



SOCIAL

The social pillar of the Group Sustainability Framework addresses the priorities and concerns of key stakeholder groups who unpin its success, specifically its employees, customers, and representatives of local communities in locations where it operates. Creating shared value for these stakeholders is a source of competitive advantage for sustaining the Group's long-term prosperity.

GROUP GOALS

- CREATE GREAT PLACES TO WORK
- INVEST IN DEVELOPING THRIVING AND RESILIENT COMMUNITIES

CONTENT IN THIS SECTION

- TALENT ATTRACTION
- EMPLOYEE ENGAGEMENT
- LEARNING AND DEVELOPMENT
- INCLUSION AND DIVERSITY
- HEALTH, SAFETY, AND WELLBEING
- COMMUNITY INVESTMENT

Linked SDGs



EMPLOYER OF CHOICE

The Group strives to provide superior employment experiences and great places to work for its global workforce of more than 300,000 people, including all joint ventures and associates, and 198,580 employees across our four core businesses (the scope of this report). Beyond outlining the overall direction for achieving its sustainable development strategy, the Group encourages and supports the core businesses to design and implement fit-for-purpose human resource management approaches tailored to their respective needs.

Group



CREATING GREAT PLACES TO WORK – RECOGNITION RECEIVED IN 2022

Ports

- Hutchison Ports HIT: Partner Employer Award 2022, the Hong Kong General Chamber of Small and Medium Business
- Hutchison Ports UK:
 - Endorsed Employer for Women, Work180
 - Disability Confident Committed Employer, UK Government initiative
 - Defence Employer Recognition Scheme - Silver Award, UK Government initiative

Retail

- A.S. Watson Group: Employer of the Year, HR Asia
- Watsons Malaysia: Most Preferred Graduate Employer in Retail - Champion, Graduates Choice Awards
- Watsons Thailand: Best Companies to Work for in Asia, HR Asia
- Watsons Singapore: 2021-2022 Top Employer, Influential Brands
- Superdrug:
 - Financial Times Leader in Diversity report, Financial Times
 - Top 100 Apprenticeship Employers, UK Government's Department of Education

Infrastructure

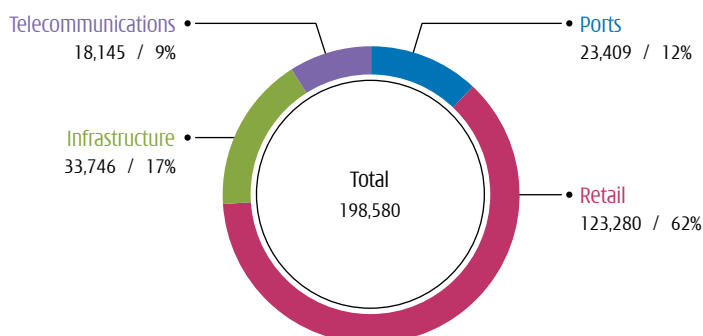
- UK Power Networks:
 - Employer of the Year, Utility Week Awards
 - Best Big Companies to Work For: Fifth overall, Second in London, Second In Utilities, Best Companies
- AGIG: Top 40 Best Workplaces to Give Back 2022, GoodCompany
- Northumbrian Water: the UK's Best Workplaces™ list in the Super Large category, Great Place to Work® UK
- EDL: Endorsed Employer for Women, Work 180

Telecommunications

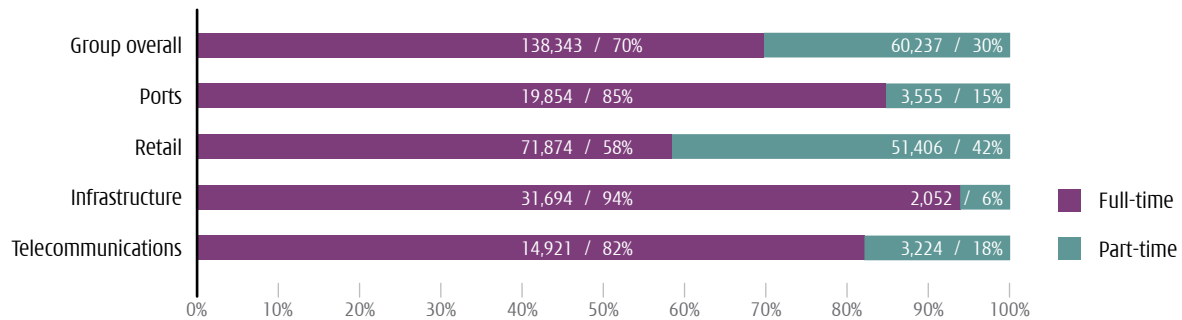
- 3 Austria: Employee Experience Champion, Employee Experience Awards by LSZ
- 3 Hong Kong and 3 Macau: 13th in Asia's Best Employer Brand Awards - Asia's Best Employer Brand, Employer Branding Institute
- 3 Sweden:
 - Career Company 2022, Career Company (Karriär företagen)
 - Top 10 in the annual Great Place to Work® Sweden
- 3 Ireland: Investors in Diversity Gold, the Irish Centre for Diversity
- 3 UK: 100 best places to work, the National Centre for Diversity
- WINDTRE:
 - Top Employer Italia 2022, Top Employers Institute
 - Financial Times Leader in Diversity report, Financial Times

