

## APPENDIX 1: ENVIRONMENTAL AND SOCIAL PERFORMANCE INDICATORS

Environmental KPIs	Unit	Ports and Related Services			Retail			
		2021	2022	2023	2021 <sup>1</sup>	2022 <sup>1</sup>	2023	
<b>GHG emissions</b>								
Total scope 1 + 2 GHG emissions (location-based)	tonne CO <sub>2</sub> e	771,365	754,453	<b>661,702</b>	588,081	538,731	<b>573,082</b>	
Total scope 1 + 2 GHG emissions (market-based)	tonne CO <sub>2</sub> e	743,631	691,412	<b>593,160</b>	536,340	496,578	<b>485,007</b>	
Scope 1 GHG emissions	tonne CO <sub>2</sub> e	415,755	405,829	<b>363,359</b>	134,150	122,003	<b>116,566</b>	
Scope 2 GHG emissions (location-based)	tonne CO <sub>2</sub> e	355,610	348,624	<b>298,343</b>	453,931	416,728	<b>456,516</b>	
Scope 2 GHG emissions (market-based)	tonne CO <sub>2</sub> e	327,876	285,583	<b>229,801</b>	402,190	374,575	<b>368,441</b>	
Total scope 1 + 2 GHG emissions (location-based) intensity	tonne CO <sub>2</sub> e/revenue HK\$'000	0.019	0.018	<b>0.016</b>	0.005	0.004	<b>0.004</b>	
Total scope 1 + 2 GHG emissions (market-based) intensity	tonne CO <sub>2</sub> e/revenue HK\$'000	0.018	0.017	<b>0.014</b>	0.004	0.004	<b>0.004</b>	
Scope 1 GHG emissions intensity	tonne CO <sub>2</sub> e/revenue HK\$'000	0.010	0.010	<b>0.009</b>	0.001	0.001	<b>0.001</b>	
Scope 2 GHG emissions (location-based) intensity	tonne CO <sub>2</sub> e/revenue HK\$'000	0.009	0.008	<b>0.007</b>	0.003	0.003	<b>0.003</b>	
Scope 2 GHG emissions (market-based) intensity	tonne CO <sub>2</sub> e/revenue HK\$'000	0.008	0.007	<b>0.006</b>	0.003	0.003	<b>0.003</b>	
Scope 3 GHG emissions	tonne CO <sub>2</sub> e		472,710	<b>547,316</b>		9,698,665	<b>877,133</b>	
<b>Use of energy</b>								
Total energy consumption	kWh'000	2,475,765	2,491,582	<b>2,211,338</b>	1,166,601	1,129,055	<b>1,193,230</b>	
Total direct energy consumption	kWh'000	1,670,543	1,665,558	<b>1,493,520</b>	366,668	353,471	<b>344,330</b>	
Gasoline/Petrol	kWh'000	8,234	8,392	<b>7,876</b>	2,474	1,672	<b>453</b>	
Diesel	kWh'000	1,576,875	1,543,521	<b>1,366,891<sup>3</sup></b>	268,195 <sup>4</sup>	257,484 <sup>4</sup>	<b>264,700</b>	
Natural gas	kWh'000	77,006	48,401	<b>49,856</b>	80,237	71,221	<b>59,186<sup>5</sup></b>	
Towngas	kWh'000	0	0	<b>0</b>	13,285	19,898	<b>16,357</b>	
Gas (exclude towngas and natural gas)	kWh'000	7,717	7,681	<b>7,192</b>	2,021	1,919	<b>2,074</b>	
Other fuels	kWh'000	0	56,812	<b>59,664</b>	0	0	<b>0</b>	
Geothermal	kWh'000	0	0	<b>0</b>	0	0	<b>0</b>	
Wind	kWh'000	0	0	<b>0</b>	0	0	<b>0</b>	
Solar	kWh'000	711	751	<b>2,041</b>	456	1,277	<b>1,560</b>	

