

Environmental, Social and Governance Report

The Trust takes a holistic approach to develop our sustainability strategy and integrate it into our decision-making processes of our business. We have formulated the 2030 sustainability blueprint to manage our environmental, social and governance (“ESG”) performance. With our efforts to optimise our environmental and wellness initiatives, we attained WELL Platinum certification and BEAM Plus Platinum certification for Three Garden Road and Langham Place Mall respectively.



Sustainability Vision

Embracing sustainability is an indispensable part of Champion REIT's corporate culture and business direction. The Trust strongly believes that sustainable development is fundamental to the viability of our business, which will in turn create long-term values for our stakeholders and members of the community.

The Sustainability Working Group steered the ESG initiatives of the Trust effectively throughout the year. To push forward the long-term ESG development, the Trust has formulated a total of 14 long-term targets in this respect.

Reporting Standard and Scope

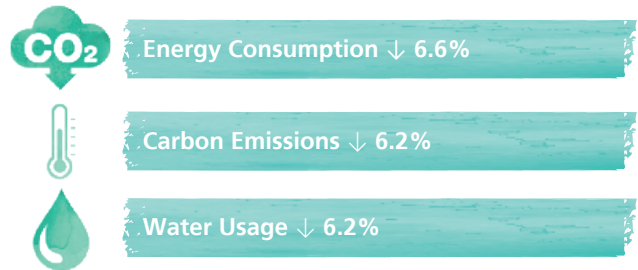
This report is prepared in accordance with the Stock Exchange of Hong Kong Limited ("HKEX") ESG Reporting Guide under Appendix 27 of the Main Board Listing Rules. Champion REIT has upped its game to go beyond the mandatory ESG reporting requirements of HKEX by disclosing material ESG-related risks and setting targets for ESG key performance indicators.

The scope of this report includes all areas of Champion REIT's business, including the operations of Three Garden Road and Langham Place. The stakeholder engagement and materiality assessment conducted in 2018 were taken into account for defining the material topics for inclusion in this report.

Performance Highlights

In the past year, we spared no effort in bringing positive impacts to our community and environment. The areas we focused on included pursuing international sustainability benchmarks, attaining wellness and green building certifications, engaging stakeholders through "Champion our Wellness" initiatives, and improving internal sustainability awareness.

Environmental Impacts



Building Certifications



WELL Building Standard
Platinum (Three Garden Road)



BEAM Plus Existing Building
Platinum (Langham Place Mall)

International Sustainability Benchmarks



Global Real Estate
Sustainability Benchmark
— Green Star recognition &
Grade A rating on Public
Disclosure



Hang Seng Corporate
Sustainability Index
Series Member 2019-2020

Hang Seng Corporate
Sustainability Benchmark Index
— Constituent of the index for
four consecutive years

Sustainability Awards



Hong Kong Management
Association
— Sustainability Grand Award



The Chamber of HK Listed
Companies
— Award for Sustainability
Excellence

Environmental, Social and Governance Report







Sustainability Strategy




We take a holistic approach to develop our sustainability strategy and integrate it into the decision-making processes of our business. We are committed to fostering a strong sustainability culture across all business units of the Trust, with both top-down and bottom-up approaches to engage every individual employee in the journey.

Through the stakeholder engagement exercises, and benchmarking our performance against international sustainability ratings, we understand stakeholders' expectations. It has helped identify key ESG focus areas that are core to Champion REIT.

2030 ESG Targets

This year, the Trust has formulated the 2030 sustainability blueprint to manage our ESG performance in a measurable and systematic approach. The blueprint lays out 14 long-term targets in alignment with nine of the Sustainable Development Goals ("SDGs") of the United Nations. We have also taken into account insights collected from the stakeholder engagement exercises. We will engage internal and external stakeholders to work together to achieve the long-term targets. The progress of the targets will be reviewed annually.

Aspect	Focus Area	2030 Target	Plan for 2020
Environment      	Energy and carbon emissions	<ul style="list-style-type: none"> 42% reduction on carbon intensity by 2030¹ 	<ul style="list-style-type: none"> Develop measures on enhanced use of energy Install over 50 panels of solar energy at our properties
	Water	<ul style="list-style-type: none"> 25% reduction on water consumption intensity by 2030² 	<ul style="list-style-type: none"> Install water-saving flow regulators for faucets at our properties
	Waste	<ul style="list-style-type: none"> Develop a well established waste tracking system to facilitate future waste management initiatives and minimise waste generated from operations 	<ul style="list-style-type: none"> Develop a well established waste tracking system
	Climate change	<ul style="list-style-type: none"> Develop a Climate Change Resilience Policy and mitigation plan Reduce the impacts of climate change 	<ul style="list-style-type: none"> Conduct research for the Climate Change Resilience Policy
	Green buildings	<ul style="list-style-type: none"> Achieve the highest rating of green building certification Adopt at least one innovation of green building feature every two years Establish a Green Lease Partnership Programme 	<ul style="list-style-type: none"> Obtain the Platinum rating of WELL building certification for Three Garden Road Combine chiller plants in the period from 2020 to 2021 at Three Garden Road to enhance energy efficiency Establish the framework for the Green Lease Partnership Programme

