

Appendix

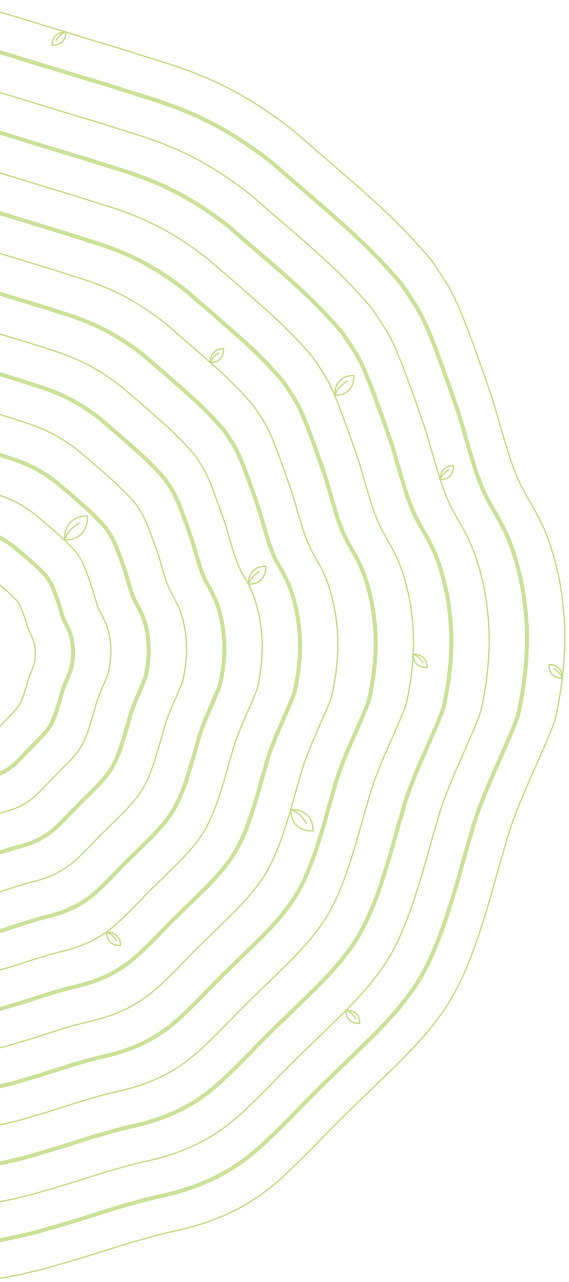
Environmental Performance Data Summary

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GRI Standards Content Index

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Environmental Performance Data Summary^{1,2}

Parameter	Units	FY2018 ³	FY2019	FY2020 ⁴	Year-on-year % change
Air Emissions^{5,6}					
Nitrogen oxide (NO _x)	Tonne	2,665	2,604	2,615	
Sulphur oxide (SO _x)	Tonne	2.6	2.5	2.7 ⁷	
Particulate matters (PM ₁₀)	Tonne	111	110	108	
Energy Consumption⁸					
Diesel	Gigajoules (GJ)	4,051,119	3,969,299	3,730,698 ⁹	
Biodiesel	Gigajoules (GJ)	230,990	199,808	217,891 ¹⁰	
Unleaded petrol	Gigajoules (GJ)	11,946	12,482	13,829 ¹¹	
Liquefied petroleum gas	Gigajoules (GJ)	669	551	476	
Electricity	Gigajoules (GJ)	352,265	405,007	317,393 ¹²	
Towngas ¹³	Gigajoules (GJ)	25,294	23,541	13,954 ¹⁴	
Total energy consumption	Gigajoules (GJ)	4,672,283	4,610,688	4,294,241 ¹⁵	-6.9%
Total energy consumption intensity	GJ/HK\$ million revenue	202	201	187	-7.0%
On-site generated renewable energy for feed-in tariff	Gigajoules (GJ)	-	22	214 ¹⁶	
Greenhouse Gas (GHG) Emissions^{17,18}					
Scope 1 emissions	Tonne CO ₂ e	295,209	287,969	278,261	
Scope 2 emissions	Tonne CO ₂ e	70,986	78,899	61,524	
Total GHG emissions (Scope 1 & 2)	Tonne CO ₂ e	366,195	366,869	339,784 ¹⁹	-7.4%
Total GHG emissions (Scope 1 & 2) intensity	Tonne CO ₂ e/HK\$ million revenue	15.8	16.0	14.8	-7.5%
Water Consumption					
Municipal water used	m ³	1,165,175	1,274,208	1,262,486 ²⁰	-0.9%
Water intensity	m ³ /HK\$ million revenue	50.4	55.5	54.9	-1.1%
Waste					
Hazardous Waste Disposed²¹					
Chemical waste disposed (liquid) ²²	Tonne	603	626	847	
Chemical waste disposed (solid)	Tonne	58	62	86	
Total chemical waste disposed	Tonne	661	688	933 ²³	+35.9%

