

## APPENDIX 1: ENVIRONMENTAL AND SOCIAL PERFORMANCE INDICATORS

Environmental KPIs <sup>(1)</sup>	Unit	Ports and Related Services			Retail <sup>(2)</sup>			
		2022	2023	2024	2022 <sup>(3)</sup>	2023 <sup>(3)</sup>	2024 <sup>(4)</sup>	
<b>GHG emissions</b>								
Total scope 1 + 2 GHG emissions (location-based)	tonne CO <sub>2</sub> e	754,323	661,573	<b>691,283</b>	535,247	572,779	<b>517,663</b>	
Total scope 1 + 2 GHG emissions (market-based)	tonne CO <sub>2</sub> e	691,281	593,032	<b>614,808</b>	493,094	484,837	<b>137,581</b>	
Scope 1 GHG emissions	tonne CO <sub>2</sub> e	405,824	363,356	<b>380,921</b>	119,900	116,566	<b>87,155</b>	
Scope 2 GHG emissions (location-based)	tonne CO <sub>2</sub> e	348,499	298,217	<b>310,362</b>	415,347	456,213	<b>430,508</b>	
Scope 2 GHG emissions (market-based)	tonne CO <sub>2</sub> e	285,457	229,676	<b>233,887</b>	373,194	368,271	<b>50,426<sup>(5)</sup></b>	
Total scope 1 + 2 GHG emissions (location-based) intensity	tonne CO <sub>2</sub> e/revenue HK\$'000	0.018	0.016	<b>0.015</b>	0.004	0.004	<b>0.004</b>	
Total scope 1 + 2 GHG emissions (market-based) intensity	tonne CO <sub>2</sub> e/revenue HK\$'000	0.017	0.014	<b>0.014</b>	0.004	0.004	<b>0.001</b>	
Scope 1 GHG emissions intensity	tonne CO <sub>2</sub> e/revenue HK\$'000	0.010	0.009	<b>0.008</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	0.008	0.007	<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	0.007	0.006	<b>0.005</b>	0.003	0.003	<b>0.000</b>	
Scope 3 GHG emissions <sup>(6)</sup>	tonne CO <sub>2</sub> e	472,711	781,610	<b>792,130</b>	9,698,666	9,884,634	<b>9,918,352</b>	
Category 1 - Purchased goods and services	tonne CO <sub>2</sub> e	141,506	376,532	<b>359,144</b>	2,064,198	1,877,086	<b>1,883,489</b>	
Category 2 - Capital goods	tonne CO <sub>2</sub> e	39,105	38,889	<b>40,476</b>	25,641	15,057	<b>15,109</b>	
Category 3 - Fuel- and energy-related activities	tonne CO <sub>2</sub> e	137,969	195,342	<b>219,492</b>	136,339	117,264	<b>117,664</b>	
Category 4 - Upstream transportation and distribution	tonne CO <sub>2</sub> e	2,578	2,150	<b>2,232</b>	1,351,873	1,116,365	<b>1,120,173</b>	
Category 11 - Use of sold products	tonne CO <sub>2</sub> e	0	0	<b>0</b>	4,198,975	5,265,985	<b>5,283,947</b>	
Category 15 - Investments	tonne CO <sub>2</sub> e	110,707	115,704	<b>119,786</b>	1,167,276	846,854	<b>849,742</b>	
Other Scope 3 Categories	tonne CO <sub>2</sub> e	40,846	52,993	<b>51,000</b>	754,364	646,023	<b>648,228</b>	