	Infrastructure			Telecommunications			Total		
	2021 <sup>2</sup>	2022 <sup>2</sup>	2023	2021	2022	2023	2021	2022	2023
	9,012,393	8,587,495	<b>8,210,274</b>	511,675	539,470	<b>530,833</b>	10,883,514	10,420,149	<b>9,975,891</b>
	8,308,058	8,038,737	<b>7,655,236</b>	573,503	498,566	<b>379,103</b>	10,161,532	9,725,293	<b>9,112,506</b>
	7,488,261	7,327,908	<b>7,038,127</b>	16,867	16,482	<b>16,322</b>	8,055,033	7,872,222	<b>7,534,374</b>
	1,524,132	1,259,587	<b>1,172,147</b>	494,808	522,988	<b>514,511</b>	2,828,481	2,547,927	<b>2,441,517</b>
	819,797	710,829	<b>617,109</b>	556,636	482,084	<b>362,781</b>	2,106,499	1,853,071	<b>1,578,132</b>
	0.174	0.173	<b>0.164</b>	0.005	0.006	<b>0.006</b>	0.034	0.035	<b>0.032</b>
	0.160	0.162	<b>0.153</b>	0.006	0.006	<b>0.004</b>	0.032	0.032	<b>0.029</b>
	0.145	0.148	<b>0.141</b>	0.000	0.000	<b>0.000</b>	0.026	0.026	<b>0.024</b>
	0.029	0.025	<b>0.023</b>	0.005	0.006	<b>0.006</b>	0.009	0.008	<b>0.008</b>
	0.016	0.014	<b>0.012</b>	0.006	0.006	<b>0.004</b>	0.007	0.006	<b>0.005</b>
		776,370	<b>1,355,741</b>		1,799,509	<b>1,624,868</b>		12,747,254	<b>4,405,058</b>
	20,688,067	20,516,802	<b>19,825,437</b>	1,688,323	1,769,348	<b>1,607,543</b>	26,018,756	25,906,787	<b>24,837,548</b>
	19,339,148	19,286,416	<b>18,663,230</b>	48,629	53,926	<b>50,980</b>	21,424,988	21,359,371	<b>20,552,060</b>
	36,572	42,962	<b>46,559</b>	2,703	5,423	<b>5,635</b>	49,983	58,449	<b>60,523</b>
	437,574	408,137	<b>414,209</b>	37,582	40,151	<b>37,908</b>	2,320,226	2,249,293	<b>2,083,708</b>
	9,705,167	9,667,806	<b>10,483,956<sup>6</sup></b>	7,484	7,718	<b>6,567</b>	9,869,894	9,795,146	<b>10,599,565</b>
	0	0	<b>0</b>	0	0	<b>0</b>	13,285	19,898	<b>16,357</b>
	1,188	1,030	<b>1,021</b>	13	3	<b>0</b>	10,939	10,633	<b>10,287</b>
	12,285,228	11,845,714	<b>11,128,980<sup>7</sup></b>	0	0	<b>0</b>	12,285,228	11,902,526	<b>11,188,644</b>
	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>
	857	5,168	<b>5,568</b>	0	0	<b>0</b>	857	5,168	<b>5,568</b>
	689	1,331	<b>2,586</b>	847	631	<b>870</b>	2,703	3,990	<b>7,057</b>

Environmental KPIs	Unit	Ports and Related Services			Retail			
		2021	2022	2023	2021 <sup>1</sup>	2022 <sup>1</sup>	2023	
Hydro	kWh'000	0	0	<b>0</b>	0	0	<b>0</b>	
Biomass	kWh'000	0	0	<b>0</b>	0 <sup>4</sup>	0 <sup>4</sup>	<b>0</b>	
Other renewables	kWh'000	0	0	<b>0</b>	0	0	<b>0</b>	
Self-generated energy	kWh'000	0	0	<b>0</b>	0	0	<b>0</b>	
Sale of energy	kWh'000	0	0	<b>0</b>	0	0	<b>0</b>	
Total indirect energy consumption	kWh'000	805,222	826,024	<b>717,818</b>	799,933	775,584	<b>848,900</b>	
Electricity	kWh'000	804,119	825,066	<b>716,891<sup>6</sup></b>	799,933	775,584	<b>848,900</b>	
Heating	kWh'000	1,103	958	<b>927</b>	0	0	<b>0</b>	
Cooling	kWh'000	0	0	<b>0</b>	0	0	<b>0</b>	
Steam	kWh'000	0	0	<b>0</b>	0	0	<b>0</b>	
Renewable energy purchased	kWh'000	47,064	111,095	<b>163,415</b>	164,250	161,442	<b>257,810</b>	
% renewable energy purchased	%	6%	13%	<b>23%</b>	21%	21%	<b>30%</b>	
Total energy consumption intensity	kWh/revenue HK\$'000	60.907	60.246	<b>53.763</b>	8.977	8.896	<b>8.952</b>	
Total direct energy consumption intensity	kWh/revenue HK\$'000	41.098	40.273	<b>36.311</b>	2.822	2.785	<b>2.583</b>	
Total indirect energy consumption intensity	kWh/revenue HK\$'000	19.810	19.973	<b>17.452</b>	6.155	6.111	<b>6.369</b>	
<b>Air emissions</b>								
NO <sub>x</sub> emissions	tonne	1,716	1,884	<b>1,680</b>	2,521	3,548	<b>2,994</b>	
SO <sub>x</sub> emissions	tonne	4	5	<b>4</b>	5,803	8,691	<b>7,144</b>	
Particulate matter emissions	tonne	169	183	<b>163</b>	60	69	<b>64</b>	
<b>Waste produced</b>								
Total hazardous waste produced	tonne	3,389	3,338	<b>3,260</b>	843	872	<b>1,920<sup>9</sup></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	34,139	29,270	<b>33,124</b>	142,199	149,338	<b>149,399</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>	
Total waste recycled	tonne	8,679	9,633	<b>10,261</b>	137,350	131,940	<b>135,768</b>	
Recycled material usage	tonne	0	0	<b>0</b>	3,133	3,995	<b>4,080</b>	

