



■ HK Electric, through its Clean Energy Fund, helps 12 schools implement renewable energy projects.

Even amidst the difficult economic environment in 2009, HWL was focused on long-term growth. While managing its businesses prudently, HWL was able to leverage its strong foundation to weather the financial crisis and continue to deliver quality products and services. Across the Group, HWL has garnered over 2,000 awards throughout the year, ranging from best in-class products and services to best performing employees, as well as recognition for environmental protection and corporate governance.

During the year, HWL's Head Office has formed a CSR committee that consists of representatives from each of the Group's key departments and chaired by Deputy Group Managing Director Mrs Susan Chow. The Committee is tasked with identifying CSR initiatives to be supported by the Head Office and to encourage employee participation. The key focus areas are, but not limited to, environment, employee morale and community involvement.

HWL and its subsidiaries continue their active participation in the local communities through volunteerism, contribution to charitable activities and sponsorship initiatives.

## Giving Back to Society

As a responsible corporation, HWL takes pride in giving back to society. In 2009, HWL Group's companies and employees worked hand in hand with their local communities in an array of initiatives that ranges from cleaning the environment to educating the next generation. The following are some examples of the activities the Group was involved in during the year.

## Environment

HWL understands the importance of treasuring our natural resources. In 2009, HWL deployed a printing software across the Group that will eliminate printing waste by allowing employees to delete unnecessary images, text or pages. This worldwide programme, part of the Group's "Green IT" initiative, will help save toner, paper and reduce greenhouse gases.

■ Italia sought to make a positive impact on the environment by becoming the first Italian operator to reduce its carbon dioxide emissions by using renewable energy sources and to offset the remaining emissions with emission credits.

In Hong Kong, 12 schools were chosen to receive a sponsorship from the HK Electric Clean Energy Fund for their creative and good use of renewable energy. Among the ideas were an organic farm, a green road safety town, a micro-wind farm as well as a hybrid solar lighting system which uses optical fibre for sunlight transmission. HK Electric also supported the work of World Wide Fund for Nature, Friends of the Earth and Green Power.

PARKnSHOP supported the 2009 Hong Kong Tree Planting Day as the title sponsor where 10,000 trees were planted in one day.

Watsons Water joined hands with the Hong Chi Association in the "Nurture-a-Bloom" project where customers buying Watsons Water received a flower seeding nurtured by students of the association who have learning disabilities.

In Europe, Kruidvat, Trekpleister and ICI Paris XL introduced a box made of grass and recycled carton which would be used in their logistic operations.

INQ joined the Cycle to Work Scheme in the United Kingdom which helps employees buy bikes to get to and from work.

In Canada, the Husky Energy Endangered Species Reintroduction Programme at the Calgary Zoo returned 68 black-footed ferrets back to the wild.



■ Thanks to the Husky Energy Endangered Species Reintroduction Programme, the black-footed ferret once again roams the prairies of Canada.

## Community

As the ripples from the financial tsunami are felt throughout the world, it is more important than ever for those who are able to contribute back to their communities do so with time and care. Volunteerism is encouraged throughout the Group and our employees have served their communities with their myriad of talents.

Under the motto of the 3Hs - Harmony, Health and Happiness, HWL Volunteers put on a range of activities for the community in conjunction with various social organisations such as the Li Ka Shing Hospice Centre, Yan Oi Tong and the Tung Wah Group of Hospitals, among others.

Hong Kong youngsters were trained to be "little tour guides" as they developed their own tour itineraries with HWL Volunteer mentors.

To help brighten the lives of the underprivileged, Hutchison Whampoa Property Group organised moon cake collection and donations so that everyone could celebrate Mid-Autumn Festival, an important Chinese festival. Other volunteers knit scarves that kept those in an elderly centre in Hong Kong warm. Chefs from Harbour Plaza North Point took time from their busy schedules to decorate cakes with children in "The Great Chefs of Hong Kong" charity event. Metro Info, with its network of artistes and celebrities, organised a large scale campaign to encourage teenagers to say "No" to drugs and crime.