Figure 19 Group employment profile 2022

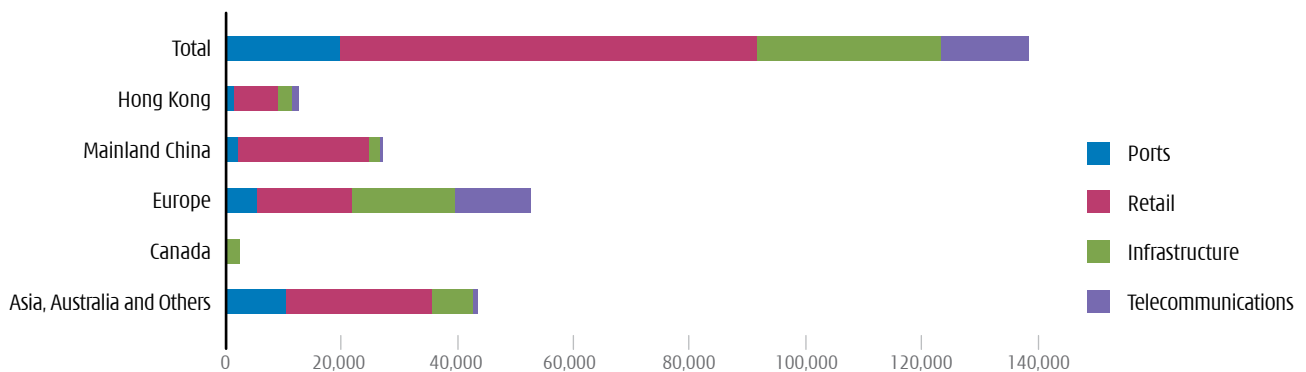
by core business



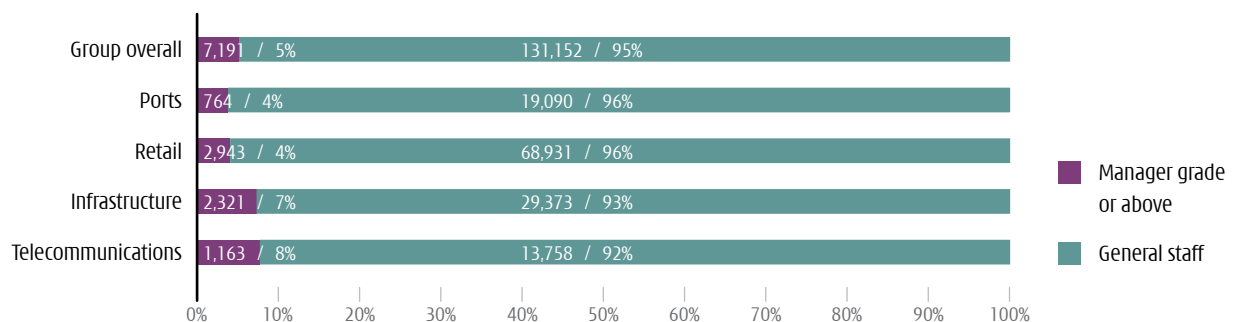
by employment type



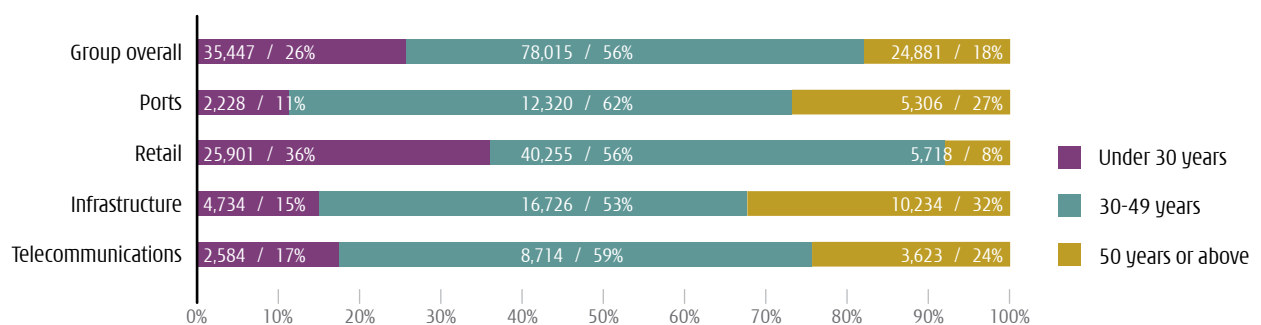
by location (full-time)



by employee category (full-time)



by age group (full-time)



Talent Attraction

The Group aims to build inclusive teams which reflect the diversity of the Group's customer base and local communities.

In response to tight labour market conditions and any skills gaps identified at the divisional level, the core businesses adapt their management approaches to achieve the Group's organisational objectives in different contexts. For example, to ensure a pipeline of young talent, the Retail division has established a 2030 target to recruit 200,000 school-leavers without previous work experience. It aims to deliver five million training hours to launch the careers of these young people in the retail sector.

Employer branding is an important tool for talent attraction. In 2022, A.S. Watson created a global team for employer branding through virtual platforms. During the year, Superdrug re-launched its employer brand with a campaign entitled "Where You Can Be You", celebrating the diversity of its workforce and featuring current employees. In the Benelux, Kruidvat launched #friendsteam, an innovative social media-based recruitment campaign targeting young people and encouraging friends to apply together for employment opportunities.

Retail



Infrastructure



PATHWAYS TO EMPLOYMENT

The Group implements a variety of apprenticeship programmes to nurture its pipeline of young talent. Some business units partner with non-profit organisations specialising in delivering targeted support to young people from disadvantaged backgrounds, thereby aligning their talent development initiatives with the Group's broader community engagement objectives.