	Infrastructure			Telecommunications			Total		
	2021 <sup>2</sup>	2022 <sup>2</sup>	2023	2021	2022	2023	2021	2022	2023
	799	571	<b>848</b>	0	0	<b>0</b>	799	571	<b>848</b>
	4,592,585	4,784,989	<b>4,084,719</b>	0	0	<b>0</b>	4,592,585	4,784,989	<b>4,084,719</b>
	74,177	69,514	<b>60,936</b>	0	0	<b>0</b>	74,177	69,514	<b>60,936</b>
	76,887	73,712	<b>83,662</b>	0	0	<b>0</b>	76,887	73,712	<b>83,662</b>
	7,872,575	7,614,518	<b>7,649,814</b>	0	0	<b>0</b>	7,872,575	7,614,518	<b>7,649,814</b>
	1,348,919	1,230,386	<b>1,162,207</b>	1,639,694	1,715,422	<b>1,556,563</b>	4,593,768	4,547,416	<b>4,285,488</b>
	1,348,328	1,229,754	<b>1,161,511</b>	1,637,839	1,713,202	<b>1,550,212</b>	4,590,219	4,543,606	<b>4,277,514</b>
	591	632	<b>696</b>	1,855	2,220	<b>5,965</b>	3,549	3,810	<b>7,588</b>
	0	0	<b>0</b>	0	0	<b>386</b>	0	0	<b>386</b>
	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>
	212,006	172,598	<b>174,024</b>	516,042	676,816	<b>762,162</b>	939,362	1,121,951	<b>1,357,411</b>
	16%	14%	<b>15%</b>	32%	40%	<b>49%</b>	20%	25%	<b>32%</b>
	399,494	413,748	<b>396,700</b>	18,108	21,083	<b>18,577</b>	82,436	85,845	<b>79,881</b>
	373,446	388,936	<b>373,444</b>	0.522	0.643	<b>0.589</b>	67.882	70.777	<b>66.098</b>
	26,048	24,812	<b>23,255</b>	17,587	20,440	<b>17,988</b>	14,555	15,068	<b>13,783</b>
	9,057	8,053	<b>8,199</b>	38	41	<b>38</b>	13,332	13,526	<b>12,911</b>
	835	868	<b>875</b>	0	0	<b>0</b>	6,642	9,564	<b>8,023</b>
	282	293	<b>256</b>	1	1	<b>1</b>	512	546	<b>484</b>
	26,915	27,265	<b>23,971</b>	913	1,285	<b>356</b>	32,060	32,760	<b>29,507</b>
	0.001	0.001	<b>0.000</b>	0.000	0.000	<b>0.000</b>	0.000	0.000	<b>0.000</b>
	443,707	413,644	<b>407,886</b>	3,374	2,418	<b>2,579</b>	623,419	594,670	<b>592,988</b>
	0.009	0.008	<b>0.008</b>	0.000	0.000	<b>0.000</b>	0.002	0.002	<b>0.002</b>
	358,047	297,531	<b>370,893</b>	3,348	2,872	<b>2,134</b>	358,047	441,976	<b>519,056</b>
	1,759,666	1,442,839	<b>1,576,556</b>	0	0	<b>0</b>	1,759,666	1,446,834	<b>1,580,636</b>