Parameter	Units	FY2018 ³	FY2019	FY2020 ⁴	Year-on-year % change
Non-Hazardous Waste Disposed					
General waste to landfills (Exclude Hip Hing Group)	Tonne	3,913	4,052	2,969	
C&D waste to landfills (Only Hip Hing Group)	Tonne	51,751	52,325	45,935	
C&D waste to sorting facility	Tonne	42,127	36,126	12,628	
Total non-hazardous waste to landfill ²⁴	Tonne	97,791	92,502	61,532 ²⁵	-33.5%
Total non-hazardous waste intensity	Tonne/HK\$ million revenue	4.2	4.0	2.7	-33.6%
Total C&D waste generated ²⁶	Tonne	876,619	783,963	1,177,407 ²⁷	
Materials recycled					
Inert C&D waste (to public fill facility)	Tonne	782,741	695,513	1,118,843 ²⁸	
Food waste	Tonne	11	233	130	
Cooking oil	Tonne	10.0	9.4	4.2	
Paper	Tonne	323	262	228	
Plastics bottles	Tonne	2.0	2.6	2.2	
Aluminum cans	Tonne	0.2	1.3	1.3	
Glass bottles	Tonne	40	35	16	
Total materials recycled	Tonne	783,128	696,056	1,119,225 ²⁹	60.8%

¹ Majority of figures are rounded to whole number unless otherwise presented with decimals as appropriate.

² The amount of revenue used to calculate intensities denotes only revenues of business units under the sustainability reporting scope. Revenue from Hip Hing Group was discounted using Architectural Services Department (ArchSD) Building Works Tender Price Index, Civil Engineering and Development Department (CEDD) Works Index and Labour Cost index from the Census and Statistics Department, HKSAR for buildings, infrastructure and civil projects respectively. Fare revenue was used for NWFB and Citybus.

³ Since NWCON became a wholly-owned subsidiary under NWD since 2019, the data in FY2018 was adjusted for like-for-like comparison.

⁴ Sustainability performance data does not include Kai Tai Sports Park as Hip Hing Group is not the main contractor of the project. Kai Tak Sports Park Limited, a subsidiary of NWD, is the main contractor of the project.

⁵ Road air emission factors are based on the Hong Kong Environmental Protection Department's (EPD) EMFAC-HK Vehicle Emission Calculation model and the United States Environmental Protection Agency's (USEPA's) Vehicle Emission Modeling Software — MOBILE6.1. Marine air emissions are calculated according to the harbour craft emission estimation methodology in the Port of Los Angeles Inventory of Air Emissions 2005 Technical Report. PM emission refers to respirable suspended particles (PM10).

⁶ FY2020 is the first year to include company owned vehicles from all in-scope business units (excluding contract cars from Hip Hing Group's projects).

⁷ The relatively significant increment of SOx emission from FY2019 was due to two main sources: increase of traffic flow of inner-harbour ferry and the extensive usage of two diesel-run vans owned by NWFF.

⁸ Energy conversion factors of different fuel types are referenced from Greenhouse Gas Inventory Guidance: Direct Emissions from Stationary Combustion Sources, January 2016, published by USEPA.

⁹ As main user of diesel within the Group, NWFB and Citybus has reduced over 6% of diesel consumption in FY2020. The main reason being impact from social unrest and COVID-19.

¹⁰ Hip Hing Group: The percentage of use of biodiesel of the total diesel consumption was increased from 80% in FY2019 to 89% in FY2020.

¹¹ The increase of unleaded petrol consumption was due to the vehicles owned by newly added business units: Changliu Expressway, FTLife Insurance and the new passenger car from Free Duty.

