

## Environmental performance indicators

Environmental KPIs <sup>(1)</sup>	Unit	Ports and Related Services			Retail			
		2018	2019	2020	2018	2019	2020 <sup>(5)</sup>	
<b>GHG emissions</b>								
<b>Total GHG emissions</b>		524,971	513,316	<b>448,062</b>	661,017	620,746	<b>520,230</b>	
Scope 1 GHG emissions	tonne CO <sub>2</sub> e	301,818	302,521	<b>272,475</b>	193,331	184,792	<b>133,926</b>	
Scope 2 GHG emissions		223,153	210,795	<b>175,587</b>	467,686	435,954	<b>386,304</b>	
<b>Total GHG emissions intensity</b>	tonne CO <sub>2</sub> e/	0.020	0.019	<b>0.018</b>	0.005	0.005	<b>0.004</b>	
Scope 1 GHG emissions intensity	revenue	0.011	0.011	<b>0.011</b>	0.001	0.001	<b>0.001</b>	
Scope 2 GHG emissions intensity	HK\$'000	0.008	0.008	<b>0.007</b>	0.004	0.003	<b>0.003</b>	
<b>Use of energy</b>								
<b>Total energy consumption</b>		1,746,855	1,755,526	<b>1,603,912</b>	1,267,441	1,246,777	<b>1,150,914</b>	
Direct energy consumption		1,199,127	1,202,768	<b>1,083,529</b>	393,275	424,673	<b>372,903</b>	
Gasoline/Petrol		8,174	7,674	<b>4,721 <sup>(2)</sup></b>	1,836	1,331	<b>1,410</b>	
Diesel		1,173,011	1,179,923	<b>1,063,363</b>	274,692	277,305	<b>241,004</b>	
Natural gas		13,506	10,447	<b>11,358</b>	76,345	74,092	<b>69,430</b>	
Towngas	'000 kwh	-	-	-	5,956	6,034	<b>6,023</b>	
Other gas fuels (exclude towngas and natural gas)		4,436	4,723	<b>4,087</b>	34,447	65,911	<b>55,037</b>	
Other fuels		-	-	-	-	-	-	
Indirect energy consumption		547,728	552,759	<b>520,384</b>	874,166	822,104	<b>778,011</b>	
Electricity		547,728	552,759	<b>520,384</b>	874,166	822,104	<b>778,011</b>	
<b>Total energy consumption intensity</b>	kWh/revenue	65.703	65.029	<b>63.944</b>	9.489	9.410	<b>9.484</b>	
Direct energy consumption intensity	HK\$'000	45.102	44.554	<b>43.198</b>	2.944	3.205	<b>3.073</b>	
Indirect energy consumption intensity		20.601	20.476	<b>20.746</b>	6.544	6.205	<b>6.411</b>	
<b>Air emissions</b>								
NOx emissions	tonne	107	107	<b>100</b>	406	393	<b>322</b>	
SOx emissions		2	2	<b>1</b>	0	0	<b>0</b>	
Particulate matter emissions		11	11	<b>10</b>	40	39	<b>32</b>	
<b>Waste production</b>								
Total hazardous waste produced	tonne	5,088	4,674	<b>3,403 <sup>(3)</sup></b>	1,497	703	<b>351</b>	
Total hazardous waste produced intensity	tonne/revenue HK\$'000	0.000	0.000	<b>0.000</b>	0.000	0.000	<b>0.000</b>	
Total non-hazardous waste produced	tonne	22,775	25,868	<b>15,957 <sup>(4)</sup></b>	89,378	83,520	<b>77,528</b>	
Total non-hazardous waste produced intensity	tonne/revenue HK\$'000	0.001	0.001	<b>0.001</b>	0.001	0.001	<b>0.001</b>	
<b>Use of water</b>								
Water consumption	'000 m <sup>3</sup>	1,095	856	<b>740</b>	3,141	2,404	<b>1,838</b>	
Water consumption intensity	m <sup>3</sup> /revenue HK\$'000	0.041	0.032	<b>0.029</b>	0.024	0.018	<b>0.015</b>	
<b>Packaging material</b>								
<b>Total packaging material used for finished products</b>		17	16	<b>15</b>	57,609	58,758	<b>56,838</b>	
Plastic		17	16	<b>15</b>	25,637	26,934	<b>24,789</b>	
Paper	tonne	-	-	-	24,077	23,152	<b>23,211</b>	
Metal		-	-	-	4,837	5,395	<b>4,908</b>	
Glass		-	-	-	2,570	2,761	<b>3,433 <sup>(6)</sup></b>	
Other packaging material		-	-	-	489	515	<b>496</b>	
Packaging material intensity	tonne / thousand of products sold	NA	NA	<b>NA</b>	0.039	0.037	<b>0.039</b>	