Environmental KPIs	Unit	Ports and Related Services			Retail			
		2021	2022	2023	2021 <sup>1</sup>	2022 <sup>1</sup>	2023	
<b>Use of water</b>								
Total water consumption	'000 m <sup>3</sup>	1,324	1,420	<b>1,348</b>	1,686	1,538	<b>1,564</b>	
Total water withdrawal	'000 m <sup>3</sup>	1,324	1,420	<b>1,348</b>	1,686	1,538	<b>1,564</b>	
Surface water	'000 m <sup>3</sup>	0	0	<b>0</b>	0	0	<b>0</b>	
Groundwater	'000 m <sup>3</sup>	3	3	<b>2</b>	0	0	<b>0</b>	
Seawater	'000 m <sup>3</sup>	0	0	<b>0</b>	0	0	<b>0</b>	
Produced water	'000 m <sup>3</sup>	0	0	<b>0</b>	0	0	<b>0</b>	
Third-party water	'000 m <sup>3</sup>	1,320	1,416	<b>1,345</b>	1,686	1,538	<b>1,564</b>	
Other sources	'000 m <sup>3</sup>	1	1	<b>1</b>	0	0	<b>0</b>	
Total water discharged	'000 m <sup>3</sup>	0	0	<b>0</b>	0	0	<b>0</b>	
Surface water	'000 m <sup>3</sup>	0	0	<b>0</b>	0	0	<b>0</b>	
Groundwater	'000 m <sup>3</sup>	0	0	<b>0</b>	0	0	<b>0</b>	
Seawater	'000 m <sup>3</sup>	0	0	<b>0</b>	0	0	<b>0</b>	
Produced water	'000 m <sup>3</sup>	0	0	<b>0</b>	0	0	<b>0</b>	
Third-party water	'000 m <sup>3</sup>	0	0	<b>0</b>	0	0	<b>0</b>	
Other sources	'000 m <sup>3</sup>	0	0	<b>0</b>	0	0	<b>0</b>	
Water consumption intensity	m <sup>3</sup> /revenue HK\$'000	0.033	0.034	<b>0.033</b>	0.013	0.012	<b>0.012</b>	
Water withdrawal from areas with water stress	'000 m <sup>3</sup>	0	0	<b>0</b>	0	0	<b>0</b>	
Water withdrawal from freshwater sources	'000 m <sup>3</sup>	0	0	<b>0</b>	0	0	<b>0</b>	
Water recycled	'000 m <sup>3</sup>	3	3	<b>3</b>	0	0	<b>0</b>	
<b>Packaging material</b>								
Total packaging material used for finished products	tonne	0	0	<b>0</b>	153,660	118,744	<b>121,310</b>	
Plastic	tonne	0	0	<b>0</b>	41,689	34,424	<b>32,223</b>	
Paper	tonne	0	0	<b>0</b>	99,439	71,208	<b>76,533</b>	
Metal	tonne	0	0	<b>0</b>	6,110	6,378	<b>6,638</b>	
Glass	tonne	0	0	<b>0</b>	3,389	3,339	<b>2,832</b>	
Other packaging material	tonne	0	0	<b>0</b>	3,033	3,395	<b>3,084</b>	
Packaging material intensity	tonne / total products <sup>(a)</sup> or tonne / tonne of products <sup>(b)</sup>	N/A	N/A	<b>N/A</b>	0.097 <sup>(a)</sup>	0.086 <sup>(a)</sup>	<b>0.070<sup>(a)</sup></b>	

	Infrastructure			Telecommunications			Total		
	2021 <sup>2</sup>	2022 <sup>2</sup>	2023	2021	2022	2023	2021	2022	2023
	237,640	91,817	<b>107,196</b>	124	104	<b>80</b>	240,774	94,879	<b>110,188</b>
	700,353	694,850	<b>646,858</b>	124	104	<b>80</b>	703,487	697,912	<b>649,850</b>
	282,044	300,658	<b>265,584</b>	26	18	<b>18</b>	282,070	300,676	<b>265,602</b>
	21,403	14,414	<b>14,740</b>	2	3	<b>3</b>	21,408	14,420	<b>14,745</b>
	391,701	374,244	<b>362,053</b>	0	0	<b>0</b>	391,701	374,244	<b>362,053</b>
	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>
	4,744	5,090	<b>4,034</b>	96	83	<b>59</b>	7,846	8,127	<b>7,002</b>
	461	444	<b>447</b>	0	0	<b>0</b>	462	445	<b>448</b>
	462,713	603,033	<b>539,662</b>	0	0	<b>0</b>	462,713	603,033	<b>539,662</b>
	70,508	123,986	<b>148,536</b>	0	0	<b>0</b>	70,508	123,986	<b>148,536</b>
	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>
	391,701	478,223	<b>390,204</b>	0	0	<b>0</b>	391,701	478,223	<b>390,204</b>
	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>
	297	560	<b>518</b>	0	0	<b>0</b>	297	560	<b>518</b>
	207	264	<b>404</b>	0	0	<b>0</b>	207	264	<b>404</b>
	4,589	1,852	<b>2,145</b>	0.001	0.001	<b>0.001</b>	0.763	0.314	<b>0.354</b>
	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>
	289,614	165,724	<b>219,191</b>	0	0	<b>0</b>	289,614	165,724	<b>219,191</b>
	2,143	2,568	<b>123,606<sup>10</sup></b>	0	0	<b>0</b>	2,143	2,571	<b>123,609</b>
	2,570	2,245	<b>2,193</b>	692	556	<b>483</b>	156,922	121,545	<b>123,986</b>
	5	5	<b>4</b>	127	112	<b>115</b>	41,821	34,541	<b>32,342</b>
	2,565	2,240	<b>2,189</b>	411	440	<b>362</b>	102,415	73,888	<b>79,084</b>
	0	0	<b>0</b>	0	0	<b>0</b>	6,110	6,378	<b>6,638</b>
	0	0	<b>0</b>	0	0	<b>0</b>	3,389	3,339	<b>2,832</b>
	0	0	<b>0</b>	154	4	<b>6</b>	3,187	3,399	<b>3,090</b>
	1.098 <sup>(b)</sup>	0.945 <sup>(b)</sup>	<b>0.863<sup>(b)</sup></b>	0.004 <sup>(a)</sup>	0.005 <sup>(a)</sup>	<b>0.006<sup>(a)</sup></b>	N/A	N/A	<b>N/A</b>