	Infrastructure			Telecommunications			Total		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
	8,587,495	8,210,274	<b>7,796,646</b>	566,296	615,610	<b>538,653</b>	10,443,361	10,060,236	<b>9,544,245</b>
	8,038,737	7,655,236	<b>7,193,286</b>	431,630	408,954	<b>412,805</b>	9,654,742	9,142,059	<b>8,358,480</b>
	7,327,908	7,038,127	<b>6,552,043</b>	17,581	18,150	<b>17,658</b>	7,871,213	7,536,199	<b>7,037,777</b>
	1,259,587	1,172,147	<b>1,244,603</b>	548,715	597,460	<b>520,995</b>	2,572,148	2,524,037	<b>2,506,468</b>
	710,829	617,109	<b>641,243</b>	414,049	390,804	<b>395,147</b>	1,783,529	1,605,860	<b>1,320,703</b>
	0.173	0.164	<b>0.151</b>	0.007	0.007	<b>0.006</b>	0.035	0.032	<b>0.030</b>
	0.162	0.153	<b>0.140</b>	0.005	0.005	<b>0.005</b>	0.032	0.029	<b>0.026</b>
	0.148	0.141	<b>0.127</b>	0.000	0.000	<b>0.000</b>	0.026	0.024	<b>0.022</b>
	0.025	0.023	<b>0.024</b>	0.007	0.007	<b>0.006</b>	0.009	0.008	<b>0.008</b>
	0.014	0.012	<b>0.012</b>	0.005	0.005	<b>0.005</b>	0.006	0.005	<b>0.004</b>
	776,369	1,355,740	<b>1,594,392</b>	1,391,491	1,298,002	<b>1,224,109</b>	12,339,237	13,319,986	<b>13,528,983</b>
	269,771	441,541	<b>476,334</b>	632,861	672,394	<b>668,189</b>	3,108,336	3,367,553	<b>3,387,156</b>
	73,155	136,135	<b>171,350</b>	436,799	305,179	<b>262,266</b>	574,700	495,260	<b>489,201</b>
	246,263	339,091	<b>385,832</b>	127,409	130,409	<b>114,944</b>	647,980	782,106	<b>837,932</b>
	9,169	12,014	<b>74,007</b>	24,050	15,667	<b>15,093</b>	1,387,670	1,146,196	<b>1,211,505</b>
	0	0	<b>19,974</b>	83,309	80,737	<b>84,445</b>	4,282,284	5,346,722	<b>5,388,366</b>
	0	0	<b>0</b>	42,084	43,809	<b>43,930</b>	1,320,067	1,006,367	<b>1,013,458</b>
	178,011	426,959	<b>466,895</b>	44,979	49,807	<b>35,242</b>	1,018,200	1,175,782	<b>1,201,365</b>

Environmental KPIs <sup>(1)</sup>	Unit	Ports and Related Services			Retail <sup>(2)</sup>			
		2022	2023	2024	2022 <sup>(3)</sup>	2023 <sup>(3)</sup>	2024 <sup>(4)</sup>	
<b>Use of energy</b>								
Total energy consumption	kWh'000	2,491,259	2,211,145	<b>2,358,963</b>	1,118,385	1,191,669	<b>1,096,494</b>	
Total direct energy consumption	kWh'000	1,665,539	1,493,592	<b>1,557,558</b>	345,076	343,732	<b>279,588</b>	
Gasoline/Petrol	kWh'000	8,392	7,876	<b>7,729</b>	1,672	453	<b>441</b>	
Diesel	kWh'000	1,543,521	1,366,876	<b>1,417,698</b>	249,115	264,700	<b>209,406<sup>(8)</sup></b>	
Natural gas	kWh'000	48,373	49,856	<b>59,907<sup>(9)</sup></b>	71,221	59,186	<b>52,090</b>	
Towngas	kWh'000	0	0	<b>0</b>	19,898	16,357	<b>13,993</b>	
Gas (exclude towngas and natural gas)	kWh'000	7,681	7,192	<b>7,277</b>	1,919	2,074	<b>2,294</b>	
Other fuels	kWh'000	56,812	59,664	<b>59,418</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	760	2,128	<b>5,529<sup>(10)</sup></b>	1,251	962	<b>1,364</b>	
Hydro	kWh'000	0	0	<b>0</b>	0	0	<b>0</b>	
Biomass	kWh'000	0	0	<b>0</b>	0	0	<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	825,721	717,553	<b>801,405</b>	773,309	847,937	<b>816,906</b>	
Electricity	kWh'000	824,763	716,626	<b>800,410</b>	773,309	847,937	<b>816,906</b>	
Heating	kWh'000	958	927	<b>995</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	111,095	163,415	<b>211,000</b>	161,442	257,153	<b>723,407</b>	
% renewable energy purchased	%	13%	23%	<b>26%</b>	21%	30%	<b>89%</b>	
Total energy consumption intensity	kWh/revenue HK\$'000	60.238	53.758	<b>52.401</b>	8.812	8.940	<b>8.065</b>	
Total direct energy consumption intensity	kWh/revenue HK\$'000	40.272	36.313	<b>34.599</b>	2.719	2.579	<b>2.056</b>	
Total indirect energy consumption intensity	kWh/ revenue HK\$'000	19.966	17.445	<b>17.802</b>	6.093	6.362	<b>6.008</b>	

