

Environmental performance indicators

Environmental KPIs ⁽¹⁾	Unit	Ports and Related Services			Retail			
		2019	2020	2021	2019	2020	2021	
GHG emissions								
Total GHG emissions		513,316	442,408	466,132	620,746	522,039	550,199	
Greenhouse gas emissions (Scope 1)	tonne CO ₂ e	302,521	272,475	290,126	184,792	135,735 ⁽⁵⁾	144,907	
Greenhouse gas emissions (Scope 2) ⁽²⁾		210,795	169,933	176,006	435,954	386,304	405,292	
Total GHG emissions intensity	tonne CO ₂ e/ revenue	0.019	0.018	0.016	0.005	0.004	0.004	
Greenhouse gas emissions (Scope 1) intensity		0.011	0.011	0.010	0.001	0.001	0.001	
Greenhouse gas emissions (Scope 2) intensity	HK\$'000	0.008	0.007	0.006	0.003	0.003	0.003	
Use of energy								
Total energy consumption		1,755,526	1,603,913	1,730,294	1,246,777	1,160,753	1,227,085	
Total direct energy consumption		1,202,767	1,083,529	1,155,620	424,673	382,742	417,915	
Gasoline/Petrol		7,674	4,721	4,510	1,331	1,410	2,474	
Diesel		1,179,923	1,063,363	1,132,785	277,305	241,004	264,585	
Natural gas		10,447	11,358	11,641	74,092	79,268 ⁽⁵⁾	108,867	
Towngas		0	0	0	6,034	6,023	6,312	
Gas (exclude towngas and natural gas)		4,723	4,087	5,988	65,911	55,037	35,221	
Other fuels		0	0	0	0	0	0	
Wind		-	-	0	-	-	0	
Solar		-	-	696	-	-	456	
Hydro		-	-	0	-	-	0	
Biomass		0	0	0	0	0	0	
Self-generated energy		-	-	0	-	-	0	
Sale of energy		-	-	0	-	-	0	
Total indirect energy consumption		552,759	520,384	574,674	822,104	778,011	809,170	
Electricity		552,759	520,384	573,571⁽³⁾	822,104	778,011	809,170	
Heating		-	-	1,103	-	-	0	
Renewable electricity purchased and supported by green certificates		-	-	47,482	-	-	164,250	
% renewable electricity purchased and supported by green certificates	%	-	-	8%	-	-	20%	
Total energy consumption intensity	kWh/revenue	65.029	63.944	59.686	9.410	9.565	9.378	
Total direct energy consumption intensity	HK\$'000	44.554	43.198	39.863	3.205	3.154	3.194	
Total indirect energy consumption intensity		20.476	20.746	19.823	6.205	6.411	6.184	
Air emissions								
NOx emissions	tonne	107	100	123	393	322	343	
SOx emissions		2	1	2	0	0	0	
Particulate matter emissions		11	10	12	39	32	34	
Waste produced								
Total hazardous waste produced	tonne	4,674	3,403	3,231	703	351	843	
Total hazardous waste produced intensity	tonne/revenue HK\$'000	0.000	0.000	0.000	0.000	0.000	0.000	
Total non-hazardous waste produced	tonne	25,868	15,957	31,892⁽⁴⁾	83,520	77,528	77,595	
Total non-hazardous waste produced intensity	tonne/revenue HK\$'000	0.001	0.001	0.001	0.001	0.001	0.001	
Total waste recycled	tonne	-	-	6,210	-	-	72,885	
Recycled material usage	tonne	-	-	0	-	-	7,778	