Social KPIs		Ports and Related Services			Retail		
		2021	2022	2023	2021	2022	2023
<b>Number of employees</b>							
Total		21,722	23,409	<b>22,396</b>	126,644	123,280	<b>127,701</b>
By employment type	Full-time	18,556	19,854	<b>18,616</b>	74,871	71,874	<b>71,864</b>
	Part-time	3,166	3,555	<b>3,780</b>	51,773	51,406	<b>55,837</b>
<b>Number of full-time employees</b>							
By gender	Male	16,663	17,768	<b>16,633</b>	17,452	16,747	<b>16,748</b>
	Female	1,893	2,086	<b>1,983</b>	57,419	55,127	<b>55,116</b>
By employee category	Manager grade or above	737	764	<b>706</b>	2,795	2,943	<b>3,057</b>
	General staff	17,819	19,090	<b>17,910</b>	72,076	68,931	<b>68,807</b>
By age group	Under 30	2,019	2,228	<b>2,067</b>	27,847	25,901	<b>25,914</b>
	30-49	11,700	12,320	<b>11,282</b>	41,520	40,255	<b>40,101</b>
	50 or above	4,837	5,306	<b>5,267</b>	5,504	5,718	<b>5,849</b>
By geographical region	Hong Kong	1,554	1,758	<b>1,627</b>	7,651	7,325	<b>6,982</b>
	Mainland China	2,126	2,171	<b>2,178</b>	26,725	22,893	<b>21,058</b>
	Europe	4,837	5,421	<b>5,371</b>	17,279	16,502	<b>16,428</b>
	Canada	0	0	<b>0</b>	0	0	<b>0</b>
	Asia, Australia and Others	10,039	10,504	<b>9,440</b>	23,216	25,154	<b>27,396</b>
<b>Turnover rate for full-time employees</b>							
Overall		7%	8%	<b>10%</b>	31%	36%	<b>33%</b>
By gender	Male	7%	8%	<b>10%</b>	29%	31%	<b>27%</b>
	Female	8%	12%	<b>10%</b>	32%	38%	<b>35%</b>
By age group	Under 30	13%	16%	<b>12%</b>	50%	61%	<b>57%</b>
	30-49	5%	6%	<b>9%</b>	21%	23%	<b>20%</b>
	50 or above	8%	11%	<b>10%</b>	19%	18%	<b>18%</b>
By geographical region	Hong Kong	11%	21%	<b>16%</b>	25%	24%	<b>24%</b>
	Mainland China	4%	4%	<b>4%</b>	29%	29%	<b>22%</b>
	Europe	6%	6%	<b>5%</b>	42%	44%	<b>39%</b>
	Canada	0%	0%	<b>0%</b>	0%	0%	<b>0%</b>
	Asia, Australia and Others	7%	8%	<b>13%</b>	29%	43%	<b>40%</b>
<b>Work-related fatalities</b>							
Number of work-related fatalities		4	1	<b>4</b>	1	1 <sup>1</sup>	<b>1</b>
By employee type	Full-time employees	1	1	<b>0</b>	1	1	<b>1</b>
	Contractors	3	0	<b>4</b>	0	0	<b>0</b>
Rate of work-related fatalities (employees)		0.005%	0.005%	<b>0.000%</b>	0.001%	0.001%	<b>0.001%</b>
<b>Lost days due to work injury</b>							
Number of lost days due to work injury (employees)		7,872	7,387	<b>7,645</b>	22,273	21,722	<b>15,484</b>
Number of lost time injury incidents (employees)		350	384	<b>416</b>	570	526	<b>497</b>