	Infrastructure			Telecommunications			Total		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
	20,516,802	19,825,437	<b>20,134,902</b>	1,929,626	2,024,613	<b>2,111,611</b>	26,056,072	25,252,864	<b>25,701,970</b>
	19,286,416	18,663,230	<b>18,809,533</b>	59,083	57,617	<b>54,014</b>	21,356,113	20,558,171	<b>20,700,693</b>
	42,962	46,559	<b>49,306</b>	5,423	5,635	<b>9,436<sup>(7)</sup></b>	58,449	60,523	<b>66,912</b>
	408,137	414,209	<b>413,836</b>	45,308	44,545	<b>37,642</b>	2,246,081	2,090,330	<b>2,078,582</b>
	9,667,806	10,483,956	<b>11,156,762</b>	7,718	6,567	<b>5,758</b>	9,795,118	10,599,565	<b>11,274,517</b>
	0	0	<b>0</b>	0	0	<b>0</b>	19,898	16,357	<b>13,993</b>
	1,030	1,021	<b>1,034</b>	3	0	<b>0</b>	10,633	10,287	<b>10,605</b>
	11,845,714	11,128,980	<b>10,305,178</b>	0	0	<b>0</b>	11,902,526	11,188,644	<b>10,364,596</b>
	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>
	5,168	5,568	<b>4,641</b>	0	0	<b>0</b>	5,168	5,568	<b>4,641</b>
	1,331	2,586	<b>3,173</b>	631	870	<b>1,178</b>	3,972	6,546	<b>11,244</b>
	571	848	<b>587</b>	0	0	<b>0</b>	571	848	<b>587</b>
	4,784,989	4,084,719	<b>3,950,905</b>	0	0	<b>0</b>	4,784,989	4,084,719	<b>3,950,905</b>
	69,514	60,936	<b>65,781</b>	0	0	<b>0</b>	69,514	60,936	<b>65,781</b>
	73,712	83,662	<b>128,842</b>	0	0	<b>0</b>	73,712	83,662	<b>128,842</b>
	7,614,518	7,649,814	<b>7,270,512</b>	0	0	<b>0</b>	7,614,518	7,649,814	<b>7,270,512</b>
	1,230,386	1,162,207	<b>1,325,369</b>	1,870,543	1,966,996	<b>2,057,597</b>	4,699,959	4,694,693	<b>5,001,277</b>
	1,229,754	1,161,511	<b>1,323,547</b>	1,868,323	1,960,645	<b>2,054,397</b>	4,696,149	4,686,719	<b>4,995,260</b>
	632	696	<b>1,822</b>	2,220	5,965	<b>2,069<sup>(11)</sup></b>	3,810	7,588	<b>4,886</b>
	0	0	<b>0</b>	0	386	<b>1,131<sup>(12)</sup></b>	0	386	<b>1,131</b>
	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>
	172,981	174,671	<b>179,348</b>	676,816	762,162	<b>1,211,543</b>	1,122,334	1,357,401	<b>2,325,298</b>
	14%	15%	<b>14%</b>	36%	39%	<b>59%</b>	24%	29%	<b>47%</b>
	413.748	396.262	<b>390.939</b>	22.993	23.397	<b>24.151</b>	86.340	81.203	<b>80.340</b>
	388.936	373.032	<b>365.205</b>	0.704	0.666	<b>0.618</b>	70.766	66.106	<b>64.706</b>
	24.812	23.230	<b>25.733</b>	22.289	22.731	<b>23.533</b>	15.574	15.096	<b>15.633</b>

Environmental KPIs <sup>(1)</sup>	Unit	Ports and Related Services			Retail <sup>(2)</sup>		
		2022	2023	2024	2022 <sup>(3)</sup>	2023 <sup>(3)</sup>	2024 <sup>(4)</sup>
<b>Air emissions</b>							
NO <sub>x</sub> emissions	tonne	1,884	1,680	1,706	3,538	2,994	2,477
SO <sub>x</sub> emissions	tonne	5	4	4	8,691	7,144	6,111
Particulate matter emissions	tonne	183	163	164	68	64	52
<b>Waste produced</b>							
Total hazardous waste produced	tonne	3,338	3,234	3,019	872	1,920	1,178
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	29,270	32,476	23,125 <sup>(13)</sup>	149,358	149,399	150,111
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	9,633	9,602	11,876	131,935	135,768	133,450
Recycled material usage	tonne	0	0	0	3,972	4,080	3,497
<b>Use of water</b>							
Total water consumption	'000 m <sup>3</sup>	1,420	1,349	1,337	1,538	2,000	2,006
Total water withdrawal	'000 m <sup>3</sup>	1,420	1,349	1,337	1,538	2,000	2,006
Surface water	'000 m <sup>3</sup>	0	0	0	0	0	0
Groundwater	'000 m <sup>3</sup>	3	2	3	0	0	0
Seawater	'000 m <sup>3</sup>	0	0	0	0	0	0
Produced water	'000 m <sup>3</sup>	0	0	0	0	0	0
Third-party water	'000 m <sup>3</sup>	1,416	1,347	1,334	1,538	2,000	2,006
Other sources	'000 m <sup>3</sup>	1	0	0	0	0	0
Total water discharged	'000 m <sup>3</sup>	0	0	0	0	0	0
Surface water	'000 m <sup>3</sup>	0	0	0	0	0	0
Groundwater	'000 m <sup>3</sup>	0	0	0	0	0	0
Seawater	'000 m <sup>3</sup>	0	0	0	0	0	0
Produced water	'000 m <sup>3</sup>	0	0	0	0	0	0
Third-party water	'000 m <sup>3</sup>	0	0	0	0	0	0
Other sources	'000 m <sup>3</sup>	0	0	0	0	0	0
Water consumption intensity	m <sup>3</sup> /revenue HK\$'000	0.034	0.033	0.030	0.012	0.015	0.015
Water withdrawal from areas with water stress	'000 m <sup>3</sup>	0	204 <sup>(16)</sup>	204 <sup>(16)</sup>	0	0	0