	Infrastructure			Telecommunications			Total		
	2019	2020	2021	2019	2020	2021	2019	2020	2021
	10,313,728	9,753,816	8,499,422	906,388	812,875	823,413	12,354,178	11,531,138	10,339,166
	8,486,783	8,147,385 ⁽⁶⁾	6,952,156	29,334	24,565	20,679	9,003,430	8,580,160	7,407,868
	1,826,945	1,606,431	1,547,266	877,054 ⁽¹⁰⁾	788,310 ⁽¹⁰⁾	802,734	3,350,748	2,950,978	2,931,298
	0.227	0.202	0.168	0.009	0.008	0.008	0.040	0.039	0.033
	0.187	0.169	0.137	0.000	0.000	0.000	0.029	0.029	0.024
	0.040	0.033	0.031	0.009	0.008	0.008	0.011	0.010	0.009
	29,752,040	29,286,309	29,061,968	1,995,642	2,053,597	2,239,930	34,749,985	34,104,572	34,259,277
	28,457,166	27,896,625	27,725,702	72,280	57,662	56,169	30,156,886	29,420,558	29,355,406
	32,505	30,250	29,718	8,716	9,385 ⁽¹¹⁾	8,159	50,226	45,766	44,861
	542,264	537,080	458,369	54,742	40,033 ⁽¹¹⁾	39,665	2,054,234	1,881,480	1,895,404
	10,525,403	10,840,590	10,621,222	8,683	8,203 ⁽¹¹⁾	7,485	10,618,625	10,939,419	10,749,215
	0	0	0	0	0	0	6,034	6,023	6,312
	4,809	6,882	1,161	139	41	13	75,582	66,047	42,383
	13,916,434 ⁽⁶⁾	11,630,358 ⁽⁶⁾	11,838,143	0	0	0	13,916,434	11,630,358	11,838,143
	-	-	2,406	-	-	0	-	-	2,406
	-	-	438	-	-	847	-	-	2,437
	-	-	414	-	-	0	-	-	414
	3,435,751 ⁽⁶⁾	4,851,465 ⁽⁶⁾	4,709,969	0	0	0	3,435,751	4,851,465	4,709,969
	-	-	6,102,014	-	-	0	-	-	6,102,014
	-	-	(6,038,152)	-	-	0	-	-	(6,038,152)
	1,294,874	1,389,684	1,336,266	1,923,362	1,995,935	2,183,761	4,593,099	4,684,014	4,903,871
	1,294,874 ⁽⁷⁾	1,389,684 ⁽⁷⁾	1,334,499	1,923,362	1,995,935	2,181,906	4,593,099	4,684,014	4,899,146
	-	-	1,767	-	-	1,855	-	-	4,725
	-	-	204,668	-	-	570,105	-	-	986,505
	-	-	15%	-	-	26%	-	-	20%
	654.974	606.687	574.793	19.496	20.602	22.126	113.090	115.851	109.937
	626.469	577.899	548.364	0.706	0.578	0.555	98.142	99.940	94.200
	28.506	28.788	26.429	18.790	20.023	21.571	14.948	15.911	15.736
	8,027	8,558	8,258	50	42	29	8,577	9,022	8,753
	636	726	727	0	0	0	638	727	729
	233	306	269	5	4	3	288	352	318
	33,009	47,655	25,376 ⁽⁸⁾	883	1,445	829	39,269	52,854	30,279
	0.001	0.001	0.001	0.000	0.000	0.000	0.000	0.000	0.000
	508,859	304,074	280,158	3,649	1,927	3,375	621,896	399,486	393,020
	0.011	0.006	0.006	0.000	0.000	0.000	0.002	0.001	0.001
	-	-	149,788	-	-	3,348	-	-	232,231
	-	-	1,755,561	-	-	0	-	-	1,763,339

Annex 1 – Environmental and social performance indicators

Environmental KPIs ⁽¹⁾	Unit	Ports and Related Services			Retail			
		2019	2020	2021	2019	2020	2021	
Use of water								
Total water consumption	'000 m ³	856	740	740	2,404	1,838	1,686	
Total water withdrawal		-	-	740	-	-	1,686	
Surface water		-	-	0	-	-	0	
Groundwater		-	-	7	-	-	0	
Seawater		-	-	0	-	-	0	
Third-party water		-	-	732	-	-	1,686	
Other sources		-	-	1	-	-	0	
Total water discharged		-	-	0	-	-	0	
Surface water		-	-	0	-	-	0	
Third-party water		-	-	0	-	-	0	
Other sources	-	-	0	-	-	0		
Water consumption intensity	m ³ /revenue HK\$'000	0.032	0.029	0.026	0.018	0.015	0.013	
Water withdrawal from areas with water stress	'000 m ³	-	-	0	-	-	0	
Water withdrawal from freshwater sources		-	-	0	-	-	0	
Water recycled		-	-	3	-	-	0	
Packaging material								
Total packaging material used for finished products	tonne	16	15	0	58,757	56,837	67,514	
Plastic		16	15	0	26,934	24,789	34,416	
Paper		0	0	0	23,152	23,211	22,940	
Metal		0	0	0	5,395	4,908	5,427	
Glass		0	0	0	2,761	3,433	3,337	
Other packaging material		0	0	0	515	496	1,394	
Packaging material intensity	tonne/thousand of products ^(a) or tonne/tonne of products ^(b)	N/A	N/A	N/A	0.037 ^(a)	0.039 ^(a)	0.043 ^(a)	

Notes:

- 1) "-" refers to items not reported in previous years.
- 2) Scope 2 emissions are restated for 2020 to reflect the market-based method.