Over 10,000 trees are planted during the Hong Kong Tree Planting Day 2009 which PARKnSHOP sponsors.



Watsons Taiwan helps children get in tune with their feelings with the "It must be Good Friends" programme.

Over 2,000 senior citizens were encouraged to volunteer themselves as they continue to learn other skills and hobbies through HK Electric's involvement with the U3A network of Hong Kong.

In Taiwan, Watsons organised the "It must be Good Friends" campaign to support The Child Welfare League Foundation to raise children awareness of their growing process and to lend support to their friends.

Watsons Thailand organised a new year party to raise funds for an association that sought to improve the status of women in society.

Underprivileged children in India got a treat from volunteers from 3 Global Services, who organised multiple events for them during the year including a Sports Day and a Christmas party. Children in Latvia benefited from Drogas' "School bag" charity project that gave books, toys, and stationery to needy children.

In Panama, Panama Ports Company and its employees supported the "I have a Friend" Inn, a facility opened by the Foundation of Friends of Children with Leukemia and Cancer. Staff donated their time and efforts to help with the maintenance works that needed to be done at the Inn.

Europe Container Terminals helped encourage local unemployed youngsters in Rotterdam with courses on how to become port workers. Likewise, the Kowloon Hotel in Hong Kong introduced entrepreneurship to teenagers through the "School-Company Partnership" programme to give the youngsters exposure to the hospitality industry.

Music is in the air as ETSA partnered with the Adelaide Symphony Orchestra and the Helpmann Academy while Powercor sponsored the Melbourne Symphony Orchestra's Regional Touring Programme.

## Corporate Social Responsibility



■ Panama Ports Company and its employees strap on their hard hats to help with the maintenance work of 'I have a Friend' Inn, a facility opened by the Foundation of Friends of Children with Leukemia and Cancer.

### Education

Young postgraduates from Hong Kong and the Mainland who wish to pursue their studies in UK universities will once again benefit from the Hutchison Chevening Scholarships. Over the past eight years the Group has donated over £3.6 million, benefiting more than 480 scholars.

HPH continued to support local schools in need of financial and educational assistance through its Dock School Programme. Established in 1992, HPH has supported more than 20 Dock Schools around the world. For example, HIT provided scholarships to children of South Asian immigrants in Hong Kong for their schooling.

Other HWL businesses are also active in education initiatives. HK Electric supported 170 secondary school students in need through the Centenary Trust Scholarship. In Vietnam, Vietnamobile granted scholarships and training and employment opportunities for students of local universities.

Husky donated C\$4.4 million to the University of Calgary in support of research to improve Canada's road and highway network, helping to keep motorists safe.

### Medical / Healthcare

In Austria, 3 brought laughter and smiles to the faces of children in hospitals through its support of CliniClowns, a project that sends clowns to visit 37 Austrian hospitals every year.

Husky donated C\$500,000 to the Eastern Health's Cardiac Care Programme for the purchase of a new state-of-the-art electrophysiology suite. The donation kicked off a C\$10 million fundraising campaign to improve cardiac and heart health across Newfoundland. In Alberta, Husky continued its support of the Husky

Energy Chair in Child and Maternal Health at the Alberta Children's Hospital. The Chair is part of the hospital's Research Institute for Child and Maternal Health, dedicated to finding new discoveries, treatments and cures for sick and injured children and their families.

In Hong Kong, ESDlife supported the Children's Thalassaemia Foundation while Metro Info organised a four-day Karaoke Marathon to raise funds for World Vision.

### Arts and Culture

In Canada, Husky announced a donation of C\$500,000 to the Banff Centre, bringing total contribution to the Centre to C\$1 million.

In Australia, ETSA continued its sponsorship of the South Australian Museum with a donation of A\$80,000.