	Infrastructure			Telecommunications			Total		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
	8,053	8,199	<b>8,554</b>	48	47	<b>40</b>	13,523	12,920	<b>12,777</b>
	868	875	<b>1,026</b>	0	0	<b>0</b>	9,564	8,023	<b>7,141</b>
	293	256	<b>280</b>	2	2	<b>2</b>	546	485	<b>498</b>
	27,265	23,971	<b>31,547</b>	1,285	356	<b>563</b>	32,760	29,481	<b>36,307</b>
	0.001	0.000	<b>0.001</b>	0.000	0.000	<b>0.000</b>	0.000	0.000	<b>0.000</b>
	413,644	407,886	<b>470,301</b>	2,418	2,579	<b>6,635<sup>(14)</sup></b>	594,690	592,340	<b>650,172</b>
	0.008	0.008	<b>0.009</b>	0.000	0.000	<b>0.000</b>	0.002	0.002	<b>0.002</b>
	297,550	370,900	<b>359,791</b>	2,872	2,134	<b>6,244</b>	297,550	518,404	<b>511,361</b>
	1,442,839	1,576,556	<b>1,409,435</b>	0	0	<b>0</b>	1,442,839	1,580,636	<b>1,412,932</b>
	91,821	107,229	<b>78,130<sup>(15)</sup></b>	104	80	<b>73</b>	94,883	110,658	<b>81,546</b>
	694,854	646,891	<b>487,277</b>	104	80	<b>90</b>	697,916	650,320	<b>490,710</b>
	300,658	265,584	<b>229,135</b>	18	18	<b>25</b>	300,676	265,602	<b>229,160</b>
	14,414	14,741	<b>14,367</b>	3	3	<b>3</b>	14,420	14,746	<b>14,373</b>
	374,244	362,053	<b>239,096</b>	0	0	<b>0</b>	374,244	362,053	<b>239,096</b>
	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>
	5,094	4,066	<b>4,284</b>	83	59	<b>62</b>	8,131	7,472	<b>7,686</b>
	444	447	<b>395</b>	0	0	<b>0</b>	445	447	<b>395</b>
	603,033	539,662	<b>409,147</b>	0	0	<b>17</b>	603,033	539,662	<b>409,164</b>
	123,986	148,536	<b>133,293</b>	0	0	<b>0</b>	123,986	148,536	<b>133,293</b>
	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>
	478,223	390,204	<b>271,931</b>	0	0	<b>0</b>	478,223	390,204	<b>271,931</b>
	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>
	560	518	<b>3,531</b>	0	0	<b>17</b>	560	518	<b>3,548</b>
	264	404	<b>392</b>	0	0	<b>0</b>	264	404	<b>392</b>
	1.852	2.143	<b>1.517</b>	0.001	0.001	<b>0.001</b>	0.314	0.356	<b>0.255</b>
	0	0	<b>0</b>	0	0	<b>0</b>	0	204	<b>204</b>

Environmental KPIs <sup>(1)</sup>	Unit	Ports and Related Services			Retail <sup>(2)</sup>			
		2022	2023	2024	2022 <sup>(3)</sup>	2023 <sup>(3)</sup>	2024 <sup>(4)</sup>	
Water withdrawal from freshwater sources	'000 m <sup>3</sup>	0	0	0	0	0	0	
Water recycled	'000 m <sup>3</sup>	3	3	5	0	0	0	
<b>Packaging material</b>								
Total packaging material used for finished products	tonne	0	0	0	118,763	121,310	124,169	
Plastic	tonne	0	0	0	34,450	32,223	30,327	
Paper	tonne	0	0	0	71,203	76,533	78,896	
Metal	tonne	0	0	0	6,376	6,638	8,392	
Glass	tonne	0	0	0	3,339	2,832	2,851	
Other packaging material	tonne	0	0	0	3,395	3,084	3,703	
Packaging material intensity	tonne/total products <sup>a</sup> or tonne/tonne of products <sup>b</sup>	N/A	N/A	N/A	0.086 <sup>a</sup>	0.083 <sup>a</sup>	0.081 <sup>a</sup>	