Aspect	Focus Area	2030 Target	Plan for 2020
Social    	Safety	<ul style="list-style-type: none"> Maintain zero fatality and work injuries among our employees 	<ul style="list-style-type: none"> Ongoing health and safety trainings
	Well-being	<ul style="list-style-type: none"> Maintain IAQ Certification of Excellence Class every year for all premises Develop Health and Well-being Policy Conduct well-being survey for both our employees and tenants 	<ul style="list-style-type: none"> Ongoing practices to maintain excellent level of indoor air quality Conduct research for the Health and Well-being Policy Carry out well-being survey for employees
	Training and development	<ul style="list-style-type: none"> 50% increase on average training hours of our employees by 2030³ Develop training and development plan aligned with sustainability strategy Arrange sustainability-related trainings to all Board members and employees 	<ul style="list-style-type: none"> Achieve 5-10% increase on average training hours Conduct research for the training and development plan
	Stakeholder engagement	<ul style="list-style-type: none"> 50% increase on the resources devoted to stakeholder engagement by 2030³ Develop ongoing stakeholder engagement plan 	<ul style="list-style-type: none"> Achieve 5-10% increase on resources devoted to stakeholder engagement Conduct research for the ongoing engagement plan
	Community investment	<ul style="list-style-type: none"> 25% increase on volunteer service hours by 2030³ Measure and report impacts of community investment 	<ul style="list-style-type: none"> Achieve 3-5% increase on volunteer service hours
	Diversity and inclusion	<ul style="list-style-type: none"> Promote gender equality through awareness trainings and sharing 	<ul style="list-style-type: none"> Launch activities to promote gender diversity
Governance  	Board	<ul style="list-style-type: none"> Formally set up Nomination Committee Further enhance the Board's involvement in sustainability matters 	<ul style="list-style-type: none"> Review and monitor the performance against ESG-related targets
	ESG Policy	<ul style="list-style-type: none"> Establish integrated ESG Framework and Policies Strengthen governance through best practice of documentation and regulatory procedures 	<ul style="list-style-type: none"> Formalise the integrated ESG Framework and Policies
	Supply chain management	<ul style="list-style-type: none"> Develop a structured green procurement system Conduct supply chain risk assessments 	<ul style="list-style-type: none"> Conduct research for the structured green procurement system and assessments

1: Tonne CO₂ equivalent per square metre; compared with base year 2011

2: Cubic metre per square metre; compared with base year 2014

3: Compared with base year 2018

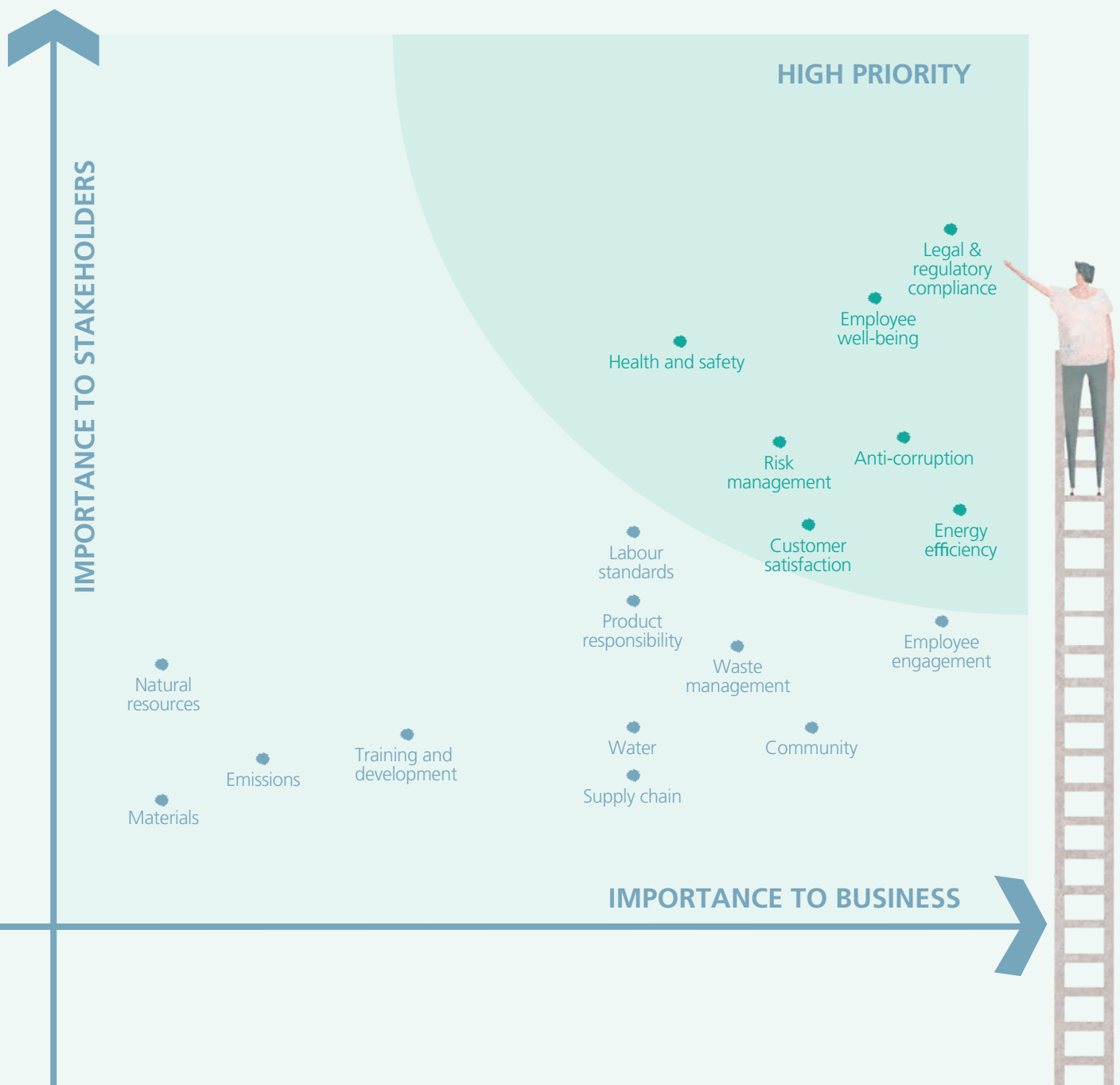
Environmental, Social and Governance Report

Stakeholder Engagement

We conduct stakeholder engagement exercises periodically to identify sustainability topics that are of high importance to the Trust from their perspectives. Through a series of extensive engagement sessions with internal and external stakeholders (employees, tenants, suppliers, investors and

media) conducted in 2018, a total of 18 material topics were summarised in the matrix and a list of high priority issues was generated. Based on the feedback from the stakeholders, we have taken into account the high priority issues and incorporated them into our ESG targets.