¹² Besides continual energy saving measures (including electricity), over 20% reduction of electricity use in FY2020 was mainly due to the reduced usage from HML, Hip Hing Group and Free Duty, which has consumption reduced by 31%, 30% and 17% respectively, comparing to FY2019. The significant reduction for HML and Free Duty was due to the impact from COVID-19. For Hip Hing Group, the main reasons for reduction were due to COVID-19, the total number of projects and the number of projects at the relatively less energy-intensive phase in F2020. Electricity use profile in FY2020: HML (44%), Hip Hing Group (27%), NWFB and Citybus (13%), Roads (11%), and others (5%).

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- ¹³ Each unit of Towngas consumption has a heat value of 48 MJ.
- ¹⁴ Reduction of Towngas consumption in FY2020 was due to the reduced usage by HML due to COVID-19.
- ¹⁵ Besides continuous measures on energy saving that were being implemented, the most significant energy reduction was due to: HML and NWFB and Citybus' reduction in energy use resulting from social unrest and COVID-19; Hip Hing Group's reduction in electricity use was subject to the fewer number of sites and the stage of construction projects during the reporting year (refer to previous note regarding Electricity Consumption).
- ¹⁶ The scope covers the grid-connected solar panels installed in the rooftop of the HKCEC, NWFF's Cheung Sha Wan office, and NWFB and Citybus' Chai Wan Depots. The installed renewables covered are for the fit-in-tariff scheme in Hong Kong, therefore their energy generated will not offset the overall Group's usage.
- ¹⁷ Greenhouse Gas (GHG) emissions were calculated based on the Guidelines to Account for and Report on Greenhouse Gas Emissions and Removals for Buildings (Commercial, Residential or Institutional Purposes) in Hong Kong, 2010 Edition published by the Environmental Protection Department and the Electrical and Mechanical Services Department, which includes CO₂, methane (CH₄) and nitrous oxide (N₂O) of Scope 1 and 2 emissions. The GHG emission factor (EF) for biodiesel is referenced from the "Greenhouse gas reporting: conversion factors 2020" from the Department for Environment, Food & Rural Affairs (DEFRA) of UK.
- ¹⁸ For Hong Kong operations, EF adopted for purchased electricity are 0.81 kgCO₂e/kWh and 0.50 kgCO₂e/kWh respectively as provided by HK Electric Investments and CLP, subjecting to the location of operation. The EF for Towngas is 0.597 kgCO₂e/unit as provided by The Hong Kong and China Gas Company Limited. For China operations, EF adopted for purchased electricity was referenced from 2012 中國區域電網平均二氧化碳排放因子 (kgCO₂/kWh) : <http://www.ccchina.org.cn/archiver/ccchinacn/UpFile/Files/Default/20140923163205362312.pdf>
- ¹⁹ Key contributor of our GHG emission was from energy use. While continuous measures on energy saving were being implemented, the reduction of GHG emission was due to reduction in energy use as explained in the previous note about Energy Consumption.
- ²⁰ Figure excludes water consumption at NWS Corporate Office and FTLife Insurance's offices as the amount of water use is not available as rental premises in Hong Kong.
- ²¹ Chemical waste is the only type of hazardous wastes within the in-scope business units. Chemical waste is properly stored at the premise of the business operations and handled by qualified third-party contractors for disposal as required by local regulations.
- ²² The weight of chemical waste disposed (liquid) is converted by using the density figure 1.0kg/litre from the Australian Hazardous Waste Data and Reporting Standard 2017 revision.
- ²³ Increase in the overall chemical waste disposal was mainly from NWFB and Citybus: (1) the replacement and disposal of car batteries at the end of replacement cycle in FY2020, and (2) the increased frequency of liquid chemical waste removal from underground storage tanks.
- ²⁴ "Total non-hazardous waste to landfill" is the summation of "General waste to landfills (Exclude Hip Hing Group)", "C&D waste to landfills (Only Hip Hing Group)" and "C&D waste to sorting facility".
- ²⁵ The significant reduction of "Total non-hazardous waste to landfill" was mainly due to less waste generation from HML and Hip Hing Group.
- ²⁶ "Total C&D waste generated" is the summation of "C&D waste to landfills" (Only Hip Hing Group), "C&D waste to sorting facility" and "Inert C&D waste (to public fill facility)".
- ²⁷ The significant increase of "Total C&D waste generated" was due to the increase in "Inert C&D waste (to public fill facility)".
- ²⁸ The significant increase of "Inert C&D waste (to public fill facility)" was due to (1) the project stage of two main site formation and foundation projects that generated higher quantity of C&D materials which was sent to the public fill facility for reuse purpose, and (2) the enhanced sorting of inert C&D materials, reducing the use of sorting facility.
- ²⁹ The significant increase of "Total materials recycled" was due to the increase in "Inert C&D waste (to public fill facility)".