## Notes:

- (1) Any discrepancies between the total shown and the sum of the amounts listed are due to rounding.
- (2) Gasoline/petrol consumption decreased mainly due to the cessation of operations of Dammam Port in 2020.
- (3) The fluctuations in hazardous waste are as a result of the irregular use of materials, production processes and maintenance schedules that produce hazardous waste.
- (4) Non-hazardous waste dropped due to waste minimisation initiatives, fewer employees working in offices and also the cessation of operations of Dammam Port in 2020.
- (5) There were significant drops in energy, water and waste due to store closures as a result of lockdowns during the pandemic.
- (6) Some business units reported more sales of over-the-counter/vitamins products with glass packaging.

	Infrastructure			Telecommunications			Total		
	2018	2019	2020	2018	2019	2020	2018	2019	2020
	10,864,931	10,313,728	<b>9,923,680</b>	522,445	734,338	<b>755,188</b>	12,573,365	12,182,128	<b>11,647,161</b>
	8,944,665	8,486,783	<b>8,009,254</b>	11,611	29,334	<b>24,405</b>	9,451,425	9,003,430	<b>8,440,060</b>
	1,920,266	1,826,945	<b>1,914,426</b>	510,834	705,004	<b>730,783</b>	3,121,940	3,178,698	<b>3,207,101</b>
	0.226	0.227	<b>0.206</b>	0.007	0.007	<b>0.008</b>	0.044	0.040	<b>0.040</b>
	0.186	0.187	<b>0.166</b>	0.000	0.000	<b>0.000</b>	0.033	0.029	<b>0.029</b>
	0.040	0.040	<b>0.040</b>	0.006	0.007	<b>0.007</b>	0.011	0.010	<b>0.011</b>
	32,757,035	32,221,735	<b>31,416,990</b>	1,054,994	1,995,644	<b>2,052,934</b>	36,826,326	37,219,682	<b>36,224,750</b>
	28,833,413	28,457,166	<b>27,472,160</b>	32,632	72,281	<b>56,999</b>	30,458,447	30,156,888	<b>28,985,591</b>
	32,115	32,505	<b>30,250</b>	10,115	8,716	<b>10,730<sup>(10)</sup></b>	52,241	50,226	<b>47,110</b>
	511,323	542,264	<b>537,080</b>	14,626	54,742	<b>38,545<sup>(11)</sup></b>	1,973,652	2,054,235	<b>1,879,993</b>
	10,514,593	10,525,403	<b>10,840,590</b>	7,891	8,683	<b>7,684</b>	10,612,335	10,618,626	<b>10,929,062</b>
	-	-	-	-	-	-	5,956	6,034	<b>6,023</b>
	4,780	4,809	<b>6,882</b>	-	139	<b>41</b>	43,662	75,583	<b>66,046</b>
	17,770,602	17,352,185	<b>16,057,358</b>	-	-	-	17,770,602	17,352,185	<b>16,057,358</b>
	3,923,622	3,764,569	<b>3,944,830</b>	1,022,362	1,923,362	<b>1,995,935</b>	6,367,878	7,062,795	<b>7,239,159</b>
	3,923,622	3,764,569	<b>3,944,830</b>	1,022,362	1,923,362	<b>1,995,935</b>	6,367,878	7,062,795	<b>7,239,159</b>
	681,038	709,343	<b>650,826</b>	13,357	19,496	<b>20,595</b>	128,204	121,128	<b>123,053</b>
	599,464	626,469	<b>569,106</b>	0.413	0.706	<b>0.572</b>	106.035	98.142	<b>98.462</b>
	81.574	82.875	<b>81.720</b>	12.943	18.790	<b>20.023</b>	22.169	22.985	<b>24.591</b>
	9,958	8,027	<b>8,558</b>	1	50	<b>42</b>	10,472	8,577	<b>9,022</b>
	674	636	<b>726</b>	-	-	-	676	638	<b>728</b>
	316	233	<b>306<sup>(7)</sup></b>	-	5	<b>4</b>	367	287	<b>352</b>
	106,716	33,009	<b>47,655<sup>(8)</sup></b>	3,397	883	<b>1,445<sup>(12)</sup></b>	116,698	39,269	<b>52,854</b>
	0.002	0.001	<b>0.001</b>	0.000	0.000	<b>0.000</b>	0.000	0.000	<b>0.000</b>
	537,527	508,859	<b>304,074</b>	122,947	3,649	<b>1,927<sup>(13)</sup></b>	772,627	621,896	<b>399,486</b>
	0.011	0.011	<b>0.006</b>	0.002	0.000	<b>0.000</b>	0.003	0.002	<b>0.001</b>
	38,835	35,665	<b>43,920<sup>(9)</sup></b>	121	227	<b>169<sup>(14)</sup></b>	43,191	39,151	<b>46,667</b>
	0.807	0.785	<b>0.910</b>	0.002	0.002	<b>0.002</b>	0.150	0.127	<b>0.159</b>
	3,387	3,545	<b>2,943</b>	896	1,340	<b>1,328</b>	61,909	63,658	<b>61,124</b>
	-	-	<b>3</b>	294	291	<b>305</b>	25,948	27,242	<b>25,112</b>
	3,387	3,545	<b>2,940</b>	601	1,047	<b>1,023</b>	28,065	27,744	<b>27,174</b>
	-	-	-	-	-	-	4,837	5,395	<b>4,908</b>
	-	-	-	-	-	-	2,570	2,761	<b>3,433</b>
	-	-	-	1	1	-	490	516	<b>496</b>
	NA	NA	<b>NA</b>	NA	NA	<b>NA</b>	NA	NA	<b>NA</b>