Ports division:

- 3) The increase in electricity consumption usage was mainly due to supply chain pressures during 2021 leading to above-average increases in port throughput.
- 4) In 2021, more waste was generated due to a large increase in port throughput/operations. 2021 also marked the resumption of the division's recycling programme which had been previously disrupted by the pandemic.

Retail division:

- 5) Natural gas consumption and the related scope 1 emissions for 2020 are restated to reflect improvements in data accuracy and late invoices from suppliers.

Infrastructure division:

- 6) The 2020 "Other fuels" consumption and the related scope 1 emissions have been restated to reflect more accurate non-renewable energy consumption at Jinwan Power Plant. In addition, the data reported under "Other fuels" has been re-scoped to now report biomass separately which was previously included within this data point.
- 7) The reporting scope for electricity and water consumption has been re-scoped with 2019 and 2020 figures where relevant and available.
- 8) Hazardous waste decreased mainly due to an update in definition of hazardous waste for EnviroNZ, in which a portion of the hazardous waste reported in 2020 has been reclassified to non-hazardous waste in 2021.
- 9) Paper consumption for packaging material for 2020 has been restated to reflect more accurate figures.

Telecommunications division:

- 10) 2019 and 2020 figures have been restated for scope 2 emissions due to updates to emissions factors.
- 11) 2020 figures have been restated for gasoline/petrol, diesel and natural gas to reflect the most accurate data.
- 12) 2019 and 2020 figures have been restated for plastic and paper consumption for packaging material due to an update in data scoping.

	Infrastructure			Telecommunications			Total		
	2019	2020	2021	2019	2020	2021	2019	2020	2021
	35,665	646,624 ⁽⁷⁾	380,855	227	169	129	39,152	649,371	383,410
	-	-	688,000	-	-	129	-	-	690,555
	-	-	270,975	-	-	56	-	-	271,031
	-	-	20,314	-	-	2	-	-	20,323
	-	-	391,701	-	-	0	-	-	391,701
	-	-	3,541	-	-	69	-	-	6,028
	-	-	1,469	-	-	2	-	-	1,472
	-	-	(307,145)	-	-	0	-	-	(307,145)
	-	-	(70,508)	-	-	0	-	-	(70,508)
	-	-	(236,544)	-	-	0	-	-	(236,544)
	-	-	(93)	-	-	0	-	-	(93)
	0.785	13.395	7.533	0.002	0.002	0.001	0.127	2.206	1.230
	-	-	546	-	-	0	-	-	546
	-	-	0	-	-	0	-	-	0
	-	-	184,797	-	-	0	-	-	184,800
	3,545	2,949	2,570	1,271	1,253	723	63,589	61,054	70,807
	0	3	5	300 ⁽¹²⁾	312 ⁽¹²⁾	127	27,250	25,119	34,548
	3,545	2,946 ⁽⁹⁾	2,565	970 ⁽¹²⁾	941 ⁽¹²⁾	442	27,667	27,098	25,947
	0	0	0	0	0	0	5,395	4,908	5,427
	0	0	0	0	0	0	2,761	3,433	3,337
	0	0	0	1	0	154	516	496	1,548
	1.733 ^(b)	1.250 ^(b)	1.114 ^(b)	0.006 ^(a)	0.005 ^(a)	0.004 ^(a)	N/A	N/A	N/A