Stakeholder-driven Materiality Review



Top Material Issues

High Priority Topics	Stake Groups Concerned	Mapping with 2030 Targets
Legal and regulatory compliance	All stakeholder groups	Targets of Board; ESG Policy; supply chain management
Employee well-being	Employees	Target of well-being
Health and safety	All stakeholder groups	Target of safety
Anti-corruption	Investors and business partners	Targets of Board; ESG Policy; supply chain management
Risk management	Investors and business partners	Targets of climate change; Board
Energy efficiency	Employees, tenants and investors	Targets of energy and carbon emissions
Customer satisfaction	Tenants and employees	Targets of well-being; stakeholder engagement

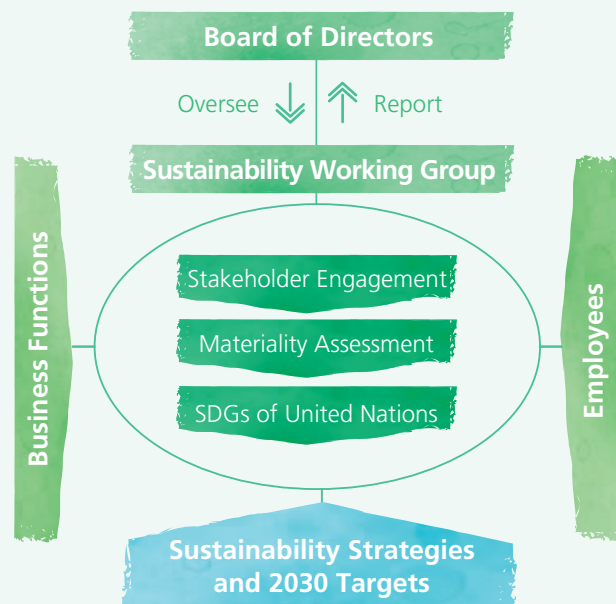
Sustainability Governance

Board and Senior Management's Engagement in Sustainability Matters

The Board of Directors plays a primary role in overseeing the Trust's sustainability endeavours of every facet of the business, including ESG targets, sustainability strategies and risk management. Board members receive ESG-related updates and trainings where necessary.

The Sustainability Working Group chaired by the CEO was set up for the implementation of the sustainable development measures. The working group meets and reports the sustainability progress to the Board of Directors quarterly. Senior management and all key business functions are included in the working group, covering asset management, leasing, property management, investor relations, risk management, marketing and corporate communications. Members of working group also receive ESG-related trainings and updates where appropriate. Under this comprehensive framework, the working group communicates our strategies thoroughly with all employees, inspiring great ideas from them to move forward our sustainability development.

Sustainability Working Group



Environmental, Social and Governance Report

ESG Framework and Policies

We have strengthened our ESG Framework and Policies, which steer our business practices in line with market trends and industry standards. The ESG Framework aims to provide guiding principles for incorporating sustainability practices seamlessly into our business operations, and safeguarding the interests of our stakeholders. We strive to attain a high standard of corporate governance by enhancing our business practices relentlessly. The Nomination Committee of the REIT Manager, splitting from the existing Audit Committee, aiming to enhance the effectiveness of the Board and to uphold a high standard of integrity was established in November 2019.



Environment Policy



Social Responsibility Policy



Governance Framework

Risk Management

The Risk Management Framework is integral to developing the strategy that drives business objectives of the Trust. The Board provides oversight of the risk management process. With the adoption of an integrated top-down (for risks of corporate level) and bottom-up approach (for risks of operation level), the risk management process is incorporated into the daily operations. All employees are fully equipped to stay vigilant to potential risks in the operations. Our Risk Management Team evaluates impacts of the potential risks in order to identify major risks in our business. All major risks and mitigation plans are brought to the attention of the Board of Directors through the Audit Committee.

Cyber security has been identified as one of the major risks through the risk management process. A series of risk mitigating measures were implemented, including ongoing software and system upgrades to strengthen network security and the placement of cyber insurance. We appointed an external professional consultant to perform comprehensive cyber security assessment and penetration testing in 2019. Based on the findings of the assessment and testing, we have improved our operational practices and raised the employees' awareness of identified risk and relevant risk mitigating activities. Independent information and technology security review by both the internal and external consultants is carried out on a regular basis to strengthen protection against the growing cyber security risk.

To achieve the overall business objectives, including sustainable development, we have Risk Management Policy in place to ensure that all key risks are identified, analysed, evaluated, treated, monitored and reported in a consistent manner across the Trust.

Risk Management Process



Building a Safe Environment for Stakeholders

The months-long social unrest in Hong Kong has inevitably presented significant risks to our business last year. Health and safety is a main focus for maintaining a smooth operation of our business in light of the protracted turmoil. We have implemented well-thought-out contingency plans and emergency measures in response to different scenarios. We will continue to monitor the situation closely and will make special operational arrangements as needed. We will also have frequent communications with tenants, customers and the public to keep everyone as well as our premises safe.

We maintain a high standard of hygiene and take precautions, including proper cleaning and sanitisation to protect the health and safety of our tenants and visitors at our properties. We always strive to stay on top of the changing environments by taking proactive and concrete steps to attain steady business growth.



Strengthened cleaning and sanitisation works at our properties

Code of Conduct

We advocate moral and responsible conduct among our employees and suppliers, which is the cornerstone of the sustainable development of our business. All of our employees shoulder the same responsibilities to make sure business activities are conducted legally, and are compliant to all requirements. We have enforced vigorous policies to ensure the fight against corruption. The Trust's Code of Conduct outlines our expectations on employees with regard to conflicts of interest and whistle-blowing procedures. Under the rigorous Code of Conduct, all employees are strictly prohibited from soliciting, accepting or offering bribes or any other form of advantages. Anti-money laundering and counter-terrorist financing procedures are set out in compliance with guidelines from the Securities and Futures Ordinance. During the year, we did not receive any non-compliance complaints or penalties in this regard.