(7) Particulate matter emissions increased mainly due to the inclusion of EDL's new plant in the USA.

(8) Hazardous waste increase was due to the increase in the Group's equity ownership of AVR and the increased amount of processed hazardous waste at EnvironZ.

(9) Water consumption increase was due to the increase in the Group's equity ownership of Northumbrian Water.

(10) Gasoline/petrol consumption increased mainly due to the replacement of some permanent diesel Gensets with portable gasoline Gensets at 3 Indonesia.

(11) Diesel consumption decreased mainly due to the reduced use of company fleet at WINDTRE during the lockdown period.

(12) Hazardous waste increased mainly due to increased battery replacement in network equipment at some business units.

(13) Non-hazardous waste decreased mainly due to the reduction in recyclable non-hazardous waste at WINDTRE which closed 11 offices in 2019.

(14) Water consumption decreased due to a drop in water usage in offices during the lockdown period.

## Social performance indicators

Social KPIs		Ports and Related Services	Retail	Infrastructure	Telecommunications	Total
		2020	2020 <sup>(3)</sup>	2020	2020	2020
<b>Number of employees</b>						
Total		18,477	127,791	32,732	18,582	197,582
By employment type	Full-time	15,763	75,110	30,579	15,148	136,600
	Part-time	2,714	52,681	2,153	3,434	60,982
<b>Number of full-time employees</b>						
By gender	Male	14,164	17,789	23,090	9,862	64,905
	Female	1,599	57,321	7,489	5,286	71,695
By employee category	Manager grade or above	606	2,811	3,136	1,105	7,658
	General staff	15,157	72,299	27,443	14,043	128,942
By age group	Under 30	1,925	28,608	4,606	2,518	37,657
	30-49	10,022	41,063	16,031	9,772	76,888
	50 or above	3,816	5,439	9,942	2,858	22,055
By geographical region	Hong Kong	293	8,137	2,600	847	11,877
	Mainland China	30	27,791	1,689	100	29,610
	Europe	4,765	16,369	17,327	12,317	50,778
	Canada	-	-	2,431	-	2,431
	Asia, Australia & Others	10,675	22,813	6,532	1,884	41,904
<b>Turnover rate for full-time employees</b>						
Overall		6%	30%	9%	14%	21%
By gender	Male	5%	25%	9%	15%	13%
	Female	9%	31%	10%	13%	27%
By age group	Under 30	8%	45%	10%	35%	38%
	30-49	5%	21%	8%	11%	15%
	50 or above	8%	15%	10%	8%	11%
By geographical region	Hong Kong	15%	13%	5%	18%	12%
	Mainland China	7%	36%	4%	22%	34%
	Europe	5%	32%	7%	14%	17%
	Canada	-	-	21%	-	21%
	Asia, Australia & Others	6%	27%	11%	15%	19%
<b>Work-related fatalities<sup>(1)</sup></b>						
Number of work-related fatalities for full-time employees		-	-	1	-	1
Number of work-related fatalities for contractors		1	-	1	-	2
Work-related fatalities per full-time employee		-	-	0	-	0
<b>Lost days due to work injury<sup>(2)</sup></b>						
Number of lost days due to work injury		6,001	18,610	4,129	1,599	30,339
<b>Percentage of full-time employees who received training</b>						