	Infrastructure			Telecommunications			Total		
	2021	2022	2023	2021	2022	2023	2021	2022	2023
	32,726	33,761	<b>35,745</b>	18,817	18,145	<b>18,318</b>	199,909	198,595	<b>204,160</b>
	30,552	31,709	<b>33,282</b>	15,548	14,921	<b>15,218</b>	139,527	138,358	<b>138,980</b>
	2,174	2,052	<b>2,463</b>	3,269	3,224	<b>3,100</b>	60,382	60,237	<b>65,180</b>
	23,041	23,755	<b>24,855</b>	9,977	9,403	<b>9,505</b>	67,133	67,673	<b>67,741</b>
	7,511	7,954	<b>8,427</b>	5,571	5,518	<b>5,713</b>	72,394	70,685	<b>71,239</b>
	3,145	3,346	<b>4,014</b>	1,419	1,163	<b>2,091</b>	8,096	8,216	<b>9,868</b>
	27,407	28,363	<b>29,268</b>	14,129	13,758	<b>13,127</b>	131,431	130,142	<b>129,112</b>
	4,433	4,734	<b>4,977</b>	2,538	2,584	<b>2,562</b>	36,837	35,447	<b>35,520</b>
	16,107	16,729	<b>17,802</b>	9,680	8,714	<b>8,482</b>	79,007	78,018	<b>77,667</b>
	10,012	10,246	<b>10,503</b>	3,330	3,623	<b>4,174</b>	23,683	24,893	<b>25,793</b>
	2,575	2,592	<b>2,571</b>	902	994	<b>1,085</b>	12,682	12,669	<b>12,265</b>
	1,689	1,659	<b>1,649</b>	100	100	<b>96</b>	30,640	26,823	<b>24,981</b>
	17,125	17,636	<b>18,838</b>	12,721	12,976	<b>13,254</b>	51,962	52,535	<b>53,891</b>
	2,395	2,646	<b>2,634</b>	0	0	<b>0</b>	2,395	2,646	<b>2,634</b>
	6,768	7,176	<b>7,590</b>	1,825	851	<b>783</b>	41,848	43,685	<b>45,209</b>
	11%	13%	<b>9%</b>	16%	16%	<b>16%</b>	22%	25%	<b>22%</b>
	11%	13%	<b>9%</b>	16%	16%	<b>16%</b>	15%	17%	<b>15%</b>
	12%	15%	<b>8%</b>	16%	16%	<b>17%</b>	28%	33%	<b>29%</b>
	18%	20%	<b>13%</b>	40%	39%	<b>43%</b>	43%	52%	<b>47%</b>
	10%	12%	<b>8%</b>	12%	12%	<b>13%</b>	15%	17%	<b>15%</b>
	10%	12%	<b>9%</b>	9%	8%	<b>6%</b>	11%	12%	<b>11%</b>
	8%	10%	<b>15%</b>	41%	44%	<b>33%</b>	21%	22%	<b>22%</b>
	5%	4%	<b>4%</b>	10%	14%	<b>17%</b>	26%	25%	<b>20%</b>
	8%	11%	<b>4%</b>	14%	14%	<b>14%</b>	21%	22%	<b>17%</b>
	38%	32%	<b>33%</b>	0%	0%	<b>0%</b>	37%	32%	<b>33%</b>
	13%	16%	<b>12%</b>	12%	17%	<b>35%</b>	20%	29%	<b>29%</b>
	2	1	<b>2</b>	0	0	<b>0</b>	7	3 <sup>1</sup>	<b>7<sup>2</sup></b>
	2	0	<b>1</b>	0	0	<b>0</b>	4	2	<b>2</b>
	0	1	<b>1</b>	0	0	<b>0</b>	3	1	<b>5</b>
	0.007%	0.000%	<b>0.003%</b>	0.000%	0.000%	<b>0.000%</b>	0.003%	0.001%	<b>0.001%</b>
	3,469	3,204	<b>3,893</b>	605	528	<b>239</b>	34,219	32,840	<b>27,261<sup>3</sup></b>
	161	175	<b>168</b>	26	100	<b>13</b>	1,107	1,185	<b>1,094</b>