Social Data Summary

Parameter		Units	FY2018 ³⁰	FY2019	FY2020
Workforce					
Total Number of Employees ³¹		No. of employees	11,989	10,798	11,427
By Gender	Male	No. of employees	9,780	8,889	9,183
	Female	No. of employees	2,209	1,909	2,244
By Employment Type	Full-time Employment	No. of employees	11,667	10,488	11,228
	Part-time Employment	No. of employees	322	310	199
By Contract Type	Permanent Contract	No. of employees	10,797	9,462	9,506
	Fixed-term or Temporary Contract	No. of employees	1,192	1,336	1,921
By Seniority	Operational Staff	No. of employees	n/a	9,363	9,460
	General Staff	No. of employees	n/a	825	1,065
	Assistant Manager	No. of employees	n/a	235	299
	Manager and Senior Manager	No. of employees	n/a	290	463
	Assistant General Manager and above	No. of employees	n/a	85	140
By Geographical Region	Hong Kong	No. of employees	11,316	10,145	10,575
	Mainland China	No. of employees	673	653	851
	Others	No. of employees	0	0	1
By Age Group	< 30 years old	No. of employees	1,636	1,367	1,540
	30-50 years old	No. of employees	4,915	4,372	4,999
	> 50 years old	No. of employees	5,438	5,059	4,888
Total New Hires ³²		No. of employees	1,830	1,350	1,266
New Hires Rate ³³		%	15.3	12.5	11.1
Total Number of Leavers ³⁴		No. of employees	1,750	1,177	1,459
Turnover Rate ³⁵		%	14.6	10.9	12.8
Health and Safety					
Total Hours Worked		No. of hours	3,121,372	26,938,630	27,447,237
Work-related Lost-time Injuries (Sick Leave > 0 day)		No. of cases	n/a	362	235
Reportable Work-related Injuries (Sick Leave > 3 days)		No. of cases	n/a	274	200
Work Day Lost Due to Work-related Injuries		No. of days	18,581	14,604	21,527 ³⁶
Lost-day Rate ³⁷		per 100 employees	n/a	108	157
Lost-time Injury Rate (LTIR) ³⁸		per 100 employees	2.4	2.7	1.7
Work-related Fatalities		No. of cases	0	1	1 ³⁹
Fatality Rate ⁴⁰		%	0	0.01	0.01
Training					
Average Training Hours per Employee		No. of hours	14.8	16.0	11.8
Average Training Hours per Employee (by Gender)	Male	No. of hours	15.2	15.8	12.0
	Female	No. of hours	12.9	17.1	10.9
By Types of Training	Anti-corruption	No. of hours	n/a	667	2,783
	Corporate Culture	No. of hours	n/a	13,147	8,630
	Environmental Protection	No. of hours	n/a	2,483	2,486
	Occupational Health & Safety	No. of hours	n/a	26,362	24,040
	Professional Development	No. of hours	n/a	130,064	94,094
Average Training Hours per Employee (by Seniority)	Operational Staff	No. of hours	14.7	16.4	11.6
	General Staff	No. of hours	13.8	12.9	15.0
	Assistant Manager	No. of hours	18.7	17.3	11.8
	Manager and Senior Manager	No. of hours	15.9	10.6	10.1
	Assistant General Manager and above	No. of hours	18.9	11.8	9.3