	Infrastructure			Telecommunications			Total		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
	229,277	231,305	<b>289,863</b>	0	0	<b>0</b>	229,277	231,305	<b>289,863</b>
	2,568	130,337	<b>171,229</b>	0	0	<b>0</b>	2,568	130,340	<b>171,234</b>
	2,245	2,193	<b>1,943</b>	556	483	<b>544</b>	121,564	123,986	<b>126,656</b>
	5	4	<b>5</b>	112	115	<b>107</b>	34,567	32,342	<b>30,439</b>
	2,240	2,189	<b>1,938</b>	440	362	<b>431</b>	73,883	79,084	<b>81,265</b>
	0	0	<b>0</b>	0	0	<b>0</b>	6,376	6,638	<b>8,392</b>
	0	0	<b>0</b>	0	0	<b>0</b>	3,339	2,832	<b>2,851</b>
	0	0	<b>0</b>	4	6	<b>6</b>	3,399	3,090	<b>3,709</b>
	0.945 <sup>b</sup>	0.863 <sup>b</sup>	<b>0.821<sup>b</sup></b>	0.005 <sup>a</sup>	0.006 <sup>a</sup>	<b>0.007<sup>a</sup></b>	N/A	N/A	<b>N/A</b>



Social KPIs <sup>(1)</sup>		Ports and Related Services			Retail		
		2022	2023	2024	2022	2023	2024
<b>Number of employees</b>							
Total		23,409	22,396	<b>22,601</b>	123,280	127,701	<b>130,522</b>
By employment type	Full-time	19,854	18,616	<b>18,438</b>	71,874	71,864	<b>73,120</b>
	Part-time	3,555	3,780	<b>4,163</b>	51,406	55,837	<b>57,402</b>
<b>Number of full-time employees</b>							
By gender	Male	17,768	16,633	<b>16,445</b>	16,747	16,748	<b>16,982</b>
	Female	2,086	1,983	<b>1,993</b>	55,127	55,116	<b>56,138</b>
By employee category	Manager grade or above	764	706	<b>685</b>	2,943	3,057	<b>3,109</b>
	General staff	19,090	17,910	<b>17,753</b>	68,931	68,807	<b>70,011</b>
By age group	Under 30	2,228	2,067	<b>2,061</b>	25,901	25,914	<b>26,085</b>
	30-49	12,320	11,282	<b>11,004</b>	40,255	40,101	<b>40,777</b>
	50 or above	5,306	5,267	<b>5,373</b>	5,718	5,849	<b>6,258</b>
By geographical region	Hong Kong	1,758	1,627	<b>1,493</b>	7,325	6,982	<b>6,879</b>
	Mainland China	2,171	2,178	<b>2,180</b>	22,893	21,058	<b>19,834</b>
	Europe, including UK	5,421	5,371	<b>2,485</b>	16,502	16,428	<b>10,123</b>
	Canada	0	0	<b>0</b>	0	0	<b>0</b>
	Asia, Australia and Others	10,504	9,440	<b>12,280</b>	25,154	27,396	<b>36,284</b>
<b>Turnover rate for full-time employees</b>							
Overall		8%	10%	<b>7%</b>	36%	33%	<b>32%</b>
By gender	Male	8%	10%	<b>6%</b>	31%	27%	<b>27%</b>
	Female	12%	10%	<b>9%</b>	38%	35%	<b>33%</b>
By age group	Under 30	16%	12%	<b>11%</b>	61%	57%	<b>56%</b>
	30-49	6%	9%	<b>5%</b>	23%	20%	<b>19%</b>
	50 or above	11%	10%	<b>8%</b>	18%	18%	<b>16%</b>
By geographical region	Hong Kong	21%	16%	<b>15%</b>	24%	24%	<b>18%</b>
	Mainland China	4%	4%	<b>3%</b>	29%	22%	<b>24%</b>
	Europe, including UK	6%	5%	<b>5%</b>	44%	39%	<b>36%</b>
	Canada	0%	0%	<b>0%</b>	0%	0%	<b>0%</b>
	Asia, Australia and Others	8%	13%	<b>7%</b>	43%	40%	<b>38%</b>
<b>Work-related fatalities</b>							
Number of work-related fatalities		1	5 <sup>(2)</sup>	<b>2<sup>(3)</sup></b>	1	1	<b>0</b>
By employee type	Full-time employees	1	0	<b>0</b>	1	1	<b>0</b>
	Contractors	0	5	<b>2</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>0.000%</b>
<b>Lost days due to work injury</b>							
Number of lost days due to work injury (employees)		6,941	6,872	<b>6,326</b>	21,722	15,484	<b>16,359</b>
Number of lost time injury incidents (employees)		377	418	<b>325</b>	526	497	<b>557</b>