SA Power Networks in the Infrastructure division is one of South Australia's largest employers of apprentices and fresh graduates, providing a range of accredited training and entry-level work opportunities. Since 2003, over 690 apprentices have embarked

on programmes at its dedicated Training Centre, of which the majority have subsequently gained full-time employment.

In 2022, Superdrug and Savers in the Retail division delivered life skills training and practical support to more than 300 new recruits. These business units work with Drive Forward, a UK-based charity, to provide summer placements and work experience opportunities. They also participate in the UK Government's Kickstart programme for young people at risk of long-term unemployment. More than 800 participants started permanent employment with Superdrug and Savers upon successful completion of this programme.

Employment conditions and benefits

In line with the Group's [Human Rights Policy](#), all business units comply with relevant laws and regulations on working conditions and communicate clearly with employees about their established employment practices.

The Group's core businesses offer non-statutory benefits for employees in order to remain competitive in their industries, such as maternity and shared parental pay (often exceeding legal requirements), childcare and educational support, staff discounts, smartphones for work and personal use, and long service awards. Pension and retirement benefits are also offered to all employees and employees are eligible for a performance-based bonus. The Group also offers non-statutory benefits linked to its

management approach on [promoting health, safety and wellbeing](#), including onsite medical clinics and employee assistance programmes. The Group is adapting to emerging norms around flexible working and offering hybrid work arrangements for eligible employees where appropriate.

In the context of rapid and substantial increases in the cost of living experienced by employees, particularly in the UK and Europe, the Group focuses on finding fair and equitable solutions to protect job security as well as conducting pay reviews in the context of the local market economy considering interest rates and ensuring benchmarking against the market.

The Group is committed to identifying, preventing, and mitigating adverse human rights impacts resulting from any business transaction of the Group, including any restructuring decisions. Central to these commitments are the following principles:

- Identify the potential impact of human rights issues on employees as early as possible.
- Communicate with employees and where necessary, the relevant labour unions at the earliest possible opportunity on potential impacts, with due regard to human rights considerations.
- Prevent and limit redundancies where possible with compensation including severance payments (at or above statutory requirements) provided for redundancies.
- Include respect for human rights considerations in transition planning, such as redeployment and offering outplacement services to impacted staff where appropriate.
- Foster meaningful and constructive dialogue with employees, and take active steps in order to mitigate adverse effects on employees in the case of any ownership change or structural change to the business.

Support for employees regarding severance pay, assistance with outplacement, reemployment and retraining varies depending on the industries and geographies of operation. Tangible examples of Group assistance in relation to restructuring events this year include (in addition to providing severance pay): covering monthly health plan premiums for an extended period, providing extended notice, and providing job opportunities in other parts of the business with retraining as needed.

The Group respects its employees' right to join or form a labour union without fear of reprisal, intimidation, or harassment. Where employees are represented by a legally recognised union, the Group is committed to engaging in constructive dialogue with their chosen representatives. In 2022, approximately 33% of the Group's employees were covered by collective bargaining agreements.

Employee Engagement

The Group recognises the importance of empowering employees to contribute their knowledge and experiences towards shaping the future of its business by hearing and responding to their concerns. Business units undertake employee engagement in various ways. In general, employee surveys are conducted at least bi-annually, with results tracked over time. These overarching surveys are supplemented with ad hoc initiatives on specific issues as needed, such as understanding employee needs in returning to the office after long periods of lockdown. The Group celebrates good outcomes through channels such as the Group newsletter, the Sphere eMagazine, and implements improvement plans to strengthen outcomes that need attention.

Learning and Development

Structured skills development programmes are in place across the Group for all employees and other workers, including contractors who play an integral role in many operational areas. The Group's targeted learning activities aim to address the skills development needs of each core business as well as employees' career development aspirations. Both the content and structure of its learning programmes are continually being refreshed to keep pace with market developments such as personalised learning and emphasis on digital transformation.

Performance appraisal

The group has developed internal performance appraisal systems for all employees across divisions with the aim to help employees to understand their performance and areas of professional growth. Performance is reviewed periodically and may impact annual remuneration.

Investing in leaders

Investing in future leaders is essential for ensuring the Group's core businesses remain innovative and resilient while nurturing the Group's talent pipeline to retain high-performers. Leadership development programmes are in place in each one of the Group's divisions addressing different layers of management. The Hutchison Ports' Regional Development Programme engages middle managers from the Asia Pacific, Europe, Latin America, and Middle East regions in a virtual learning approach. Its expanding network of alumni plays a pivotal role in facilitating cross-port collaboration.

The A.S. Watson Agile Leadership Series develops a pool of executives with strong strategic leadership skills based on the A.S. Watson Leadership Capabilities framework that is updated annually. The Retail division's European Leaders Network comprises 250 senior leaders, including Group Directors and Heads of Department, Business Unit Leaders and their direct reports. It meets monthly to facilitate networking and thought leadership.

Business units in the Infrastructure and Telecommunications divisions also have well-established initiatives for nurturing future leaders, such the Manager to Leader Programme at AGIG and EDL's IGNITE and Breaking Ground programmes. At 3 UK and 3 Ireland, the Elevate Leadership Development Programme provides comprehensive opportunities for senior managers, including 180-degree performance appraisals and 1-2-1 coaching.

Succession planning

The Group has a proactive and comprehensive approach to succession planning. Each year, the core businesses undertake a review of succession plans for multiple levels and the results are submitted to the Group for approval by its Directors. This activity is also carried out in a more granular fashion and covering more layers of the organisation at the division level.

