

## CORPORATE SOCIAL RESPONSIBILITY

*“Guided by our company value of **Social Responsibility**, we are committed to meeting the highest standards of corporate citizenship and protect the environment. We are committed as a company and as individuals to comply with the laws, respect the cultures, and to have a positive impact to the communities where we conduct our businesses.”*



Guoco staff participated in 2014 Walk for Millions organized by Hong Kong Community Chest

At Guoco Group, we aim to achieve our business objective of realising long term shareholders' value and business sustainability, taking into account of the interests of our stakeholders. We believe that serving our communities is not only integral to running a business successfully; it is also part of our individual responsibilities as citizens of the world. We continue to support communities in ways that enhance the group's relationship and reputation with employees, customers, business partners and other stakeholders.

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Below is our commitment to each of the focus areas under our corporate social responsibility framework:

## WORKPLACE

The Group aims to ensure that the health, safety, and welfare of our employees are well taken care of and we acknowledge our responsibility towards employees who may be affected by our activities. While we regard legislative compliance as a minimum, and whenever possible, we seek to implement higher health and safety standards throughout our businesses.

Consistent with our Best Work Environment practices, the Group is committed to providing equal opportunities for all our employees. We ensure that every employee is treated equally and fairly, free from discrimination in all aspects of employment including recruitment, promotion, and opportunities for training, pay and benefits.

### Staff Training and Development

The Group is committed to the following mission in staff training and development:

“To improve employee’s present job performance, and develop their potential to support the business needs and future growth.”

It is the policy of the Group to encourage employees to attend appropriate courses to enhance their competence for performance improvement and career development. In view of this, the Group has organized seminars and training programmes for employees covering various aspects to improve their level of skills and knowledge and maximize their potentials. They are also encouraged to enrol in external studies opportunities to enrich themselves through acquiring higher professional qualifications or to attend job-related courses.

### Workplace Health & Safety

We are dedicated to providing a healthy and safe workplace to our employees. The promotion of occupational and health measures at workplace are regarded essential to our businesses and operations. Appropriate occupational and health manuals relevant to their industries/businesses are adopted by the core business subsidiary groups. Risk assessments of workstations are conducted constantly to identify and assess the risks to the safety and health of the employees, and to decide whether existing precautions are adequate. We constantly provide regular environment, health and safety training to employees and continue to raise corporate and individual awareness of maintaining a healthy and safe workplace.

An example of such continuous effort can be seen in Rank which retained its prestigious five star accreditation status for Occupational Health and Safety in a two-day audit of the group’s support office carried out by the British Safety Council during the year. GuocoLand was also conferred the Bronze Award by the Health Promotion Board of Singapore as a national recognition of its dedication to put employees’ wellness as a corporate priority.

### Employee Engagement

We value the importance of maintaining a healthy lifestyle and work-life balance of our employees. Staff wellness programmes varied from fruit day, dried flower tea trial and massage workshop to medical officer advice telephone support, psychological (counselling) services, health promotion and wellness screening. Cooking classes, yoga activities and workshops on health issues and anti-ageing were also organised during the year. Staff privileges were given to employees from time to time.

The Group also actively engages its employees through social, employee bonding, outing, volunteer works and charity activities. During the year, staff took part in hiking, Walk for Millions and Flag Day of the Community Chest of Hong Kong. Other staff bonding activities also included a staff annual dinners, annual GuocoLand Group & affiliated companies bowling tournament.



Guoco staff participated in cooking class and hiking day

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ENVIRONMENT

Guoco Group endeavours to identify and minimise the negative environmental impacts of our products and business activities. Our environmental initiatives include smart and careful consumption of resources and water, and measures taken on emissions to air, waste generation, energy use and procurement processes. We are committed to minimising our environmental impact and encouraging greater sustainability throughout our business.