	Infrastructure			Telecommunications			Total		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
	33,761	35,745	<b>37,063</b>	18,145	18,318	<b>18,201</b>	198,595	204,160	<b>208,387</b>
	31,709	33,282	<b>34,497</b>	14,921	15,218	<b>15,240</b>	138,358	138,980	<b>141,295</b>
	2,052	2,463	<b>2,566</b>	3,224	3,100	<b>2,961</b>	60,237	65,180	<b>67,092</b>
	23,755	24,855	<b>25,678</b>	9,403	9,505	<b>9,593</b>	67,673	67,741	<b>68,698</b>
	7,954	8,427	<b>8,819</b>	5,518	5,713	<b>5,647</b>	70,685	71,239	<b>72,597</b>
	3,346	4,014	<b>4,158</b>	1,163	2,091	<b>1,202</b>	8,216	9,868	<b>9,154</b>
	28,363	29,268	<b>30,339</b>	13,758	13,127	<b>14,038</b>	130,142	129,112	<b>132,141</b>
	4,734	4,977	<b>4,937</b>	2,584	2,562	<b>2,402</b>	35,447	35,520	<b>35,485</b>
	16,729	17,802	<b>18,716</b>	8,714	8,482	<b>8,175</b>	78,018	77,667	<b>78,672</b>
	10,246	10,503	<b>10,844</b>	3,623	4,174	<b>4,663</b>	24,893	25,793	<b>27,138</b>
	2,592	2,571	<b>2,632</b>	994	1,085	<b>1,020</b>	12,669	12,265	<b>12,024</b>
	1,659	1,649	<b>1,598</b>	100	96	<b>85</b>	26,823	24,981	<b>23,697</b>
	17,636	18,838	<b>19,523</b>	12,976	13,254	<b>10,013</b>	52,535	53,891	<b>42,144</b>
	2,646	2,634	<b>2,663</b>	0	0	<b>0</b>	2,646	2,634	<b>2,663</b>
	7,176	7,590	<b>8,081</b>	851	783	<b>4,122</b>	43,685	45,209	<b>60,767</b>
	13%	9%	<b>9%</b>	16%	16%	<b>15%</b>	25%	22%	<b>21%</b>
	13%	9%	<b>9%</b>	16%	16%	<b>15%</b>	17%	15%	<b>14%</b>
	15%	8%	<b>9%</b>	16%	17%	<b>14%</b>	33%	29%	<b>28%</b>
	20%	13%	<b>13%</b>	39%	43%	<b>41%</b>	52%	47%	<b>46%</b>
	12%	8%	<b>8%</b>	12%	13%	<b>12%</b>	17%	15%	<b>13%</b>
	12%	9%	<b>10%</b>	8%	6%	<b>6%</b>	12%	11%	<b>10%</b>
	10%	15%	<b>10%</b>	44%	33%	<b>31%</b>	22%	22%	<b>17%</b>
	4%	4%	<b>7%</b>	14%	17%	<b>20%</b>	25%	20%	<b>21%</b>
	11%	4%	<b>4%</b>	14%	14%	<b>9%</b>	22%	17%	<b>14%</b>
	32%	33%	<b>28%</b>	0%	0%	<b>0%</b>	32%	33%	<b>28%</b>
	16%	12%	<b>15%</b>	17%	35%	<b>33%</b>	29%	29%	<b>28%</b>
	1	2	<b>0</b>	0	0	<b>0</b>	3	8 <sup>(2)</sup>	2 <sup>(3)</sup>
	0	1	<b>0</b>	0	0	<b>0</b>	2	2	<b>0</b>
	1	1	<b>0</b>	0	0	<b>0</b>	1	6	<b>2</b>
	0.000%	0.003%	<b>0.000%</b>	0.000%	0.000%	<b>0.000%</b>	0.001%	0.001%	<b>0.000%</b>
	3,204	3,893	<b>7,071<sup>(4)</sup></b>	528	239	<b>1,378<sup>(4)</sup></b>	32,394	26,488	<b>31,134<sup>(4)</sup></b>
	175	168	<b>166</b>	100	13	<b>36</b>	1,178	1,096	<b>1,084</b>