Upskilling and reskilling

New technology in the digital economy is transforming day-to-day tasks across all core businesses. The Group's business units must invest continuously in reskilling and upskilling to address emerging skills gaps.

In accordance with the Group's Employment Policy, all full-time employees are eligible to receive support for degree and

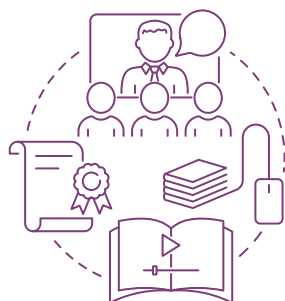
certification programmes related to their job functions. In the Infrastructure division, UK Power Networks' Supported Studies programme is providing funding for 320 employees actively studying, with another 188 new applicants, to pursue professional qualifications in engineering and accounting, among other disciplines.

A.S. Watson's Retail Academy is a platform for continuous learning, delivering high quality programmes certified by the Hong Kong Council for Accreditation of Academic and Vocational Qualifications. As digital skills become increasingly essential for all employees, the Retail division has introduced its Digital Gym Mobile App and other toolkits to provide accessible learning opportunities as part of its "Fit for the Future" campaign. Global membership of the Digital Gym has grown to over 850 colleagues and more than 150 items of learning content have been posted.

Telecommunications



DELIVERING STRUCTURED LEARNING OPPORTUNITIES



3 Academy is a learning platform for employees in the Telecommunications division to develop future-ready skills and capabilities.

In 2022, **3** Ireland and **3** UK launched the Digital Academy, focused on supporting employees to improve digital skills through a range of initiatives from bite-sized e-learning modules to mentoring programmes and studying for professional qualifications.

3 Sweden launched a sales and service excellence programme for all sales and customer service employees to continuously elevate the quality of service and sales towards customers, as well as upskill employees.

Group



UPSKILLING FOR SUSTAINABILITY LEADERSHIP



An ever-increasing number of team members across all core business are involved in communicating and implementing the Group's sustainability objectives. During 2022, to support these colleagues in gaining a broad-based understanding of global sustainability trends, the Group provided access to an online short course from the Cambridge Institute of Sustainability Leadership entitled "Sustainability Essentials for Business".



Getting future-ready

The Group is investing in its future-readiness by scaling up capabilities that will be most relevant for its core businesses to remain competitive and resilient. Top skillsets expected to increase in importance over the coming years include critical thinking, problem solving, and self-management.

The Telecommunications division is continually enhancing its learning programmes based on needs analysis. In addition to

soft skills such as change management, emotional intelligence, and business communication, it provides training on emerging technologies and processes such as search engine optimisation, DevOps software systems optimisation, and DesignOps human systems optimisation. In 2022, 3 UK delivered over 650 training hours using Pluralsight digital tools. Its workforce has access to over 16,000 courses on a wide range of topics via LinkedIn Learning.

Telecommunications



PREPARING FOR FUTURE CHALLENGES

WINDTRE is preparing its people for the challenges of the future by supporting their employability. As part of its sustainability strategy, it has committed to a target of 100% future-ready people centred on promoting a culture of lifelong learning and self-development.



385,000
training hours

In 2022, it delivered more than 385,000 training hours for its employees, including its Digital Mindset Development Programme.

Retail



FIT FOR THE FUTURE

Leaders of the Retail division came together in 2021 to discuss the question: *Are we fit for the future?* In response, they identified 12 critical skillsets for their workforce to embrace across four categories—Cognitive, Interpersonal, Self-Leadership, and Digital.

Throughout 2022, toolkits have been launched to support all business units and Group functions on upskilling in each area. “Fit For The Future” was also adopted as the theme for store roadshows during the year.



Cognitive

1. Agile Thinking
2. Structured problem Solving
3. Communication
4. Mental Flexibility



Interpersonal

5. Team Effectiveness
6. Coaching & Empowering



Self-Leadership

7. Entrepreneurship
8. Self-awareness & Self-management
9. Continuous Learning
10. Growth Mindset



Digital

11. Digital Fluency
12. Data Analytics

INCLUSION AND DIVERSITY

The Group strives to provide equitable and inclusive working environments for its employees. Policies and programmes are in place to ensure the composition of its workforce reflects the diversity of the communities it serves.

This topic on Inclusion and Diversity is linked to other material topics in the Group Sustainability Framework, such as [Labour and Human Rights](#) and [Social Inclusion](#).

Equal Opportunities

The Group is committed to promoting and protecting equal opportunities. In line with the [Human Rights Policy](#) and [Code of Conduct](#) the Group has zero tolerance towards discrimination on the basis of race, colour, national or social origin, ethnicity, religion, age, disability, sex, sexual orientation, gender, political affiliation, or any other status protected by law. It handles all reports of impropriety and misconduct in accordance with its [Whistleblowing Policy](#).

The Group's core businesses implement inclusion and diversity programmes suited to their needs and circumstances, including training, networking, mentoring, and senior level sponsorships and oversight of diversity performance. In 2022, Superdrug and WINDTRE were spotlighted in the Financial Times Leader in Diversity report for leadership in this area. **3** UK was included in the list of 100 best places to work by the National Centre for Diversity, and **3** Ireland received an Investors in Diversity Gold award from the Irish Centre for Diversity.

Strength in Diversity

The Group recognises the value of embracing diverse perspectives, experiences and ideas, with a workforce which reflects the diversity of the customer and communities it serves.

Retail



EVERYONE MATTERS

Superdrug is working hard to become a more diverse and inclusive workplace. Its inclusion and diversity strategy—Everyone Matters—has six focus areas: Age, Social Mobility, Disability, Gender Equality, LGBTQ+, and Race & Ethnicity.