GuocoLand has taken initiatives to develop buildings which comply with the guidelines set by the local building authorities in which GuocoLand Group operates in and achieve environmental sustainability. Testimony to its effort is the awards its property development have garnered in all these years. The recent ones included the Singapore Building and Construction Authority (“BCA”) Green Mark Awards for Tanjong Pagar Centre in respect of the Guoco Tower, Clermont Hotel and retail components in 2013 and the BCA Gold Plus Award for Clermont Residence in 2014.



Artist’s impression of the City Room and surrounding greenery at Tanjong Pagar Centre.

GuocoLeisure has an environmental policy in place which requires working with suppliers and partners to reduce energy and water consumption, increase recycling levels and incorporate renewable energy into its business practices to minimize operational expenses as well as its carbon footprint. This environmental policy is regularly monitored and updated to reflect new initiatives and processes.

Rank has achieved its target to reduce carbon footprint by the introduction of higher efficiency lighting, new environmental controls, improved landfill diversion and a programme of staff engagement. It has set a new target to reduce its like-for-like gas and electricity consumption by 10% and increase the level of landfill diverted to 85% by the end of June 2015.

MARKETPLACE

The Group is committed to good business ethics and integrity. For many years now, we have had in place internally generated best practices to ensure the economic sustainability of all our companies. Some of these best practices are:

- Financial management disciplines established to drive excellence in financial management with the objective of preserving and enhancing the quality of the business as an on-going concern.
- An established enterprise risk management structure to ensure that a systematic policy-making process and delegation of responsibility are clearly set out to guide management.
- A code of business conduct and ethics applicable to compiling of financial reports to ensure disclosures are true and fair.
- The practice of responsible selling and marketing of products and services.

We believe in fair and open competition based upon sound commercial practices and aim to develop long term relationships with suppliers and contractors based upon mutual trust. Therefore, the hire of services or the purchase of goods should be based solely upon price, quality, service dependability, and need. It is the policy of the Group to prohibit bribery and corrupt practices. The Group has in place policies and guidelines, including staff code of conduct, intellectual properties rights policy and personal data privacy policy, to ensure the conduct of the Group companies and employees are in compliance of rules and regulations and adhere to a higher standard of business ethnics and integrity.



COMMUNITY

Social responsibility is one of the Group’s culture. We have long been committed to striving for the betterment of society and hold strongly the belief that a business organisation should not detach itself from its social responsibility. To this end, the Group and its staff are dedicated to charity works and active engagement with the communities.

Guoco staff participated in Walk for Millions, Skip Lunch Day, Flag Day and Dress Casual Day organised by the Community Chest of Hong Kong during the year. We were ranked second in the overall fund raising for the Community Chest Walk for Millions 2014. To recognise our enthusiastic participation and contribution, Guoco has been awarded the Platinum Award and the prestigious President’s Award for the ninth year by the Community Chest.



Participation of staff in the Flag Day.



Mr. Tan Lim Heng, director, received the President’s Award granted to Guoco.



Four group companies in Hong Kong namely Guoco Management Company Limited, GuocoCapital Limited, Hong Leong Insurance (Asia) Limited and Hong Leong Bank Berhad, Hong Kong Branch have been awarded “Caring Company 2013/2014” designation by The Hong Kong Council of Social Service in recognition of their continuous dedication and enduring efforts in performing corporate social responsibilities.



During 2014, Rank launched Rank Cares — a partnership with Carers Trust, the UK’s largest charity for carers. The fund-raising and volunteering programme provides support, advice and relief for those undertaking what is often very physically and emotionally draining work and provides a framework for the employees of Rank to volunteer their time to help the Carers Trust.



GuocoLeisure’s subsidiary GLH Hotels Limited has an established charitable foundation “lite@nite” that engages the entire workforce throughout the UK for the benefit of children and to raise awareness of children’s issues. lite@nite volunteers time to support at children’s centres and with charity work, runs fun engaging triathlons for children.

Charity project “Lite@Nite” founded by GLH Hotels Limited (“glh”). glh’s CEO took on two ultra endurance races to raise funds and awareness for vulnerable kids.