Appendix

Detailed Breakdown in FY2020

Parameter		Units	Male	Female
Workforce				
By Geographical Region	Hong Kong	No. of employees	8,714	1,861
	Mainland China	No. of employees	469	382
	Others	No. of employees	0	1
By Employment Type, Gender and Region	Full-time	No. of employees	9,061	2,167
	Part-time	No. of employees	122	77
By Contract Type and Gender	Permanent Contract	No. of employees	7,599	1,907
	Fixed-term or Temporary Contract	No. of employees	1,584	337
By Seniority and Gender	Operational Staff	No. of employees	8,060	1,400
	General Staff	No. of employees	540	525
	Assistant Manager	No. of employees	196	103
	Manager and Senior Manager	No. of employees	295	168
	Assistant General Manager and above	No. of employees	92	48
New Hires				
By Gender		No. of employees	887	379
New Hires Rate by Gender		%	7.8	3.3
By Geographical Region and Gender	Hong Kong	No. of employees	778	272
	Mainland China	No. of employees	109	107
	Others	No. of employees	0	0
By Age Group and Gender	< 30 years old	No. of employees	336	150
	30-50 years old	No. of employees	355	179
	> 50 years old	No. of employees	196	50
New Hires Rate by Geographical Region ⁴¹	Hong Kong	%		9.2
	Mainland China	%		1.9
	Others	%		0

Parameter		Units	Male	Female
Turnover				
Leavers by Gender		No. of employees	1,134	325
Turnover Rate by Gender ⁴²		%	9.9	2.8
By Geographical Region and Gender	Hong Kong	No. of employees	1,099	292
	Mainland China	No. of employees	35	33
	Others	No. of employees	0	0
Turnover Rate by Geographical Region ⁴³	Hong Kong	%	12.2	
	Mainland China	%	0.6	
	Others	%	0	
By Age Group and Gender	< 30 years old	No. of employees	243	84
	30-50 years	No. of employees	371	162
	> 50 years old	No. of employees	520	79
Turnover Rate by Age Group ⁴⁴	< 30 years old	%	2.9	
	30-50 years	%	4.7	
	> 50 years old	%	5.2	
Parental Leave				
Employees who took Parental Leave		No. of employees	99	41
Employees returned to work after Parental Leave ended		No. of employees	97	37
Return-to-work Rate by Gender ⁴⁵		%	98	90

³⁰ "n/a" indicates the corresponding data is not available. FY2019 was the first year to disclose social data.

³¹ Total Number of Employees refers to the number of employees of the in-scope business units under Sustainability Report as of 30 June of the respective year.

³² New Hires covers permanent employees only since FY2019.

³³ New Hires Rate is calculated as the Number of New Hires divided by the Total Number of Employees.

³⁴ Total Number of Leavers includes both voluntary and involuntary leavers as of 30 June of the respective year.

³⁵ Turnover Rate is calculated as the Total Number of Leavers divided by Total Number of Employees.

³⁶ Total Number of Work Day Lost due to Work-related Injuries was adjusted in FY2020 to align with the Labour Department's definition (i.e. excludes only statutory holidays).

³⁷ Lost-day Rate represents the number of Work Day Lost due to Work-related Injuries per 100 employees per year. It is calculated as the total number of Work Day Lost due to Work-related Injuries divided by the Total Hours Worked and multiplied by 200,000. The factor 200,000 is the annual hours worked by 100 employees, based on 40 hours per week for 50 weeks a year.

³⁸ Lost-time Injury Rate (LTIR) represents the number of injuries per 100 employees per year. It is calculated as the number of Work-related Lost-time Injuries divided by the Total Hours Worked and multiplied by 200,000. The factor 200,000 is the annual hours worked by 100 employees, based on 40 hours per week for 50 weeks a year.

³⁹ In July 2019, a traffic accident involving Citybus resulted in 1 death of bus captain with more than 10 others injured. Investigation of the accident was conducted and the respective follow-up actions were implemented. Immediate supporting arrangement for the deceased was made. Follow-ups on the condition of the injured passengers are on-going.

⁴⁰ Fatality Rate is calculated as the number of Work-related Fatalities divided by the total Number of Employees.

⁴¹ New Hires Rate by Geographical Region is calculated as the number of New Hires in the corresponding region divided by Total Number of Employees.

⁴² Turnover Rate by Gender is calculated as the number of Leavers by respective gender divided by the Total Number of Employees.

⁴³ Turnover Rate by Geographical Region is calculated as the number of Leavers in the corresponding region divided by the Total Number of Employees.