Social KPIs <sup>(1)</sup>		Ports and Related Services			Retail		
		2022	2023	2024	2022	2023	2024
<b>Percentage of full-time employees who received training</b>							
Overall		68%	69%	<b>73%</b>	84%	85%	<b>87%</b>
<b>Percentage of full-time employees who received training among total trained full-time employees</b>							
By gender	Male	88%	89%	<b>89%</b>	22%	22%	<b>22%</b>
	Female	12%	11%	<b>11%</b>	78%	78%	<b>78%</b>
By employee category	Manager grade or above	4%	3%	<b>4%</b>	4%	4%	<b>4%</b>
	General staff	96%	97%	<b>96%</b>	96%	96%	<b>96%</b>
<b>Average hours of training completed by full-time employees</b>							
Overall		18.5	18.1	<b>17.3</b>	22.0	21.1	<b>22.0</b>
By gender	Male	18.8	18.1	<b>17.3</b>	16.1	16.5	<b>18.1</b>
	Female	16.3	17.6	<b>17.3</b>	23.7	22.4	<b>23.2</b>
By employee category	Manager grade or above	15.7	16.6	<b>13.5</b>	16.0	15.1	<b>22.0</b>
	General staff	18.7	18.1	<b>17.5</b>	22.2	21.3	<b>22.0</b>
<b>Number of suppliers</b>							
Total		16,589	15,585	<b>16,215</b>	26,109	19,410	<b>19,751</b>
By geographical region	Hong Kong	2,536	2,500	<b>2,548</b>	4,089	2,738	<b>2,303</b>
	Mainland China	2,381	1,956	<b>2,152</b>	3,011	2,483	<b>2,475</b>
	Europe, including UK	4,336	3,725	<b>3,616</b>	5,956	4,978	<b>4,911</b>
	Canada	15	15	<b>17</b>	115	109	<b>113</b>
	Asia, Australia and Others	7,321	7,389	<b>7,882</b>	12,938	9,102	<b>9,949</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>	3,943	3,789	<b>8,760</b>
Services related		1,487	950	<b>972</b>	136,167	151,397	<b>296,809<sup>(6)</sup></b>
<b>Number of employees who received training on anti-corruptive/ethics and integrity</b>							
Total		5,712	5,776	<b>6,018</b>	83,120	68,268	<b>62,639</b>
By employment type	Full-time	4,906	4,983	<b>5,619</b>	50,923	45,927	<b>47,655</b>
	Part-time	806	793	<b>399</b>	32,197	22,341	<b>14,984</b>
Percentage of employees who received training on anti-corruptive and integrity		23%	24%	<b>29%</b>	52%	48%	<b>50%</b>
<b>Number of training hours on anti-corruptive/ethics and integrity completed by employees</b>							
Total		10,506	11,356	<b>8,282<sup>(7)</sup></b>	54,349	51,270	<b>45,311</b>
By employment type	Full-time	9,635	10,519	<b>7,884</b>	45,583	43,922	<b>40,914</b>
	Part-time	871	837	<b>398</b>	8,766	7,349	<b>4,397</b>

	Infrastructure			Telecommunications			Total		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
	83%	86%	<b>86%</b>	75%	86%	<b>78%</b>	81%	83%	<b>84%</b>
	77%	75%	<b>75%</b>	64%	63%	<b>61%</b>	44%	45%	<b>44%</b>
	23%	25%	<b>25%</b>	36%	37%	<b>39%</b>	56%	55%	<b>56%</b>
	12%	12%	<b>11%</b>	6%	11%	<b>8%</b>	6%	6%	<b>6%</b>
	88%	88%	<b>89%</b>	94%	89%	<b>92%</b>	94%	94%	<b>94%</b>
	23.2	29.5	<b>30.3</b>	32.3	27.0	<b>17.7<sup>(5)</sup></b>	22.9	23.1	<b>22.9</b>
	26.5	34.5	<b>34.8</b>	32.5	27.1	<b>18.1</b>	22.5	24.7	<b>23.9</b>
	13.5	14.4	<b>16.9</b>	31.8	26.9	<b>17.1</b>	23.1	21.8	<b>22.0</b>
	21.9	22.2	<b>19.3</b>	22.0	12.3	<b>18.5</b>	21.6	17.4	<b>19.6</b>
	23.3	30.4	<b>31.7</b>	33.1	29.3	<b>17.7</b>	22.9	23.5	<b>23.1</b>
	32,095	30,090	<b>32,523</b>	22,663	27,691	<b>29,167</b>	97,456	92,776	<b>97,656</b>
	2,559	2,647	<b>2,801</b>	361	416	<b>358</b>	9,545	8,301	<b>8,010</b>
	786	734	<b>796</b>	379	343	<b>349</b>	6,557	5,516	<b>5,772</b>
	12,689	11,154	<b>11,420</b>	7,220	11,465	<b>12,821</b>	30,201	31,322	<b>32,768</b>
	1,847	2,527	<b>3,447</b>	12	21	<b>25</b>	1,989	2,672	<b>3,602</b>
	14,214	13,028	<b>14,059</b>	14,691	15,446	<b>15,614</b>	49,164	44,965	<b>47,504</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>
	9,628	16,408	<b>10,564</b>	47,964	35,686	<b>40,069</b>	61,535	55,883	<b>59,393</b>
	244,518	281,383	<b>243,172</b>	1,138,633	912,108	<b>1,669,378<sup>(6)</sup></b>	1,520,805	1,345,838	<b>2,210,331<sup>(6)</sup></b>
	16,251	21,245	<b>27,392</b>	6,385	10,283	<b>11,743</b>	111,468	105,572	<b>107,792</b>
	15,415	19,928	<b>25,312</b>	5,034	7,886	<b>8,975</b>	76,278	78,724	<b>87,561</b>
	836	1,317	<b>2,080</b>	1,351	2,397	<b>2,768</b>	35,190	26,848	<b>20,231</b>
	43%	55%	<b>67%</b>	29%	45%	<b>51%</b>	44%	46%	<b>50%</b>
	13,491	21,872	<b>35,085</b>	12,554	14,379	<b>13,367</b>	90,900	98,877	<b>102,345</b>
	12,982	20,746	<b>32,570</b>	9,780	10,996	<b>10,521</b>	77,980	86,182	<b>91,889</b>
	509	1,127	<b>2,515</b>	2,774	3,384	<b>2,846</b>	12,920	12,696	<b>10,156</b>