We take a proactive manner to promote ethics and integrity across the supply chain. We have introduced the Supplier Code of Conduct and incorporated it into our tendering documents in the form of a question-and-answer checklist.

Through the Supplier Code of Conduct, we encourage accountable behaviours in ethics, labour rights, environmental protection and management practices. Suppliers are required to fill in the checklist every three years to keep us informed of the compliance status. Non-compliance may result in termination of collaboration.

Sustainability Initiatives

Our ESG initiatives focus on four core aspects, namely green environment, cohesive workforce, customer and value chain, and community wellness. The initiatives under each core aspect are developed with foresight to fully achieve our ESG targets.



Environmental, Social and Governance Report

Green Environment

Environmental protection is a key topic in our sustainability agenda. We are committed to limiting the environmental impacts of our operations to the minimum. We take action on climate change, and carry out various environmentally friendly measures where possible. Backed by our devoted employees, we promote diversified green initiatives at our properties, and strive to create a green environment.

High priority topic:
Energy efficiency

Energy Saving

Innovation and Technology

Our team has been curtailing energy consumption actively by incorporating innovative measures. Solar panels were installed on the rooftop of Langham Place Mall to generate clean energy for the premise. In the coming year, we will extend the use of renewable energy by equipping Three Garden Road with more than 50 solar panels.



Solar panels installed on the rooftop of Langham Place Mall

Enhanced Use of Lighting

Enhanced use of natural resources is another initiative for energy conservation. We have gradually upgraded the lightings at our properties to energy-efficient LED luminaires which are more durable than the conventional models. LED lighting has been installed in common areas like staircases, corridors, lavatories and passenger lift cars. In 2019, we extended the night mode lighting schedule at the lift

lobbies and corridors of Three Garden Road to further minimise energy use. At Langham Place, we installed occupancy sensors to adjust the lighting in the lavatories based on footfall to boost energy efficiency. We have further curbed energy consumption at our properties through the installation of daylight sensors, which automatically dim or deactivate all non-essential interior electric lights.

In recognition of our efforts in preventing energy wastage and light nuisance in the community, the Environment Bureau named both our properties for the Platinum Award of Charter on External Lighting. Furthermore, we also optimised the operating schedules of passenger lift systems of our properties, and stopped the use of some elevators during non-peak hours in order to reduce energy use.

Optimisation of Ventilation and Air-conditioning Systems

Both our properties were well equipped with comprehensive ventilation and air-conditioning systems with climate sensors. Supply of fresh air is automatically adjustable based on carbon dioxide concentrations so as to reduce wastage in areas with low occupancy. We are a keen supporter of the Energy Saving Charter on Indoor Temperature Scheme launched by the Environment Bureau. As pledged to the charter, both our properties maintain an average indoor temperature between 24°C and 26°C during June to September in summer. We continue to encourage our tenants to participate in the scheme to step up the positive impacts on environmental protection. A total of 51 shopping mall tenants and office tenants at Langham Place and 12 tenants at Three Garden Road joined the scheme in 2019 respectively. In addition, the chiller plants, the large-scale cooling systems at our properties, undergoes constant optimisation to enhance efficiency.

Driven by our stringent environmentally friendly measures, the total energy reduction rate of our properties was 6.6% in 2019. Both our properties were dubbed Hong Kong Green Organisation by Environmental Campaign Committee.

Case Study: Energy Saving with Internet of Things

We have pioneered a demand control ventilation system at Three Garden Road's carpark which is operated by the Internet of Things (IoT) sensors since August 2019. By monitoring the CO concentration level and indoor temperature at real time, IoT sensors measure the amount of exhaust emissions from vehicles in the carpark in order to provide ventilation rates by actual demand to optimise the energy use and maintain the excellent indoor air quality. From August to December 2019, the actual reductions on energy consumption and carbon emissions were 254,510kWh and 203,608kg CO₂e respectively. The estimated annual reductions are equivalent to 30% reduction rate compared with 2018.



Pioneered the Internet of Things technology for energy saving

GHG Emissions

Champion REIT does not involve any manufacturing operations which lead to production or discharges of hazardous toxins or harmful chemicals. Our emission footprints were limited to those generated by the day-to-day operations of our properties. We have tried our utmost to reduce carbon emissions from our daily operations through the energy saving programmes discussed in the above section. In 2019, the total carbon emissions of our properties dropped by 6.2%, including direct and indirect emissions from electricity generated off-site.

Water Reduction

To curb wastage, water collected in an underground tank of Three Garden Road is reused for irrigating its landscaped gardens. Langham Place was equipped with low-flow water faucets to optimise water efficiency. The similar measure will soon be extended to Three Garden Road by equipping the water-saving flow regulators for faucets in lavatories. In 2019, the combined water usage at our properties decreased by 6.2% thanks to water reduction from the improved efficiency of our air-conditioning system. In addition, both our properties won the Water Supplies Department's Gold recognition of Quality Water Supply Scheme for Buildings (Fresh Water).

Waste Recycling

We strive to reduce waste through a range of recycling initiatives. We make sure that sufficient recycling stations are available at our properties, in particular, on every floor of Langham Place Mall. We also put in place effective separation and collection procedures of office and retail waste for third-party recycling. Major recycling items included paper, fluorescent tubes, plastic bottles, aluminum cans and reusable batteries. There was a drop in the amount of recycling materials because the team has temporarily removed some recycling stations for safety reason during the period of public activities. Furthermore,



Sufficient recycling stations at our properties

Environmental, Social and Governance Report

BEAM Plus Existing Building Platinum for Langham Place Mall

We achieved Platinum certification, the highest rating in the final assessment of BEAM Plus Existing Building V2.0 Comprehensive Assessment Scheme for Langham Place Mall, demonstrating our commitment to sustainable development. We also attained full credit in the aspect of energy use.



Materials Collected for Recycling

	2017	2018	2019
Waste Paper (kg)	260,785	287,738	257,725
Fluorescent Tubes (kg)	420	952	504
Plastic Bottles (kg)	284	640	374
Aluminum Cans (kg)	199	269	208
Reusable Batteries	296	545	170

we have appointed a third-party contractor to collect leftovers from the food court of Langham Place Mall regularly for reprocessing.