⁴⁴ Turnover Rate by Age Group is calculated as the number of Leavers of respective age group divided by the Total Number of Employees.

⁴⁵ Return-to-work Rate by Gender is calculated as the number of Employees Returned to work after Parental Leave ended divided by the Number of Employees who took Parental Leave.

Appendix

GRI Standards Content Index

The following table indicates the location of or direct response to GRI Standards disclosures included in this report and other publicly available NWS Holdings documents.

GRI Standards	Disclosure Title	Section/Remarks
GRI 102: General Disclosure 2016		
Organizational Profile		
102-1	Name of the organization	About this Sustainability Report
102-2	Activities, brands, products, and services	Corporate Profile of Annual Report 2020
102-3	Location of headquarters	Corporate Governance Report of Annual Report 2020
102-4	Location of operations	Project Key Facts and Figures of Annual Report 2020
102-5	Ownership and legal form	Corporate Governance Report of Annual Report 2020
102-6	Markets served	Management Discussion and Analysis of Annual Report 2020
102-7	Scale of the organization	Environmental Performance Data Summary; Social Data Summary
102-8	Information on employees and other workers	Social Data Summary
102-9	Supply chain	Sustainability Governance and Management
102-10	Significant changes to the organization and its supply chain	No significant changes in supply chain during the reporting period
102-11	Precautionary Principle or approach	Sustainability Governance and Management
102-12	External initiatives	Sustainability Governance and Management
102-13	Membership of associations	Memberships and Affiliations
Strategy		
102-14	Statement from senior decision-maker	Message from the Chairman of the Sustainability Committee
Ethics and Integrity		
102-16	Values, principles, standards, and norms of behaviour	Sustainability Governance and Management
Governance		
102-18	Governance structure	Sustainability Governance and Management
Stakeholder Engagement		
102-40	List of stakeholder groups	Stakeholders Engagement and Materiality
102-41	Collective bargaining agreements	Human Capital
102-42	Identifying and selecting stakeholders	Stakeholders Engagement and Materiality
102-43	Approach to stakeholder engagement	Stakeholders Engagement and Materiality
102-44	Key topics and concerns raised	Stakeholders Engagement and Materiality

GRI Standards	Disclosure Title	Section/Remarks
Reporting Practice		
102-45	Entities included in the consolidated financial statements	Reports and Financial Statements of Annual Report 2020
102-46	Defining report content and topic boundaries	Stakeholders Engagement and Materiality
102-47	List of material topics	Stakeholders Engagement and Materiality
102-48	Restatements of information	Environmental Performance Data Summary; Social Data Summary
102-49	Changes in reporting	About this Sustainability Report
102-50	Reporting period	About this Sustainability Report
102-51	Date of most recent report	Our previous report was published in December 2019
102-52	Reporting cycle	Annually
102-53	Contact point for questions regarding the report	About this Sustainability Report
102-54	Claims of reporting in accordance with the GRI Standards	About this Sustainability Report
102-55	GRI content index	GRI Standards Content Index
102-56	External assurance	About this Sustainability Report; Verification Statement
GRI 201: Economic Performance 2016		
103	Management approach	Sustainability Governance and Management
201-1	Direct economic value generated and distributed	Reports and Financial Statements of Annual Report 2020
GRI 203: Indirect Economic Impacts 2016		
103	Management approach	Stakeholders Engagement and Materiality
203-1	Infrastructure investments and services supported	Better Community
GRI 204: Procurement Practices 2016		
103-1	Management approach	Sustainability Governance and Management
204-1	Proportion of spending on local suppliers	Sustainability Governance and Management
GRI 205: Anti-Corruption 2016		
103	Management approach	Sustainability Governance and Management
205-2	Communication and training about anti-corruption policies and procedures	Sustainability Governance and Management; Social Data Summary
205-3	Confirmed incidents of corruption and actions taken	Sustainability Governance and Management