Social KPIs		Ports and Related Services			Retail		
		2021	2022	2023	2021	2022	2023
<b>Percentage of full-time employees who received training</b>							
Overall		58%	68%	<b>69%</b>	91%	84%	<b>85%</b>
<b>Percentage of full-time employees who received training among total trained full-time employees</b>							
By gender	Male	89%	88%	<b>89%</b>	22%	22%	<b>22%</b>
	Female	11%	12%	<b>11%</b>	78%	78%	<b>78%</b>
By employee category	Manager grade or above	4%	4%	<b>3%</b>	3%	4%	<b>4%</b>
	General staff	96%	96%	<b>97%</b>	97%	96%	<b>96%</b>
<b>Average hours of training completed by full-time employees</b>							
Overall		13.7	18.5	<b>18.1</b>	28.8	22.0	<b>21.1</b>
By gender	Male	13.7	18.8	<b>18.1</b>	20.3	16.1	<b>16.5</b>
	Female	14.1	16.3	<b>17.6</b>	31.3	23.7	<b>22.4</b>
By employee category	Manager grade or above	16.2	15.7	<b>16.6</b>	15.8	16.0	<b>15.1</b>
	General staff	13.6	18.7	<b>18.1</b>	29.2	22.2	<b>21.3</b>
<b>Number of suppliers</b>							
Total		20,222	20,026	<b>18,510</b>	14,984	26,109	<b>19,410<sup>5</sup></b>
By geographical region	Hong Kong	3,592	4,218	<b>4,263</b>	2,825	4,089	<b>2,738</b>
	Mainland China	4,504	2,570	<b>2,158</b>	1,242	3,011	<b>2,483</b>
	Europe	3,374	4,408	<b>3,796</b>	5,960	5,956	<b>4,978</b>
	Canada	16	18	<b>17</b>	26	115	<b>109</b>
	Asia, Australia and Others	8,736	8,812	<b>8,276</b>	4,931	12,938	<b>9,102</b>
<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		0.0%	0.0%	<b>0.0%</b>	0.0%	0.0%	<b>0.0%</b>
<b>Number of complaints received</b>							
Products related		0	0	<b>0</b>	3,133	3,943	<b>3,789</b>
Services related		2,007	1,487	<b>950</b>	128,676	136,167	<b>151,397</b>
<b>Number of employees who received training on anti-corruptive/ethics and integrity</b>							
Total		5,608	5,712	<b>5,776</b>	96,132	83,120	<b>68,268</b>
By employment type	Full-time	5,199	4,906	<b>4,983</b>	68,337	50,923	<b>45,927</b>
	Part-time	409	806	<b>793</b>	27,795	32,197	<b>22,341</b>
Percentage of employees who received training on anti-corruptive and integrity		26%	23%	<b>24%</b>	69%	52%	<b>48%</b>
<b>Number of training hours on anti-corruptive/ethics and integrity completed by employees</b>							
Total		9,581	10,506	<b>11,356</b>	96,614	54,349	<b>51,270</b>
By employment type	Full-time	9,169	9,635	<b>10,519</b>	83,905	45,583	<b>43,922</b>
	Part-time	412	871	<b>837</b>	12,709	8,766	<b>7,349</b>

	Infrastructure			Telecommunications			Total		
	2021	2022	2023	2021	2022	2023	2021	2022	2023
	82%	83%	<b>86%</b>	73%	75%	<b>86%</b>	83%	81%	<b>83%</b>
	78%	77%	<b>75%</b>	65%	64%	<b>63%</b>	42%	44%	<b>45%</b>
	22%	23%	<b>25%</b>	35%	36%	<b>37%</b>	58%	56%	<b>55%</b>
	12%	12%	<b>12%</b>	7%	6%	<b>11%</b>	5%	6%	<b>6%</b>
	88%	88%	<b>88%</b>	93%	94%	<b>89%</b>	95%	94%	<b>94%</b>
	22.4	23.2	<b>29.5<sup>4</sup></b>	24.3	32.3	<b>27.0</b>	25.3	22.9	<b>23.1</b>
	25.2	26.5	<b>34.5</b>	24.4	32.5	<b>27.1</b>	21.0	22.5	<b>24.7</b>
	13.9	13.5	<b>14.4</b>	24.2	31.8	<b>26.9</b>	28.8	23.1	<b>21.8</b>
	35.5	21.9	<b>22.2</b>	15.8	22.0	<b>12.3</b>	22.0	21.6	<b>17.4</b>
	21.3	23.3	<b>30.4</b>	25.1	33.1	<b>29.3</b>	25.4	22.9	<b>23.5</b>
	34,142	32,095	<b>30,090</b>	23,029	22,663	<b>27,693</b>	92,377	100,893	<b>95,703</b>
	3,860	2,559	<b>2,647</b>	414	361	<b>416</b>	10,691	11,227	<b>10,064</b>
	983	786	<b>734</b>	351	379	<b>343</b>	7,080	6,746	<b>5,718</b>
	11,915	12,689	<b>11,154</b>	9,170	7,220	<b>11,465</b>	30,419	30,273	<b>31,393</b>
	4,995	1,847	<b>2,527</b>	6	12	<b>21</b>	5,043	1,992	<b>2,674</b>
	12,389	14,214	<b>13,028</b>	13,088	14,691	<b>15,448</b>	39,144	50,655	<b>45,854</b>
	0.0%	0.0%	<b>0.0%</b>	0.0%	0.0%	<b>0.0%</b>	0.0%	0.0%	<b>0.0%</b>
	8,746	9,628	<b>16,408</b>	57,924	47,964	<b>36,056</b>	69,803	61,535	<b>56,253</b>
	264,285	244,518	<b>281,383</b>	1,226,730	1,138,633	<b>912,108</b>	1,621,698	1,520,805	<b>1,345,838<sup>6</sup></b>
	6,349	16,251	<b>21,245</b>	7,644	6,385	<b>10,283<sup>7</sup></b>	115,733	111,468	<b>105,572</b>
	6,120	15,415	<b>19,928</b>	5,946	5,034	<b>7,886</b>	85,602	76,278	<b>78,724</b>
	229	836	<b>1,317</b>	1,698	1,351	<b>2,397</b>	30,131	35,190	<b>26,848</b>
	18%	43%	<b>55%</b>	33%	29%	<b>45%</b>	50%	44%	<b>46%</b>
	10,428	13,491	<b>21,872</b>	17,610	12,554	<b>14,379</b>	134,233	90,900	<b>98,877</b>
	10,193	12,982	<b>20,746</b>	13,446	9,780	<b>10,996</b>	116,713	77,980	<b>86,182</b>
	235	509	<b>1,127</b>	4,165	2,774	<b>3,384</b>	17,521	12,920	<b>12,696</b>