We have also stepped up effort to recycle waste generated from the festive decorations of our properties. By joining the Wood Recycling and Tree Conversation Scheme organised by the Hong Kong Environmental Protection Association, Christmas trees and Chinese New Year plants displayed during the holidays at Three Garden Road were recycled last year. The Chinese New Year plants at Three Garden Road were donated to a charity, St. James' Settlement. Under the Cherry Tree Recycling Programme organised by the Environmental Protection Department, peach blossom trees showcased at Langham Place are recycled annually. In 2019, we provided recycling arrangement for Mid-Autumn Festival mooncakes at Three Garden Road to minimise food waste. At Langham Place, our tenants and employees donated mooncakes to the non-profit organisation Food Angel's Mooncake Re-Gifting Programme for people in need.

Our recycling practices highlight our emphasis on forestry conservation which is crucial to the sustainable development of natural habitats of wild animals and biodiversity. We are dedicated to capping the use of paper at our offices by encouraging internal communications via

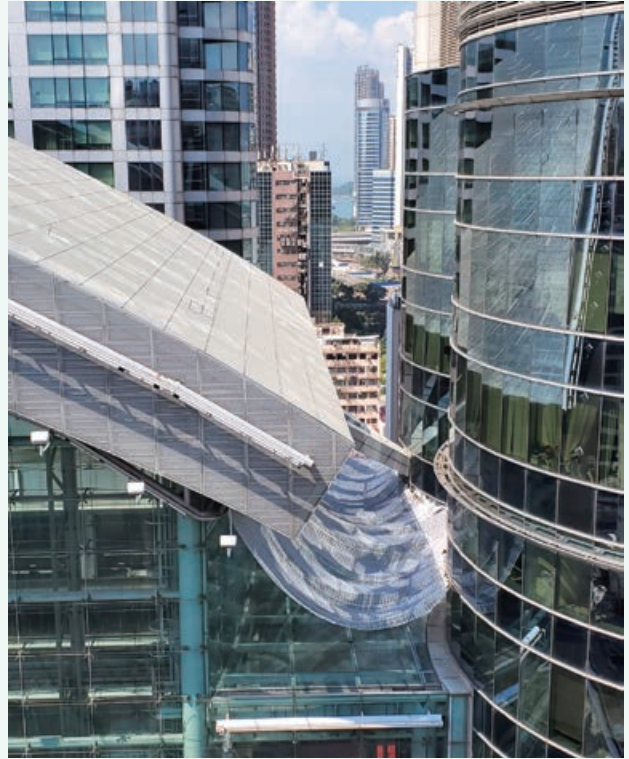
electronic means. We also distribute our corporate publications in electronic format to our unitholders as an alternative to hardcopies. We strive to improve waste management of our properties by seeking professional advice. We employed qualified consultants to conduct audits at Langham Place mall in order to review the existing waste handling practices and explore ways for improvement. As an acknowledgment, Three Garden Road was awarded the Wastewi\$e Certificate — Excellence Level by the Environmental Campaign Committee.



Waste recycling at Langham Place

Building Resilience and Climate Change Adaption

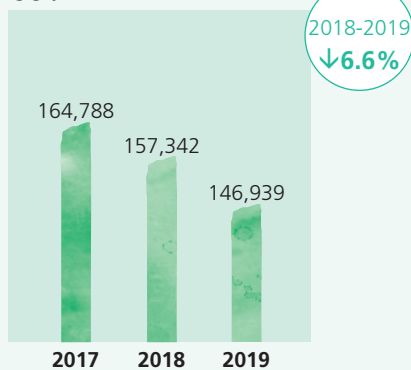
The impacts of climate change are becoming more widespread. We have established an energy and carbon emissions reduction target in response to the HKSAR Government's Long-term Decarbonisation Strategy. We conduct regular assessments to monitor our environmental performance and evaluate the effectiveness of the ongoing measures. Both our properties have been certified under ISO 14001 Environmental Management System. From our monitoring mechanism and risk management process, the increasing prevalence of typhoons has been identified as a major risk to our business. Integrated emergency guidelines have been issued to enable our properties to resume operations swiftly after a typhoon. Gaining experience from the super typhoon Mangkhut in 2018, which left a large number of glass curtain walls of buildings broken across Hong Kong, we installed a safety net above the skylight glass panes of Langham Place Mall to prevent people from being injured by fallen glass debris. As severe typhoons, rising sea levels and flooding are considered inevitable threats, we have Climate Change Resilience Policy and mitigation plans in the pipeline to ensure our business can go on safely and smoothly as far as possible. Recommendations on resilience enhancement measures will be implemented.



Safety net above the skylight glass panes of Langham Place Mall for preventing injuries from fallen glass debris caused by typhoon

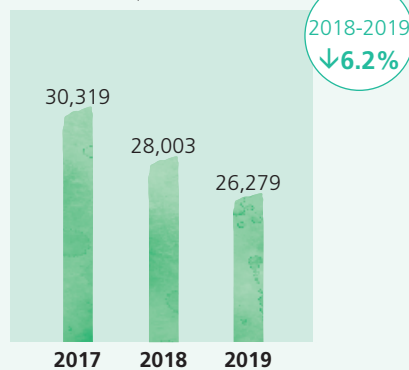
Energy Consumption

(gigajoule)



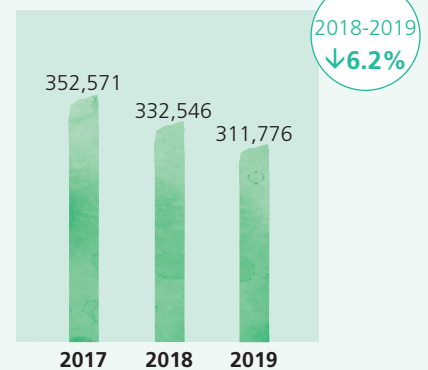
Carbon Emissions

(tonne CO₂ equivalent)



Water Usage

(cubic metre)



The above measurements are based on Three Garden Road and Langham Place.