EVERYONE
MATTERS

The Everyone Matters Steering Group is chaired by the CEO and Employee Networks for each focus area provide safe spaces for colleagues to discuss issues, share experiences, and provide support.

The Employee Networks design and implement internal campaigns, forge partnerships with external organisations, and raise awareness by celebrating key dates. In 2022, senior leaders and recruitment team members attended Inclusive Leadership training and upskilling sessions.

All employees have access to learning resources, webinars, and workshops on a range of inclusion subjects.

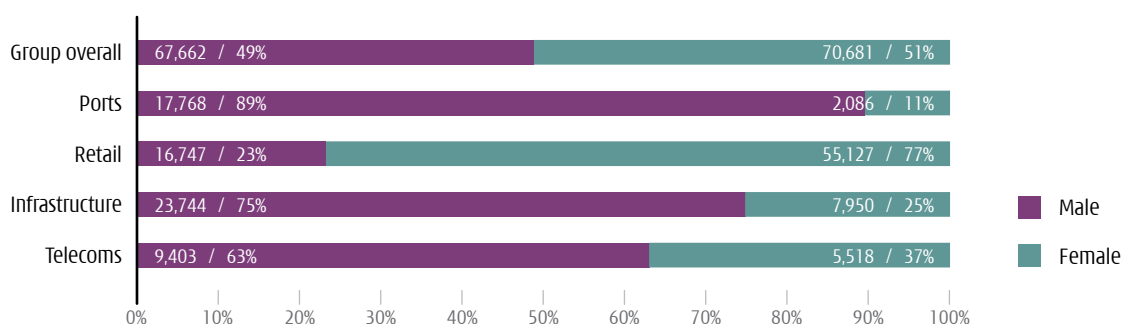
Gender equality

While the overall split of male and female employees across the Group as a whole is relatively balanced, the core businesses themselves face structural barriers to advancing gender equality. The employment profile of the Ports and Infrastructure divisions, for example, reflect entrenched gender stereotypes in their traditionally male-dominated fields. Technical roles in the

Telecommunications division are also filled disproportionately by men. The Group is working hard to overcome these barriers such as through anonymising job applications to help eliminate biases in selection processes and increased job advertisements across a broader range of platforms to reach a wider, more diverse audience.

Figure 20 Group employment breakdown in 2022 (full-time)

by gender



Ports



OPPORTUNITIES FOR A MORE DIVERSE TALENT POOL

Automation and remote-controlled connectivity in the Ports division is helping to create new opportunities for a more diverse talent pool, as well as a safer port environment. During the year, the division continued to expand the use of remote-controlled quay cranes across geographies which is bearing positive results in the hiring of more female quay crane operators.

More broadly, at Hutchison Ports UK, the division's wider inclusion and diversity strategy is beginning to show results with a significant increase in the percentage of job applications from women. These have increased from 9.6% in 2020 to 19.1% in 2022.



Remote-control quay crane centre at Hutchison Ports Thailand

In recent years, several business units have been impacted by new legislation targeting the gender pay gap including mandatory reporting in several jurisdictions. The Group welcomes these developments to further promote workplace gender equality. In 2022, WINDTRE became the first organisation in the Information and Communication Technology sector to obtain certification from the EQUAL-SALARY Foundation. It underwent a statistical analysis and external audit of employee remuneration to prove that it applies equal pay for women and men.

To redress imbalances caused by under-representation of women in senior positions, some business units have

implemented functional gender representation targets. In the Telecommunications division, for example, 3 UK, 3 Ireland, and 3 Sweden have established 50/50 gender balance targets for leadership roles. In addition to its target of 50/50 balance for all internal promotions, WINDTRE has committed to increasing its share of women in executive positions by 25% by 2025. It has also linked gender diversity in hiring and pay practices with executive compensation. During 2022, WINDTRE launched the Women's Academy dedicated to empowering women and supporting their personal and professional growth. The Women's Academy and Women's Academy 4 Executives involved a total of 200 participants with over 2,500 hours of training.

Infrastructure



SUPPORTING WOMEN TO THRIVE IN THE WORKPLACE

In 2022, EDL received endorsement as a WORK180 Employer for Women, allowing it to join a global network committed to creating a world with fair and equal representation and pay for all. This development demonstrates EDL's commitment to supporting inclusion and diversity with equal pay, flexible working arrangements, and other significant strategies as summarised below.

Strategies for gender equality at EDL



Formalized policy related to flexible working arrangements in place



Flexible work options offered:

Areas of focus

Flexibility type	Availability
Flexible start and finish times	Role / team dependent
Job sharing arrangements	Role / team dependent
Part-time contracts	All employees
Rostered days off	Role / team dependent
Time-off in lieu of overtime	All employees
Work from anywhere (remote working) options	Role / team dependent
Work from anywhere (remote working) permanently	Role / team dependent



Paid holiday, vacation or annual leave in the first 12-months:

20 days



Fully paid personal sick and carer's leave in the first 12-months:

20 days



Open to candidates discussing flexible working arrangements during an interview



Operational set up:

- Multiple office locations




Full paid community service leave in the first 12-months: 2 days



Unpaid leaves options:

- All employees

HEALTH, SAFETY AND WELLBEING

The Group complies with or exceeds applicable health and safety laws and regulations and upholds industry specific standards for best practice. In accordance with the [Health and Safety Policy](#) , corporate safety standards setting out minimum requirements for health and safety apply to all workplaces and facilities.