## Environmental Data

### Notes:

- 1) 2021 and 2022 figures for the Retail division have been restated to exclude Watsons Ukraine due to the Russia-Ukraine conflict. Further restatement may be made in the future as a result of data recalibration.
- 2) 2021 and 2022 figures for the Infrastructure division have been restated, as the collection and/or calculation of GHG emissions and other environmental data in this division was reviewed and updated during 2023, including incorporating previously unaccounted-for emissions, refining calculation methodologies, updating emissions factors and energy conversion factors and correcting some discrepancies identified in the previously reported data so as to provide a more accurate representation of performance.
- 3) Diesel usage in the Ports division decreased mainly due to equipment electrification and the implementation of Global Diesel Consumption Reduction Programme.
- 4) Diesel and biomass usage in the Retail division have been restated due to reclassification.
- 5) Natural gas usage in the Retail division decreased mainly due to Kruidvat switched from gas heating to electric heating and improved data collection process in Superdrug.
- 6) Natural gas usage in the Infrastructure division increased mainly due to improved data collection process in Canadian Power.
- 7) Other fuels usage in the Infrastructure division decreased mainly due to AVR shutting down Rozenburg plant as a result of a fire at the main turbine hall.
- 8) Electricity usage in the Ports division decreased mainly due to drop in reefer volume in certain business units.
- 9) Hazardous waste produced in the Retail division increased mainly due to disposal of hand sanitizer stock in Superdrug and improved data collection process in PARKNSHOP.
- 10) Increase in water recycled in the Infrastructure division was mainly due to Northumbrian Water reporting this for the first time in 2023 without comparable data for 2021 and 2022.
- 11) Scope 3 emissions were calculated with the best available data which will be updated during 2024 as calculation processes continue to improve. For the Ports division: scope 3 emissions cover Hutchison Ports Holdings Limited. For the Retail division: only six scope 3 categories were completed - the remaining will be updated during 2024 (Purchased Goods and Services, Upstream Transportation and Distribution, Use of Sold Product, and End of Life Treatment). For the Infrastructure division: scope 3 emissions covering the division's most significant businesses (85% of attributable CKI revenue) were included, which will be expanded in subsequent years. The 2022 data figure has been restated to align with the updated approach to allow for meaningful comparison of data over time. For the Telecommunications division: scope 3 emissions cover CK Hutchison Group Telecom.

## Social Data

### Notes:

- 1) 2022 number of work-related fatalities has been restated to include one case from the Retail division where a Watsons China employee was pronounced dead due to severe pneumonia. Such case was considered as work-related fatality by the Chinese Government.
- 2) Seven fatalities were reported in 2023. In the Ports division, there were four cases from Hutchison Ports Gwangyang, Hutchison Ports HIT, Hutchison Ports Pakistan and Hutchison Ports Thailand where all cases were related to traffic accidents. Another fatality is from the Retail division where a Watsons China employee was pronounced dead due to unspecified Septicaemia and such case was considered as work-related fatality by the Chinese Government. Two cases of fatalities were reported from the Infrastructure division where a UK Power Networks employee sustained severe injuries when attempting to access a link box, which resulted in a footway cover being ejected and striking the employee and a subcontractor's worker of Alliance Construction Materials was found unconscious on the ground after working on the vertical ladder of a truck.
- 3) Number of lost days due to work injury decreased mainly as a result of better training provided in the Retail division.
- 4) Average hours of training completed by the full-time employees in the Infrastructure division increased mainly due to increased mandatory trainings provided by certain business units.
- 5) Decrease in number of suppliers in the Retail division was mainly due to business trend, local decisions on sourcing and end of contracts.
- 6) Reduction in number of services related complaints was mainly due to decrease in number of service request received from Wind Tre of Telecommunications division.
- 7) Increase in number of employees who received training on anti-corruptive/ethics and integrity in the Telecommunication division was mainly due to 3 UK fully rolled out the training programme to the whole company in 2023.