Environmental, Social and Governance Report

Cohesive Workforce

We regard employees as the important asset of the Trust. We invest in our employees by providing them sufficient employment protection, competitive remuneration, training opportunities and a promising career path. We are committed to building a safe, healthy and desirable workplace where employees can thrive and pursue their professional aspirations.

High priority topics:
Health and safety
Well-being of employees

Fair Labour Practices

The Trust strictly complies with relevant labour laws and regulations to safeguard employees' interests. We provide fair and competitive remuneration through a comprehensive employee benefit scheme. The scheme covers, among others, wage protection, rest days, paid holidays, sickness allowances, annual leave, maternity and paternity leave, maternity protection, severance and long service payments. All these benefits are stipulated in the Employee Handbook. The handbook also includes policies related to recruitment, promotion, welfare as well as grievance handling. We review our policies continuously to keep up with the latest laws and regulations.

Human Rights and Equal Opportunities

We respect and uphold human rights in accordance with the UN International Bill of Human Rights in managing our relationships with employees and suppliers. We prohibit the use of all forms of forced labour and human trafficking

across our business operations and supply chain. Child labour is also strictly forbidden by the Trust. We value diversity in workplace and take zero tolerance in discrimination, harassment, vilification and victimisation. Under our equal opportunities policy, no job applicant or employee receives less favourable treatment or is disadvantaged on grounds of gender, race, pregnancy, disabilities, marital status or family status. During the year, we did not receive any cases related to human rights violations and non-compliance of labour standards.

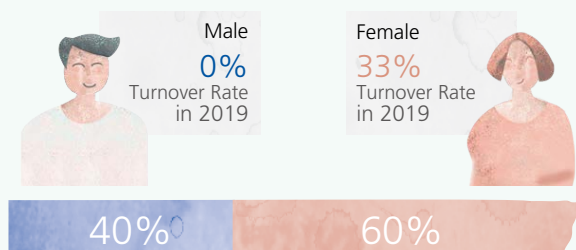
Employees' Health and Safety

Providing our employees and service providers a safe and healthy working environment is among our utmost priorities. To achieve this goal, we provide our employees and service providers with regular safety trainings and adequate guidelines to conduct their job duties. Apart from carrying out timely assessment and enhancement on our work facilities, we also take an active role to ensure there is effective crowd management and evacuation in case of emergence. To prevent mass infection of diseases, alternative office sites are made available.

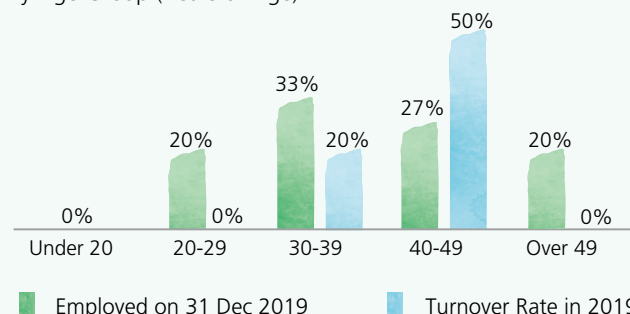
Routine emergency drills are conducted in our workplace to reinforce the safety awareness among our employees and service providers. We invited all major services providers to join the Safety Charter Ceremony at Langham Place in 2019. Service providers signed the charter, pledging to achieve the goal of zero accidents and occupational injuries at the occasion. Moreover, emergency procedures and crisis management plans are in place for employees and service providers to report health hazards in workplace. The Trust takes occupational health and safety seriously. Complimentary

Breakdown of Employees and Turnover Rate by Age Group and Gender:

By Gender



By Age Group (Years of Age)



The table above refers to the percentage of employees working under the REIT Manager. As the REIT Manager delegates property management, lease management, marketing and promotion functions to various service providers, it hires a relatively small team of in-house staff. This may result in misleading high turnover rates in cases where single employees in any one category need to be replaced.

general clinic services are provided to our employees. We also maintain proper hygiene in the workplace to reduce occupational diseases. The occupational fatality and injury rate of our employees maintained zero in 2019.

Employees' Wellness

We take to heart employees' physical and mental well-being. We spare no effort to promote work-life balance in workplace which we believe is a key driver for work efficiency and productivity. A rich array of wellness activities have been introduced to facilitate our employees to lead a healthy lifestyle. We strive to build strong sense of cohesiveness and teamwork through gatherings and activities, such as Team Building Cooking and Go Green Healthy Snack Workshop. Through the initiatives, we scored favourably in our Employees Satisfaction Survey with 64% average satisfaction rate in 2019.

Employees' Training and Development

Nurturing our employees is essential for us to retain and attract talent. We provide various training workshops for our employees to advance themselves. The training topics range from communication skills, management abilities, relationship management to practical on-the-job skills, such as workshops of Seven Habits of Highly Effective People and Business Innovation. We also identify external workshops and seminars for our employees to broaden their horizons and acquire knowledge beyond their professional fields. A Study Subsidy Scheme is made available to our employees for further development.



Team building exercise through creative cooking activity

Employees' Voice

We listen and draw on the views of our employees for the long-term growth of the Trust. We solicit their opinions on issues that are crucial to our business through stakeholder engagement exercises. Our annual employee satisfaction survey is designed to understand employees' expectations for building an engaging and rewarding workplace. Moreover, we set up a performance appraisal system under which employees can give their feedback to their supervisors and exchange ideas on career development through regular dialogues. Our grievance handling guideline allows our employees to file their queries and feedback about job-related or personal matters. All information received will be treated with strict confidentiality.

Customers and Value Chains

Providing excellent customer experiences is a paramount business goal. To this end, a broad range of customer-centric initiatives and supply chain management plans for value-added services have been performed.