The Group's management approach to this topic is closely linked with [Service Excellence](#) .



Hutchison Ports ECT

Creating a Culture of Safety

Comprehensive governance structures for health and safety, have been established within all core businesses. These governance structures oversee implementation of Safety Management Systems (SMS) comprising clear delineation of responsibilities, including those of senior management and safety personnel, coordination of Emergency Response Planning, and record keeping procedures.

In the Ports division, Hutchison Ports' Group Safety Committee (SAFCOM) is composed of senior management from Human Resources, Risk Management, and Engineering functions as well as regional coordinators who liaise with Safety Committees established in every port. Many business units in the Infrastructure division, including HK Electric, UK Power Networks, Wales & West Utilities, Seabank Power, SA Power Networks, and AVR, have obtained certification for SMS in accordance with international standards, such as ISO 45001.

Health and safety training is integral for engaging workers on health and safety topics. In accordance with the [Health and Safety Policy](#), all business units provide employees and contractors with job-related guidelines and training to promote an occupational culture of zero harm. Employees are encouraged to contribute to the Group's safety performance by abiding by health and safety policies and only undertaking work for which

they are trained, competent, and medically and physically fit for.

The Infrastructure division has prioritised health and safety on the agenda for Board discussion, adopted safety performance indicators in the compensation scheme for senior managers, and introduced an annual health and safety conference with representatives from all business units.

Infrastructure



PROMOTING A CULTURE OF SAFETY THROUGH TRAINING

The SA Power Networks Safety Leadership Academy supports a culture of safety through a series of workshops based on Work Safe Values and Standards. These training sessions introduce the principles of human factors and their contribution to safety related events. The Just and Fair Framework outlines the consequences of positive and negative safety behaviours.



Safety first at SA Power Networks' Network Innovation Centre

Safety Risk Management and Mitigation

A clearly defined set of Global Minimum Safety Standards have been continually refined by the Ports division to address emerging risk areas since 2014. Each port conducts safety risk assessments to identify potential hazards. SAFCOM provides oversight and coordination for mitigating these risks, such as introducing automated operations to reduce the interface between workers and machinery.

In the Infrastructure division, health and safety monitoring systems and formal audit programmes are in place across all business units. The safety audits are conducted at least annually by registered professionals.

Ports



BEING PREPARED AT HUTCHISON PORTS HIT

In 2022, Hutchison Ports HIT collaborated with local fire and police departments to ensure it is fully prepared for potential crisis situations, including firefighting, emergency rescue and anti-terrorism. In July, employees and external contractors participated in HIT's Safety Month, involving a range of activities, exhibitions, and challenges. An online quiz focused on ways to reduce serious injuries from trips and slips in the workplace and attracted more than 330 respondents, with over 75% receiving full marks.



Telecommunications



AWARD-WINNING SAFETY FOR EMPLOYEES, PARTNERS AND CONTRACTORS

In 2022, 3 UK received a Gold award for the 5th consecutive year from the internationally renowned Royal Society for the Prevention of Accidents (RoSPA). The award was given based on showcasing collaborative efforts in ensuring employees, partners and contractors are safe at work through initiatives such as: collaborative safety risk assessments in retail, corporate, data centres and 3 private networks; coordination of network partners and MBNL in supporting the safe delivery of 4G and 5G networks; and training and onsite induction, particularly for those carrying our higher risk work such as work on antennas.

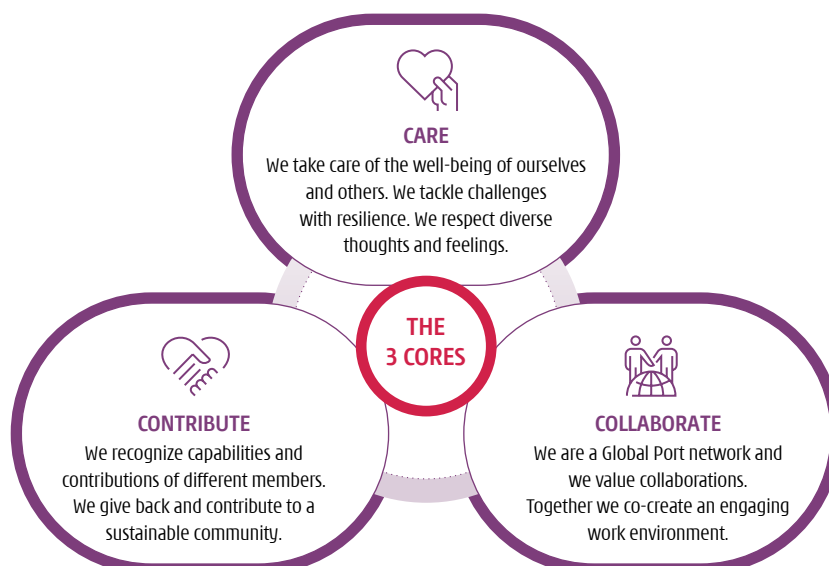


Holistic Wellbeing

The scope of the Group's management approach to occupational health and safety is expanding to incorporate broader aspects of wellbeing. Hutchison Ports' Wellbeing Framework, for example, adopts a whole-self perspective of employees' social, emotional and mental health.

In 2022, A.S. Watson established a Global Health & Wellbeing Steering Group to provide centralised direction and support on rolling out a set of "good, better, best" health and wellbeing standards for its employees, business partners, and customers. A new employee wellness programme entitled WatsonVital has been launched at A.S. Watson Benelux based on the Sustainable Employability Index, a science-based measurement tool for assessing various parameters of wellbeing.