## Environmental Data

### Notes:

- (1) CKHH only include data in the report that were confirmed by end of March 2025. If significant changes occur after preparation of this report, they will be updated in the following year's publication. Any discrepancies between (i) totals provided and the sum of the numbers presented; and (ii) percentages provided and the associated numbers throughout the Report are due to rounding.
- (2) Emission factor alignment exercise conducted with the Retail division for data starting from 2023.
- (3) Watsons Ukraine was excluded in 2022 and 2023 figures under Retail division due to the Russia-Ukraine conflict.
- (4) Watsons Vietnam was included in the 2024 figures under the Retail division due to enhanced disclosure.
- (5) Scope 2 emissions (market-based) in the Retail division decreased due to increased purchase of Energy Attributes Certificates.
- (6) Scope 3 emissions were calculated with the best available data which will be updated during 2025 as calculation processes continue to improve. For the Ports division: emissions in 2023 and 2024 included data from HIT and Hutchison Ports Yantian. For the Retail division: 2024 emissions were projected using EBITDA. For the Infrastructure division: In 2024, the Scope 3 emissions inventory covered the division's most significant businesses, accounting for approximately 86% of attributable revenue. For the Telecommunications division: scope 3 emissions cover CK Hutchison Group Telecom.
- (7) Gasoline/Petrol usage in the Telecommunications division increased due to a change in fuel mix in Wind Tre.
- (8) Diesel usage in the Retail division decreased mainly due to increased use of EV in Watsons China.
- (9) Natural gas usage in the Ports division increased mainly due to increased business activities in Hutchison Ports Yantian.
- (10) Solar usage in the Ports division increased mainly due to additional solar system in Hutchison Ports Sohar, Hutchison Ports Pakistan and Hutchison Ports MITT.
- (11) Heating usage in the Telecommunications division decreased due to improved data accuracy in 3 Denmark.
- (12) Cooling usage in the Telecommunications division increased due to improved data accuracy in 3 Austria.
- (13) Total non-hazardous waste produced in the Ports division decreased due to change in data collection scope in Hutchison Ports TNG.
- (14) Total non-hazardous waste produced in the Telecommunications division increased due to improved data accuracy in 3 UK.
- (15) Total water consumption in the Infrastructure division decreased mainly due to decreased seawater withdrawal from one of the power plants in China as a result of fluctuations of production outputs and increased third-party water discharged from Canadian Power enhanced disclosure from operation sites in 2024.
- (16) Water withdrawal from areas with water stress is a newly reported variable starting from 2023 in the Ports division.

## Social Data

### Notes:

- (1) CKHH only include data in the report that were confirmed by end of March 2025. If significant changes occur after preparation of this report, they will be updated in the following year's publication. Any discrepancies between (i) totals provided and the sum of the numbers presented; and (ii) percentages provided and the associated numbers throughout the Report are due to rounding.
- (2) 2023 number of work-related fatalities has been restated in the Ports division following a review of a struck-by accident involving a contractor at Hutchison Ports Alexandria.
- (3) Two cases of fatalities were reported in 2024 from the Ports division. Both cases from Hutchison Ports ECT Rotterdam and Hutchison Ports PPC were related to traffic accidents.
- (4) Number of lost days due to work injury increased as a result of improved data accuracy in Wind Tre and increased work injury case in HTHKH from the Telecommunication division, and improved data collection from the Infrastructure division.
- (5) Total average hours of training completed by full-time employees decreased in the Telecommunications division due to the completion of a training programme offered by Wind Tre.
- (6) Number of service related complaints received increased due to improved data accuracy in the Retail and Telecommunications division increased.
- (7) Number of training hours on anti-corruptive/ethics and integrity completed by employees in the Ports division decreased due to improved data accuracy in Hutchison Ports Yantian.