Overall		45%	79%	92%	74%	78%
<b>Percentage of full-time employees who received training among total trained full-time employees</b>						
By gender	Male	88%	20%	81%	66%	43%
	Female	12%	80%	19%	34%	57%
By employee category	Manager grade or above	4%	3%	10%	8%	5%
	General staff	96%	97%	90%	92%	95%

Social KPIs		Ports and Related Services	Retail	Infrastructure	Telecommunications	Total
		2020	2020 <sup>(3)</sup>	2020	2020	2020
<b>Average hours of training completed by full-time employees</b>						
Overall		11.2	17.4	20.6	18.7	17.5
By gender	Male	11.5	10.8	22.4	20.5	16.4
	Female	8.5	19.3	15.2	15.2	18.5
By employee category	Manager grade or above	8.7	8.4	23.3	20.9	16.3
	General staff	11.3	17.7	20.3	18.5	17.6
<b>Number of suppliers</b>						
Total		12,445	15,337	30,440	28,264	86,486
By geographical region	Hong Kong	-	3,034	4,198	362	7,594
	Mainland China	-	1,053	884	61	1,998
	Europe	3,075	5,339	9,339	14,539	32,292
	Canada	-	-	4,742	4	4,746
	Asia, Australia & Others	9,370	5,911	11,277	13,298	39,856
<b>Percentage of total products sold or shipped subject to recalls for safety and health reasons</b>						
Percentage of total products sold or shipped subject to recalls for safety and health reasons		-	-	0.1%	-	0.0%
<b>Number of complaints received</b>						
Products related		-	3,074	7,173	61,883	72,130
Services related		3,630	109,984	168,906	2,052,410	2,334,930
<b>Number of concluded legal cases regarding corrupt practices</b>						
Brought against CKHH		-	-	-	-	-
Brought against employees		-	-	-	-	-
<b>Full-time and part-time employees who received training on anti-corruption/ethics and integrity</b>						
Number of full-time and part-time employees who received training on anti-corruption/ethics and integrity		2,450	53,374	4,007	11,611	71,442
Percentage of full-time and part-time employees who received training on anti-corruption/ethics and integrity		13%	42%	12%	62%	36%
Number of training hours on anti-corruption/ethics and integrity completed by full-time and part-time employees		2,823	29,250	3,921	20,728	56,722

## Notes:

- (1) Work-related fatalities: During the year, there were 3 work-related fatalities. This compares to 7 fatalities in 2019 (1 Ports employee and 3 contractors; 1 Retail employee, 1 Infrastructure contractor and 1 Telecommunications contractor) and 1 in 2018 relating to a Ports contractor.

	Ports and Related Services			Retail			Infrastructure			Telecommunications			Total		
	2020	2019	2018	2020	2019	2018	2020	2019	2018	2020	2019	2018	2020	2019	2018
(2) No. of lost days due to work injury (employees)	6,001	7,212	8,753	18,610	19,704	21,999	4,129	4,069	-	1,599	1,898	1,933	30,339	32,883	32,685

- (3) For Retail, only the first nine months of 2020 were covered for training due to data unavailable at the time. Full year data will be reported from the 2021 report.