Figure 21 Hutchison Ports' Wellbeing Framework



Superdrug and Savers have appointed wellbeing champions in every store to help coordinate relevant initiatives and provide feedback to management on opportunities for further improvement. In addition to providing free mental health support for employees in England, Scotland, and Wales, these business units have introduced comprehensive schemes to support colleagues during these times of economic uncertainty, including free financial education and consultations, and friends and family discounts.

The Telecommunications division is also taking a proactive approach to supporting its workforce through the economic hardships of today. At 3 UK and 3 Ireland, employees can make use of a specialised app to help keep them on track towards better financial health. 3 Ireland also announced plans for a 17.4% pay rate increase for employees below €23,000 coming

into effect in 2023, with a further bonus payment of €500 to employees across the business earning €35,000 or below. WINDTRE has also provided two welfare bonuses equal to €300 in 2021 and €300 in 2022 to be spent on items such as school fees, shopping coupons, and wellness packages and an additional €200 as fuel vouchers for all employees. To further support employees, WINDTRE developed certain agreements with electricity and gas companies to have dedicated discounts for employees. Employee promotions on both fixed and mobile services (ad hoc rates only for employees and family members) are also available. Similarly, Superdrug and Savers have made Wagestream - the financial wellbeing platform - available to employees to help create greater financial awareness and control over pay and savings.

Ports



EMBRACING HEALTHY LIFESTYLES

Hutchison Ports' global BEWELL campaign demonstrates its commitment to prioritising health and wellbeing by encouraging and supporting its workforce around the world to embrace healthy lifestyles and practice self-care.

In 2021/22, all employees worldwide were invited to participate in a series of wellness challenges, earning badges for completing tasks either individually or in a team. Checkpoint #1—Wellbeing Awareness—was completed in December 2021 with 669 participants receiving awards for engaging in a course of online learning. Checkpoint #2—Gratitude Movement—took place in April 2022. 701 employees completed at least two activities such as contributing to Gratitude e-boards or sharing short videos with colleagues about what makes them feel grateful. Checkpoint #3 of the global BEWELL campaign—Wellness Challenge—started in December 2022 and will be completed in March 2023.



Contractor Safety

The Group's business units take measures to protect and promote the safety of other workers who are not employees by integrating contractor safety into procedures for contractor tendering and selection, workplace policies and guidelines, and training

programmes. Other activities undertaken by business units include oversight of contractor safety performance and including contractors in dedicated health and safety forums.

COMMUNITY INVESTMENT

The Group's management approach to community development complements its broader strategy of engaging with community partners—such as local authorities, non-profits, schools and other educational organisations—to make lasting positive contributions. In accordance with its [Human Rights Policy](#), the Group aims to listen and learn from the perspectives of local communities in which it operates.

Community engagement and investment initiatives undertaken by the Group's core businesses are linked with other material topics in the Group Sustainability Framework, such as:

- [Social Inclusion](#)
- [Biodiversity](#)
- [Circular Economy](#)
- [Learning and Development](#)

Addressing the Challenges of Today

In 2022, the conflict in Ukraine and the associated cost-of-living crisis has impacted many communities served by the Group. A significant focus for the Group's community investment programmes during the year has therefore been on providing relief for vulnerable groups experiencing particular hardship during these challenging times.

Watsons Ukraine, in the Retail division, is keeping as many stores open as possible and well stocked with a secure supply of personal care products via A.S. Watson's subsidiary in Poland. In doing so, it strives to provide job security for its workforce of more than 2,500 people. With assistance from other members of the A.S. Watson corporate family around the world, it has contributed monetary and in-kind donations to local authorities, hospitals, and aid organisations.

The Telecommunications division has also rallied in response to the conflict in Ukraine, doing its part to keep affected people connected and engaged during this time of crisis by providing free calls and texts to and from Ukraine and donating SIM cards and mobile devices to Ukrainian refugees. Its business units have also raised funds for humanitarian relief in Ukraine, providing support for Save the Children and Red Cross among other organisations.

Telecommunications



3 IRELAND'S SUPPORT MEASURES FOR THE UKRAINIAN CRISIS APPEAL

3 Ireland provided a package of support measures for the Ukrainian crisis appeal including:

- Removing roaming charges for customers in Ukraine and reorienting Customer Care employees to assist with an outbound calling campaign to contact people who volunteered to host war refugees.
- Supplying mobile services free of charge to the Ukrainian Embassy in Ireland.
- Providing 6,000 free SIM cards, with credit and international minutes included, for Ukrainian refugees arriving at Dublin Airport so they could immediately connect with loved ones.
- Holding a dedicated "Day for Ukraine", an employee fundraiser with the business matching the amount raised in aid of the Irish Red Cross Ukraine Crisis Appeal.
- Donated handsets to Ukrainian students upon starting school in Dublin.

Infrastructure



Telecommunications



SUPPORTING VULNERABLE CUSTOMERS

In 2022, 3 UK donated 1 million GB of data to the National Databank, which operates like a “food bank” providing internet connectivity rather than meals or food items to people in need. The donation will allow 40,000 digitally excluded individuals to get connected via the Good Things Foundation's network of community partners throughout to UK. In response to the cost-of-living crisis, 3 UK has also introduced zero-rating for its customers to access seven websites offering financial advice and support, including StepChange, Business Debtline, National Debtline, Citizens Advice, Money Advice Plus, Money and Pensions Service, and Money Helper.