Social performance indicators

Social KPIs ⁽¹⁾		Ports and Related Services		Retail		Infrastructure		Telecommunications		Total	
		2020	2021	2020	2021	2020	2021	2020	2021	2020	2021
Number of employees											
Total		18,477	18,308	127,791	126,644	32,732	32,713	18,582	18,817	197,582	196,482
By employment type	Full-time	15,763	15,180	75,110	74,871	30,579	30,537	15,148	15,548	136,600	136,136
	Part-time	2,714	3,128	52,681	51,773	2,153	2,176	3,434	3,269	60,982	60,346
Number of full-time employees											
By gender	Male	14,164	13,670	17,789	17,452	23,090	23,022	9,862	9,977	64,905	64,121
	Female	1,599	1,510	57,321	57,419	7,489	7,515	5,286	5,571	71,695	72,015
By employee category	Manager grade or above	606	564	2,811	2,795	3,136	2,278	1,105	1,419	7,658	7,056
	General staff	15,157	14,616	72,299	72,076	27,443	28,259	14,043	14,129	128,942	129,080
By age group	Under 30	1,925	1,818	28,608	27,847	4,606	4,431	2,518	2,538	37,657	36,634
	30-49	10,022	9,503	41,063	41,520	16,031	16,107	9,772	9,680	76,888	76,810
	50 or above	3,816	3,859	5,439	5,504	9,942	9,999	2,858	3,330	22,055	22,692
By geographical region	Hong Kong	293	277	8,137	7,651	2,600	2,561	847	902	11,877	11,391
	Mainland China	30	27	27,791	26,725	1,689	1,689	100	100	29,610	28,541
	Europe	4,765	4,837	16,369	17,279	17,327	17,125	12,317	12,721	50,778	51,962
	Canada	0	0	0	0	2,431	2,395	0	0	2,431	2,395
	Asia, Australia and Others	10,675	10,039	22,813	23,216	6,532	6,767	1,884	1,825	41,904	41,847
Turnover rate for full-time employees											
Overall		5% ⁽⁵⁾	7%	30%	31%	9%	11%	14%	16%	21%	22%
By gender	Male	5%	7%	25%	29%	9%	11%	15%	16%	13%	16%
	Female	8% ⁽⁵⁾	8%	31%	32%	10%	12%	13%	16%	27%	28%
By age group	Under 30	7% ⁽⁵⁾	12%	45%	50%	10%	18%	35%	40%	38%	43%
	30-49	4% ⁽⁵⁾	6%	21%	21%	8%	10%	11%	12%	15%	15%
	50 or above	8%	8%	15%	19%	10%	10%	8%	9%	11%	12%
By geographical region	Hong Kong	15%	21%	13%	25%	5%	8%	18%	41%	12%	23%
	Mainland China	7%	11%	36%	29%	4%	5%	22%	10%	34%	27%
	Europe	5%	6%	32%	42%	7%	8%	14%	14%	17%	21%
	Canada	0%	0%	0%	0%	21%	38%	0%	0%	21%	37%
	Asia, Australia and Others	5% ⁽⁵⁾	7%	27%	29%	11%	13%	15%	12%	18%	20%
Work-related fatalities ⁽²⁾											
Number of work-related fatalities		1	3	0	1	2	2	0	0	3	6
By employee type	Full-time employees	0	1	0	1	1	2	0	0	1	4
	Contractors	1	2	0	0	1	0	0	0	2	2
Rate of work-related fatalities (full-time employees)		0.000%	0.007%	0.000%	0.001%	0.003%	0.007%	0.000%	0.000%	0.001%	0.003%
Lost days due to work injury ⁽³⁾											
Number of lost days due to work injury (employees)		5,800 ⁽⁵⁾	5,992	18,610	22,273	4,129	3,448	1,599	605	30,138	32,318
Number of lost time injury incidents (employees)		306	335	364	505	109	159	73	21	852	1,020
Percentage of full-time employees who received training ⁽⁴⁾											
Overall		45%	54%	79%	91%	92%	82%	74%	73%	78%	84%
Percentage of full-time employees who received training among total trained full-time employees											
By gender	Male	88%	89%	20%	22%	81%	78%	66%	65%	43%	41%
	Female	12%	11%	80%	78%	19%	22%	34%	35%	57%	59%
By employee category	Manager grade or above	4%	3%	3%	3%	10%	12%	8%	7%	5%	5%
	General staff	96%	97%	97%	97%	90%	88%	92%	93%	95%	95%