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GRI Standards	Disclosure Title	Section/Remarks
GRI 206: Anti-Competitive Behaviour 2016		
103	Management approach	Sustainability Governance and Management
206-1	Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices	Sustainability Governance and Management
GRI 302: Energy 2016		
103	Management approach	Sustainability Governance and Management; Stakeholders Engagement and Materiality; Smart Environment
302-1	Energy consumption within the organization	Environmental Performance Data Summary
302-3	Energy intensity	Environmental Performance Data Summary
302-4	Reduction of energy consumption	Smart Environment
GRI 303: Water and Effluents 2018		
103	Management approach	Sustainability Governance and Management; Smart Environment
303-1	Interactions with water as a shared resource	Smart Environment
303-2	Management of water discharge-related impacts	Smart Environment
303-5	Water consumption	Environmental Performance Data Summary
GRI 305: Emissions 2016		
103	Management approach	Sustainability Governance and Management; Stakeholders Engagement and Materiality; Smart Environment
305-1	Direct (Scope 1) GHG emissions	Environmental Performance Data Summary
305-2	Energy indirect (Scope 2) GHG emissions	Environmental Performance Data Summary
305-4	GHG emissions intensity	Environmental Performance Data Summary
305-5	Reduction of GHG emissions	Smart Environment
305-7	Nitrogen oxides (NO _x), sulfur oxides (SO _x), and other significant air emissions	Environmental Performance Data Summary
GRI 306: Waste 2020		
103	Management approach	Sustainability Governance and Management; Smart Environment
306-1	Waste generation and significant waste-related impacts	Smart Environment
306-2	Management of significant waste-related impacts	Smart Environment
306-3	Waste generated	Environmental Performance Data Summary
306-4	Waste diverted from disposal	Environmental Performance Data Summary
306-5	Waste directed to disposal	Environmental Performance Data Summary

GRI Standards	Disclosure Title	Section/Remarks
GRI 307: Environmental Compliance 2016		
103	Management approach	Sustainability Governance and Management
307-1	Non-compliance with environmental laws and regulations	Smart Environment
GRI 401: Employment 2016		
103	Management approach	Sustainability Governance and Management; Human Capital
401-1	New employee hires and employee turnover	Social Data Summary
401-3	Parental leave	Social Data Summary
GRI 403: Occupational Health & Safety 2018		
103	Management approach	Sustainability Governance and Management; Stakeholders Engagement and Materiality; Human Capital
403-1	Occupational health and safety management system	Human Capital
403-2	Hazard identification, risk assessment, and incident investigation	Human Capital
403-3	Occupational health services	Human Capital
403-4	Worker participation, consultation, and communication on occupational health and safety	Human Capital
403-5	Worker training on occupational health and safety	Human Capital
403-6	Promotion of worker health	Human Capital
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Human Capital; Better Community
403-9	Work-related injuries	Social Data Summary
GRI 404: Training and Education 2016		
103	Management approach	Sustainability Governance and Management; Human Capital
404-1	Average hours of training per year per employee	Social Data Summary
404-2	Programs for upgrading employee skills and transition assistance programs	Human Capital

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GRI Standards	Disclosure Title	Section/Remarks
GRI 405: Diversity and Equal Opportunity 2016		
103	Management approach	Sustainability Governance and Management; Human Capital
405-1	Diversity of governance bodies and employees	Human Capital; Social Data Summary
GRI 406: Non-Discrimination 2016		
103	Management approach	Sustainability Governance and Management; Human Capital
406-1	Incidents of discrimination and corrective actions taken	Human Capital
GRI 413: Local Communities 2016		
103	Management approach	Better Community
413-1	Operations with local community engagement, impact assessments, and development programs	Better Community
GRI 416: Customer Health and Safety 2016		
103	Management approach	Sustainability Governance and Management; Stakeholders Engagement and Materiality
416-1	Assessment of the health and safety impacts of product and service categories	Better Community
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	Better Community
GRI 418: Customer Privacy 2016		
103	Management approach	Sustainability Governance and Management; Stakeholders Engagement and Materiality
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Sustainability Governance and Management
GRI 419: Socioeconomic Compliance 2016		
103	Management approach	Sustainability Governance and Management; Human Capital
419-1	Non-compliance with laws and regulations in the social and economic area	The Group has not identified any significant non-compliance with laws and/or regulations in the social and economic area