Northern Gas Networks, in the Infrastructure division, has launched a five-year fund valued at £750,000 to provide support for customers experiencing hardship due to rising energy prices. With input from customer representatives, it aims to disburse the funds in ways that will provide the greatest benefit for the most vulnerable people in local communities.

Northumbrian Water operates in some of the UK's most income deprived areas. As part of its commitment to eradicating water poverty by 2030, it is the first water utility in the UK to partner with StepChange, one of the UK's leading debt charities, to help customers who are facing financial difficulties access to a range of practical debt management solutions.

Targeted Community Contributions

The Group's core businesses implement community investment programmes tailored to their specific circumstances and community engagement objectives, involving corporate donations, fundraising and volunteering. A common management approach

across the Group is seeking input from employees on the selection of good causes and organisations to support in order to increase their sense of ownership and motivation to contribute.

Ports



MAKING A DIFFERENCE THROUGH PARTNERSHIPS

In 2022, Hutchison Ports consolidated its community investment initiatives under two global flagship campaigns: Go Green and the Dock School programme. Through these programmes, the division encourages its business units to give back to local communities around the world in partnership with educational, civil, and charitable organisations.

Go Green is part of a global environmental initiative undertaken by the ports division to tackle a range of important environmental issues, particularly waste minimisation, recycling and upcycling. The Dock School programme, on the other hand, takes a complimentary approach to environmental protection by promoting education and student engagement.

In 2022, 30 ports in 19 countries implemented 72 Go Green

and/or Dock School activities. During the year, more than 3,726 students participated in tree-planting events organised by Hutchison Ports and more than 9,589 trees were planted.



Over 265 volunteers collected ~6,000kg of waste during a beach cleanup event organised by Hutchison Ports PPC, Panama.

Retail



SHARING THE GIFT OF A SMILE

Since 2018, A.S. Watson has collaborated with major retail brands to implement its signature community investment programme, Give a Smile. This campaign provides support to Operation Smile, an international medical charity with operations in more than 80 countries specialising in providing surgeries for children and young adults with cleft lip, cleft palate or other facial deformities.

During the year, the Give a Smile campaign achieved an important milestone of sponsoring 5,000 corrective surgeries worldwide. Inspired by the success of a pilot initiative led by Watsons Philippines, the Retail division also launched a new global Women in Medicine programme, which aims to elevate the quality of cleft care in underserved communities by providing education pathways for female healthcare workers.



Retail



Telecommunications



SUPPORTING FUTURE TALENT IN DIGITAL SOLUTIONS AND TECHNOLOGY

The Group works with partners in education to address the lack of digital skills in the employment market compared with projected future demand from technological industries.

In 2022, 3 Hong Kong collaborated with the Ampower Talent Institute and the IT Innovation Lab in Secondary Schools Programme to organise two innovation and technology career experience days, to inspire and foster relations with more young people interested in STEM education. The Ampower Talent Institute is a non-profit NGO that fosters the advancement of education to empower young people to become the best versions of themselves and be able to identify and work towards their career and life goals. Around 50 secondary school students visited Hutchison Telecom Tower and Hutchison Ports HIT to learn more about the modernisation of technology and the development trend of Hong Kong's network as well as experience diversified smart solutions in the Group's solution hub - DIGI3ox. Management trainees shared their experiences and encouraged the students to think about their career in the future.

In an effort to influence the wider system and attract women from around Ireland and across the world to study STEM subjects, 3 Ireland and Trinity College Dublin have developed a STEM scholarship partnership which is funding the creation of 25 Scholarships for Women in STEM over five years, and two Trinity Access Teacher Fellowships for three years.

The Retail division in Hong Kong has partnered with the local youth charity, SEED Foundation, to sponsor cloud computing courses for secondary school students. In 2022, 10 students participated in technology-focused internships, gaining invaluable real-world experience of cloud computing, machine learning, and data analysis. A.S. Watson also has a long-standing relationship with the University of Bath in the UK providing internship opportunities for undergraduates in data analytics. In Milan, A.S. Watson has also recently launched the Hybris Academy to attract and develop talent in digital and technology solutions. This is an intensive 248-hour pre-hire training programme leading to employment with A.S. Watson eLab Technology.

Infrastructure



EMPLOYEE FOUNDATION

The SA Power Networks Group Employee Foundation was established in 2006 with the principal purpose of enabling employees, their families, and friends to make positive contributions to the lives of people in the local community through payroll donations, fundraising, and volunteering. It makes regular donations to many charities. The business also provides a full workday for every staff member to volunteer with a South Australian based charity.



Community teamwork at SA Power Networks

Telecommunications



THE POWER OF HUMAN CONNECTION

3 UK entered into a partnership with Samaritans in 2021, leveraging its technology, retail stores, and expertise to help one million people gain access to potentially lifesaving suicide prevention services, 24/7, 365 days a year. In 2022, 3 UK was honoured to be the official sponsor of Samarathon-Samaritans' annual flagship fundraising event for the second consecutive year. Seven hundred employees signed up to run, jog or walk 26 miles in the month of July, raising close to £26,000. This will enable Samaritans to answer an additional 5,000 calls from people who are struggling.



≈ £26,000

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ENGAGING TEAM MEMBERS IN BIODIVERSITY PROTECTION

Since 2017, WINDTRE's partnership with WWF Italy engages WINDTRE employees and their families in the conservation and restoration of protected forests within the Oasis Project, an initiative through which employees are symbolically given two square meters of land located in three WWF oases. This partnership also engages WINDTRE customers with the option to support biodiversity protection in the Mediterranean by opting into a special subscription on their tariff plans.



WINDTRE's partnership with WWF