Social KPIs ⁽¹⁾		Ports and Related Services		Retail		Infrastructure		Telecommunications		Total	
		2020	2021	2020	2021	2020	2021	2020	2021	2020	2021
Average hours of training completed by full-time employees ⁽⁴⁾											
Overall		10.9 ⁽⁵⁾	13.5	17.4	28.8 ⁽⁶⁾	20.6	24.9	18.7	24.3 ⁽⁷⁾	17.5	25.5
By gender	Male	11.2 ⁽⁵⁾	13.5	10.8	20.3	22.4	27.9	20.5	24.4	16.3	21.3
	Female	8.9 ⁽⁵⁾	13.5	19.3	31.3	15.2	15.6	15.2	24.2	18.5	28.9
By employee category	Manager grade or above	7.8 ⁽⁵⁾	10.7	8.4	15.8	23.3	39.5	20.9	15.8	16.2	21.7
	General staff	11.0 ⁽⁵⁾	13.6	17.7	29.2	20.3	23.7	18.5	25.1	17.6	25.7
Number of suppliers											
Total		12,442 ⁽⁵⁾	15,996	15,337	14,984	30,440	33,848	28,264	23,029	86,483	87,857
By geographical region	Hong Kong	71 ⁽⁵⁾	1,818	3,034	2,825	4,198	3,500	362	414	7,665	8,557
	Mainland China	101 ⁽⁵⁾	2,231	1,053	1,242	884	979	61	351	2,099	4,803
	Europe	3,312 ⁽⁵⁾	3,318	5,339	5,960	9,339	11,917	14,539	9,170	32,529	30,365
	Canada	8 ⁽⁵⁾	11	0	26	4,742	4,994	4	6	4,754	5,037
	Asia, Australia and Others	8,950 ⁽⁵⁾	8,618	5,911	4,931	11,277	12,458	13,298	13,088	39,436	39,095
Percentage of total products sold or shipped subject to recalls for safety and health reasons											
Percentage of total products sold or shipped subject to recalls for safety and health reasons		0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Number of complaints received											
Products related		0	0	3,074	3,133	7,173	8,746	61,883	57,924	72,130	69,803
Services related		1,721 ⁽⁵⁾	2,002	109,987	128,676	168,906	264,285	1,584,184 ⁽⁸⁾	1,226,730	1,864,798	1,621,693
Number of employees who received training on anti-corruptive/ethics and integrity											
Total		2,450	2,200	53,374	96,132	4,007	6,342	11,611	7,644	71,442	112,318
By employment type	Full-time	-	1,826	-	68,337	-	6,111	-	5,946	-	82,220
	Part-time	-	374	-	27,795	-	231	-	1,698	-	30,098
Percentage of full-time and part-time employees who received training on anti-corruptive/ethics and integrity		13%	11%	42%	64%	12%	19%	62%	36%	36%	50%
Number of training hours on anti-corruptive/ethics and integrity completed by employees											
Total		2,823	1,911	29,250	96,614 ⁽⁶⁾	3,921	9,556	20,728	17,611	56,722	125,692
By employment type	Full-time	-	1,534	-	83,905	-	9,320	-	13,446	-	108,205
	Part-time	-	377	-	12,709	-	236	-	4,165	-	17,487

Notes:

- "-" refers to items not reported in the previous years.
- In 2019, there were 7 work-related fatalities (1 Ports employee and 3 contractors, 1 Retail employee, 1 Infrastructure contractor and 1 Telecommunications contractor). The fatality rate for full-time employees in 2019 was 0.001%.
- In 2019, the total number of lost days due to work injury (employees) was 32,883 and the number of lost time injury incidents (employees) was 1,057.
- Training data for full-time employees included those for the existing employees as at the end of the reporting period and the employees who left the Group during the reporting period.
- For the Ports division, restatements have been made in the turnover rate for full-time employees, the number of lost days due to work injury (employees), the average hours of training completed by full-time employees, the number of suppliers and the number of service-related complaints received for 2020 due to change in scope.
- For the Retail division, the average number of training hours increased significantly due to a greater emphasis on, and availability of, virtual training organised in 2021. The number of training hours on anti-corruption/ethics and integrity also increased due to more refresher training conducted in some business units in 2021.
- The average number of training hours for the Telecommunications division increased mainly due to more training activities conducted at WINDTRE to support the overall digital transformation and to develop a common digital mindset for all the employees in 2021.
- The number of service-related complaints for the Telecommunications division for 2020 was restated as 3 Indonesia has changed the reporting scope.