Awards and Recognitions

Organizer	Awards and Recognitions	Companies
Construction Industry Council	Construction Industry Volunteer Award	Hip Hing, Vibro
Employees Retraining Board	ERB Manpower Developer Award Scheme	Hip Hing, Vibro, FTLife Insurance, NWFB & Citybus, HML
Environmental Campaign Committee/Environmental Protection Department	Hong Kong Green Organisation 2019 Hong Kong Awards for Environmental Excellence Hong Kong Awards for Environmental Excellence (Transport & Logistics)	HML Hip Hing (Silver), NWFB & Citybus (Bronze Award) NWFF (Certificate of Merit)
Green Council	Hong Kong Green Awards 2019	Hip Hing (Gold, Bronze, Merit)
Hang Seng Indexes Company Limited	Constituent stock in Hang Seng Corporate Sustainability Benchmark Index	NWS Holdings
Home Affairs Bureau/Family Council	Family-Friendly Employers Award Scheme	HML (Award for Breastfeeding Support)
Hong Kong Construction Association	Hong Kong Construction Environmental Awards HKCA Construction Safety Award	Hip Hing, Vibro Hip Hing, Vibro
Hong Kong Housing Authority	Quality Public Housing Construction and Maintenance Awards 2019	Hip Hing, Vibro
Hong Kong Productivity Council	The 10th Hong Kong Outstanding Corporate Citizenship Awards	Hip Hing (Merit), NWS Holdings (Silver), NWFB & Citybus (Bronze), NWFF (Corporate Citizenship Logo), HML (Corporate Citizenship Logo)
Human Resources Magazine	HR Distinction Awards 2019	NWS Corporate Office (Excellence in Workplace Wellbeing)
Job Market	Employer of Choice Award 2019 Learning & Development Award	FTLife Insurance FTLife Insurance
Occupational Safety & Health Council	Joyful @ Healthy Workplace Award 2019-2020 Occupational Health and Award 2019-20 The 18th Hong Kong Occupational Safety & Health Award	FTLife Insurance (Excellence Award) Hip Hing (Excellence Award) Hip Hing
The Asset	The Asset ESG Corporate Awards 2019	NWS Corporate Office (Gold Award)

Appendix

Organizer	Awards and Recognitions	Companies
The Hong Kong Council of Social Service	Outstanding Partnership Award (for "NWS Career Navigation for Youth") Barrier-free Companies/Organisations 18/19 Caring Company Logo	NWS Corporate Office NWFB & Citybus NWS Corporate Office (15 years+), FTLife Insurance (15 years+), NWFB & Citybus (15 years+), NWFF (15 years+), HML (15 years+), Free Duty (10 years+)
The Hong Kong General Chamber of Small and Medium Business Ltd.	Partner Employer Award 2019	Free Duty (Outstanding Enterprise)
The Hong Kong Institute of Certified Public Accountants	Best Corporate Governance Award 2019	NWS Corporate Office (Commendation on Website Corporate Governance Information)
The Hong Kong Management Association	Hong Kong Sustainability Award 2018/2019	NWS Corporate Office (Certificate of Excellence)
World Green Organisation	Sustainable Business Award 2019 Sustainable Leadership Award 2019	NWS Corporate Office NWS Corporate Office
World HRD Congress	Asia's Dream Company to Work for – Dream Employer of the Year HR Tech Leadership – The Most Engaged Workplace 10th Asia's Best Employer Brand Awards – Best Employer Brand Award 10th Asia's Best Employer Brand Awards – Promoting Health in the Workplace	NWS Corporate Office

Memberships and Affiliations

Organizer	Memberships and Affiliations	Companies
Business Environment Council	Low Carbon Charter	NWS Corporate Office
Environment Bureau	Charter on External Lighting	FTLife Insurance
Environment Bureau and Electrical & Mechanical Services Department	Energy Saving Charter Energy Saving Charter on “No ILB”	NWFB & Citybus Hip Hing, Free Duty
Environmental Protection Department	Food Wise Charter	HML
Hong Kong Exhibition & Convention Industry Association	Executive Committee member	HML
Labour Department	Good Employer Charter	HML, NWFF, Free Duty
Occupational Safety and Health Council	Occupational Safety Charter	NWFB & Citybus
The Equal Opportunities Commission	The Racial Diversity & Inclusion Charter for Employers	NWS Corporate Office, Free Duty
The International Congress and Convention Association	Member	HML
UFI The Global Association of the Exhibition Industry	The Global Association of the Exhibition Industry – Board Member	HML

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