### Sports

The A S Watson Group Hong Kong Student Sports Awards honoured over 800 primary, secondary and special school student athletes. Watsons Water also supported both the East Asian Games and the Hong Kong Marathon.

### Disaster Relief

In April, Italy was hit by an earthquake that devastated the Abruzzo region. 3 Italia donated free phone traffic and mobile phones to the people there and helped them raise over €700,000 for rebuilding the neighbourhood.

TOM and its staff initiated a fundraiser and donated to the Red Cross to assist flood victims of Taiwan in the aftermath of Typhoon Morakot in August. CETV, a subsidiary of TOM, contributed NT\$1 for each comforting message sent by its audience to the affected people. Watsons Taiwan provided NT\$3 million worth of materials and NT\$1 million to the Reconstruction Programme of the Child Welfare League Foundation, helping 1,000 children affected by the typhoon.



■ 3 Austria sponsors a coffee house where young and old can gather for communications and fellowship together.





Children smile as they decorate cakes with Harbour Plaza North Point chefs in Hong Kong.

A couple of earthquakes hit Indonesia in September, killing thousands and rendering more homeless. 3 Indonesia set up an SMS donation programme with proceeds going to Red Cross Indonesia. 3 also worked with the local emergency support teams to distribute emergency kits, food packets, drinks, clothes, medication and blankets to those in affected areas.

Continuing the support for victims of the 2008 Sichuan quake, Hutchison Global Communications and China Telecom jointly sponsored the "Sichuan & Hong Kong Psychological Health Information Network Programme", which provides psychological and medical consultation to the remote areas and villages of Sichuan. In addition, volunteers from Yantian International Container Terminals held a shoes donation drive in May for the children affected by the quake while Shanghai Hutchison Pharmaceuticals donated towards the construction of a new elementary school.

## Stakeholder Engagement

Operating in over 50 countries in diverse businesses, the Group and its operating companies hold dialogues with different stakeholders including shareholders, employees, suppliers, customers, regulators, academics and non-governmental organisations. In a challenging economic environment, HWL seeks to balance the differing opinions of the various stakeholders to chart the best way forward for the company and the local communities.

Through constructive dialogue, the Company believes that the Company and its stakeholders can make a positive impact to society and the long-term interests of the Company.

## Shareholders

The Company is committed to enhancing long-term shareholders' value. To accomplish this, our management is tasked with the diligent and prudent allocation of the Group's resources.

To increase transparency, the Group also carries frequent conversations with the financial community including analysts, fund managers and other investors.

## Suppliers

Upholding local and international laws and treating individuals with respect and dignity are the responsibilities of all corporations. At the Head Office, we aim to lead by example. We have implemented a policy that vendors and suppliers who wish to provide printing services, including the annual report, must agree to a covenant based on the United Nations ("UN") Global Compact. The principles include non-discriminatory hiring and employment practices, a safe and healthy workplace, complying with environmental laws and prohibition of child labour. In Europe, ASW joined the Business Social Compliance initiative that calls for, amongst other things, strict compliance of all applicable laws, regulations, industry minimum standards and International Labour Organisation and UN Conventions.

## Government

The Group operates a wide spectrum of industries around the world. Each operating company works diligently to ensure they are compliant with the laws and regulations in the countries they operate in.

## Customers

Customer feedback is important especially in the ultra-competitive environment we operate in. The Group's subsidiaries have numerous mechanisms to gather customer comments and recommendations on how to improve their products and services. Some companies are even using new technologies such as social networking tools to help them gauge customer feedback.

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HWL Volunteer Team's motto of the 3Hs, "Harmony, Health, and Happiness", is part of the corporate culture of HWL. In our experience of developing businesses around the world, we understand the importance of exchanging ideas and communicating frequently with our stakeholders. It is through working together that we can all build a better future not just for the next generation, but the generations after them.