day interactions, meetings and regular surveys, etc., to identify emerging concerns, or collect stakeholders’ feedback and priorities regarding engagement strategies, so as to make adjustments and improvements to ensure their expectations are effectively met.
- Consider stakeholders’ capacity, needs, expectations and feedback for driving continuous improvement of the Group, and provide clear communication channels to facilitate effective dialogue.
- Support stakeholders in enhancing their capacity for effective communication with the Group.
- Provide stakeholders with bilingual (English and Chinese) corporate communication in plain language to facilitate understanding.
- Provide training on managing stakeholder engagement risks such as disruptive stakeholders.
- If the usual communication methods do not function, stakeholders could directly report to the Group’s Corporate Communications division at shkp@shkp.com to express their concerns. The feedback received shall be passed to relevant departments for follow up.
- Complaints and grievances from stakeholders submitted via different channels are promptly address and resolve the issue.

Stakeholder Engagement Programme

- For applicable projects, study and conduct impact assessments to identify potential impacts on local stakeholders.

Reporting and Review

- Communicate information to stakeholders through SHKP's annual reports, annual general meetings and other general meetings, as well as public disclosures in the Hong Kong Stock Exchange ("HKEx") and its corporate communications and other corporate publications on the SHKP's website.
- Sustainability Steering Committee oversees the endorsement and implementation of this policy. This Policy is reviewed timely in accordance with the Group's strategies and development on relevant stakeholder engagement issues to ensure its effectiveness.

If there is any inconsistency or ambiguity between the English version and the Chinese version, the English version shall prevail.