High priority topics:
Customer satisfaction
Health and safety

Tenants' Well-being

We advocate physical and mental well-being through the "Champion Our Wellness" campaign at our properties. Following the sought-after Chair Yoga Event held in 2018, we introduced the novel Mindful Eating Experience to our tenants in 2019. Participants of the Mindful Eating Event were guided to practise simple techniques such as breathing and personal awareness exercise to relieve stress.



Mindful Eating Experience for our tenants

Environmental, Social and Governance Report

Customer-friendly Features

Multiple customer-friendly facilities were introduced at our properties to boost convenience for our customers. Brand-new digital features, such as self-ordering system at the food court, a mobile app and online channels were launched last year. We also started to provide e-directories at Langham Place Mall to assist our shoppers to locate shops and find information more effectively.



Self-ordering system at the food court of Langham Place Mall

It is our commitment to bring value-added services to our customers and improve accessibility for those with disabilities. Additional automatic swing doors were installed at Langham Place Mall, providing barrier-free access for all customers. At Three Garden Road, wheelchair rental service has been made available for those in need. We also arranged trainings for our frontline employees in guiding visually impaired customers, such as the Understanding Guide Dog Workshop.



Understanding Guide Dog Workshop for our frontline employees

Customers' Health and Safety

Maintaining the health and safety of our customers is another key area in our business. Both our properties are equipped with modern and advanced safety features, including computerised automatic fire detection alarm systems, emergency power supply in common areas and essential facilities in the event of a power failure. The indoor air quality of our properties is always kept at an optimal level to prevent the spread of contagious diseases and to reduce indoor health risks. All our properties have been granted an Indoor Air Quality Certificate – Excellence Class by the Environmental Protection Department. We keep our tenants informed of health advice issued by the government through posters at our properties.

The operating procedures of our management systems at both Three Garden Road and Langham Place have been certified by the ISO 45001 Occupational Health and Safety Assessment System, we continue to upgrade the safety standards at our facilities accordingly. In 2019, we replaced the metal tree display at Langham Place Mall with lighter materials and additional safety slings to prevent customers from being injured by objects dislodged from height. Improvement in the safety features for passenger and service lifts will be carried out at Langham Place Mall. Langham Place Mall received Honorable Managed Property Award of Kowloon West Best Security Services Awards last year in recognition of its outstanding security services.

Service Responsibility

Adhering to ISO 9001 Quality Management System, both our properties have devised effective measures to monitor and enhance customer satisfaction. Our property management team conducts tenant satisfaction surveys periodically to understand their needs. We have various communication channels, such as customer feedback system and e-mail questionnaires, for our tenants and shoppers to put forward their suggestions to our building management team.

We strive to ensure services delivered by the independent providers are in line with the Trust's standards. We have established clear procedures and guidelines based on the Supplier Code of Conduct for the service providers. Regular reviews and assessments on service providers' performance are conducted for quality assurance.

Protection of customer data is of utmost importance to the Trust. We take steps to ensure the collection and handling of personal data is done lawfully and properly. Our data protection policy is in accordance with the Hong Kong Personal Data (Privacy) Ordinance.

Engaging Tenants and Customers in Sustainability Practices

To make a positive impact in the community, we proactively engage our tenants in implementing sustainability practices in their operations. A guide on sustainability attached to the lease contracts and a handbook with fit-out guidelines are provided to our tenants. Our employees, tenants and suppliers of our properties are encouraged to make reference to the Green Purchasing Policy. Green workshops, such as a session on DIY coasters by recycled old clothes are held regularly. We also continue to mobilise our tenants to join the Earth Hour Campaign in April every year and No Air Con Night Programme with a goal to reduce ecological footprints and raise awareness of environmental protection.

Serving Customers with Heart

I accidentally sprained my ankle at Langham Place Mall. I received immediate assistance to relieve my pain from the staff of the mall. The staff also followed up on my condition by phone afterwards. I highly appreciate the attentive and caring attitude of the staff of Langham Place Mall.

A customer at Langham Place Mall

Case Study: WELL Building – First Existing Building Scoring Platinum Rating in Hong Kong

Three Garden Road achieved the WELL Building Standard Certification of Platinum Rating. WELL is a global standard created to advance the wellness of buildings. It covers air, water, light, nourishment, movement, thermal comfort, sound, materials, mind and community. The recognition once again highlighted our holistic approach to foster a favourable and healthy environment for our tenants and employees who work in our premises.

Most recently, we commissioned a young Hong Kong artist to undertake a project called *Garden in the City Centre* to paint a staircase. The nature-inspired artwork is soothing to both the mind and body, giving onlookers a sense of ease and comfort. It also resonates with our call for our tenants to take the stairs to stay healthy and save energy at the same time.

"Taking the lead in areas such as experience, process, technology and tenant satisfaction adds value to the industry and changes our norms for the better. It is brave and it enables us all to further develop our ideas and service."

Michael Smith,

Director – Head of Property Management, CBRE



Before-and-after of the staircase painting

Environmental, Social and Governance Report

Community Wellness

As a responsible corporate citizen, we take an active role in promoting the healthy development of our community and helping the underprivileged in our society. Advocating community wellness and supporting our youth are also central to us.

Community Wellness

Community wellness is an essential pillar of sustainable development of the Trust. Our “Champion Our Wellness” campaign is designed not only with the wellness of our stakeholders in mind but also the community as a whole. The Musica del Cuore (Italian for “Music of the Heart”) concert series takes place at the lobby of Three Garden Road every Friday evening. Showcasing classical music, the concert series is open to the public. We strive to nourish art and culture in our community, and provide a space for our tenants and passers-by to relax. At Langham Place, we partnered with Youth Outreach to bring The Flash Mob Charity Show at our mall to raise public awareness on mental health and fundraise for the organisation.



Classical music performance at Three Garden Road

Physical fitness is equally important for our community. In 2019, we supported the Trail Run Event as a vendor sponsor in collaboration with a non-profit organisation. Starting the race at Three Garden Road, runners trekked

Promoting Healthy Lifestyle in Our Building

In our Victoria 10 Trail Race, Champion REIT was extremely kind in collaborating with us as venue sponsor. Having a central urban location of Three Garden Road as a starting venue, coupled with food and beverage discounts offered for runners, it helped us attract more racers than expected. Tenants of Three Garden Road also took part in the race, embracing an active lifestyle beyond just working in the building.

Matthew Mok,
Race Director,
Victoria 10 Series



the city centre and a country park before finishing in Deep Water Bay. The event attracted over 200 participants and was a great way to promote healthy living.

Support for the Youth

We have relentlessly devoted resources to support youth development. The Trust is the only participating employer of the Harvard China Student Internship Programme from Hong Kong in 2018, we have also provided internship opportunities for students from Harvard University in 2019. Moreover, our internship programme has been extended to other overseas and local universities, including University of Michigan and Hong Kong University of Science and Technology. We have also supported the Project My Future Internship Programme for two consecutive years, providing a work-based learning platform for local secondary school students.

Fruitful Internship Experience for University Students

I have had a truly rewarding internship with Champion REIT this summer. I have come out of the experience more prepared to fully pursue my career. Friendships throughout the office have supported me to do my best.

Kathryn Wantlin,
Harvard University
Intern



Opportunities for Local High School Students to Gain a Taste of Business World

The internship provided me the opportunity to learn many things outside textbooks. I have learned more about the operations of the business world and the property industry. I am grateful for the chance to experience how business is run in a shopping mall.

Jeata Lau,
Local High School Student
Intern



Volunteer Work

Every year, we offer a wide range of volunteering opportunities to our employees, and thus we have been awarded the Caring Company Logo – Five Years Plus by The Hong Kong Council of Social Service. In 2019, we joined hands with New Life Psychiatric Rehabilitation Association (“NLPRA”) to launch a Chinese Tea Appreciation Workshop to promote mental health. Through the workshop, our employees and the beneficiaries of NLPRA had a chance to mingle with each other. The experience helped our employees understand mental health and inaccurate stereotypes associated with it. We also visited the New Life Eco Farm, a social enterprise run by NLPRA, to explore green living and learn more about preserving the environment.



Our volunteers visited the beneficiaries of New Life Psychiatric Rehabilitation Association



Our volunteers experienced organic agriculture at the New Life Eco Farm

Environmental, Social and Governance Report

A number of charitable events were organised at our properties to promote better development of our community. The Blood Donation Day is held annually at Three Garden Road. Langham Place was the vendor sponsor for the Hidden Treasures of Hong Kong Photo Exhibition which was organised by Mighty Oaks Foundation to promote intergenerational relationships for a harmonious society. The one-month-long e-Reading Corner was staged at our mall with the objective to promote reading culture. E-book samples were available for public to download free during the event. Throughout the year, Langham Place offered free airtime for charitable organisations to broadcast their promotional videos on its giant LED TV. The Community Chest of Hong Kong, Care For Your Heart and Hong Kong Aids Foundation were among the beneficiaries.



Blood Donation Day is launched at Three Garden Road annually

Case Study: Christmas Gift Matching in Collaboration with Tenants

Tying to the festive season, we launched the Christmas Gift Matching Donation Campaign in 2019 for underprivileged children with the support of our tenants. For each donation received, we donated a matching portion to double the amount of the donation. All presents collected were delivered to the children through the Hans Andersen Club. We also collaborated with the Boys' & Girls' Clubs Association in the Treasure Trove Event to donate stationary to children. We believe that the small steps we take in caring our community will create unexpected values for the needy groups.



We sent Christmas gifts to the underprivileged children in collaboration with our tenants

ESG Reporting Guide Content Index

Aspect	KPI	Content	Page Number
A. Environmental			
A1 Emissions	A1	General disclosure	28, 31-37
	A1.1	The types of emissions and respective emissions data	34-37
	A1.2	Greenhouse gas emissions in total and intensity	34-37
	A1.3	Total hazardous waste produced and intensity	34-37
	A1.4	Total non-hazardous waste produced and intensity	34-37
	A1.5	Description of measures to mitigate emissions and results achieved	34-37
	A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved	34-37, 41
A2 Use of resources	A2	General disclosure	28, 32, 34-37
	A2.1	Direct and/or indirect energy consumption by type in total and intensity	34-37
	A2.2	Water consumption in total and intensity	35-37
	A2.3	Description of energy use efficiency initiatives and results achieved	34-37
	A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved	35-37
	A2.5	Total packaging material used for finished products and with reference to per unit produced	Not applicable to the Trust's business nature
A3 The environment and natural resources	A3	General disclosure	28, 32, 34
	A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them	34-37
B. Social			
B1 Employment	B1	General disclosure	29, 31-33, 38-39
	B1.1	Total workforce by gender, employment type, age group and geographical region	38
	B1.2	Employee turnover rate by gender, age group and geographical region	38
B2 Health and safety	B2	General disclosure	29, 31-33, 38-40
	B2.1	Number and rate of work-related fatalities	39
	B2.2	Lost days due to work injury	39
	B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored	38-39
B3 Development and training	B3	General disclosure	29, 32, 38, 39
B4 Labour standard	B4	General disclosure	32, 38
	B4.1	Description of measures to review employment practices to avoid child and forced labour	38
	B4.2	Description of steps taken to eliminate such practices when discovered	38
B5 Supply chain management	B5	General disclosure	29, 32, 33, 40
	B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored	29, 33, 40
B6 Product responsibility	B6	General disclosure	29-33, 39, 40
	B6.2	Number of products and service related complaints received and how they are dealt with	40
	B6.4	Description of quality assurance process and recall procedures	40
	B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored	40
B7 Anti-corruption	B7	General disclosure	31-33
	B7.1	Number of concluded legal cases regarding corrupt practices brought against the issue or its employees during the reporting period and the outcomes of the cases	33
	B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored	33
B8 Community investment	B8	General disclosure	29, 32, 41-44
	B8.1	Focus areas of contribution	42-44
	B8.2	Resources contributed to the focus area	42-44