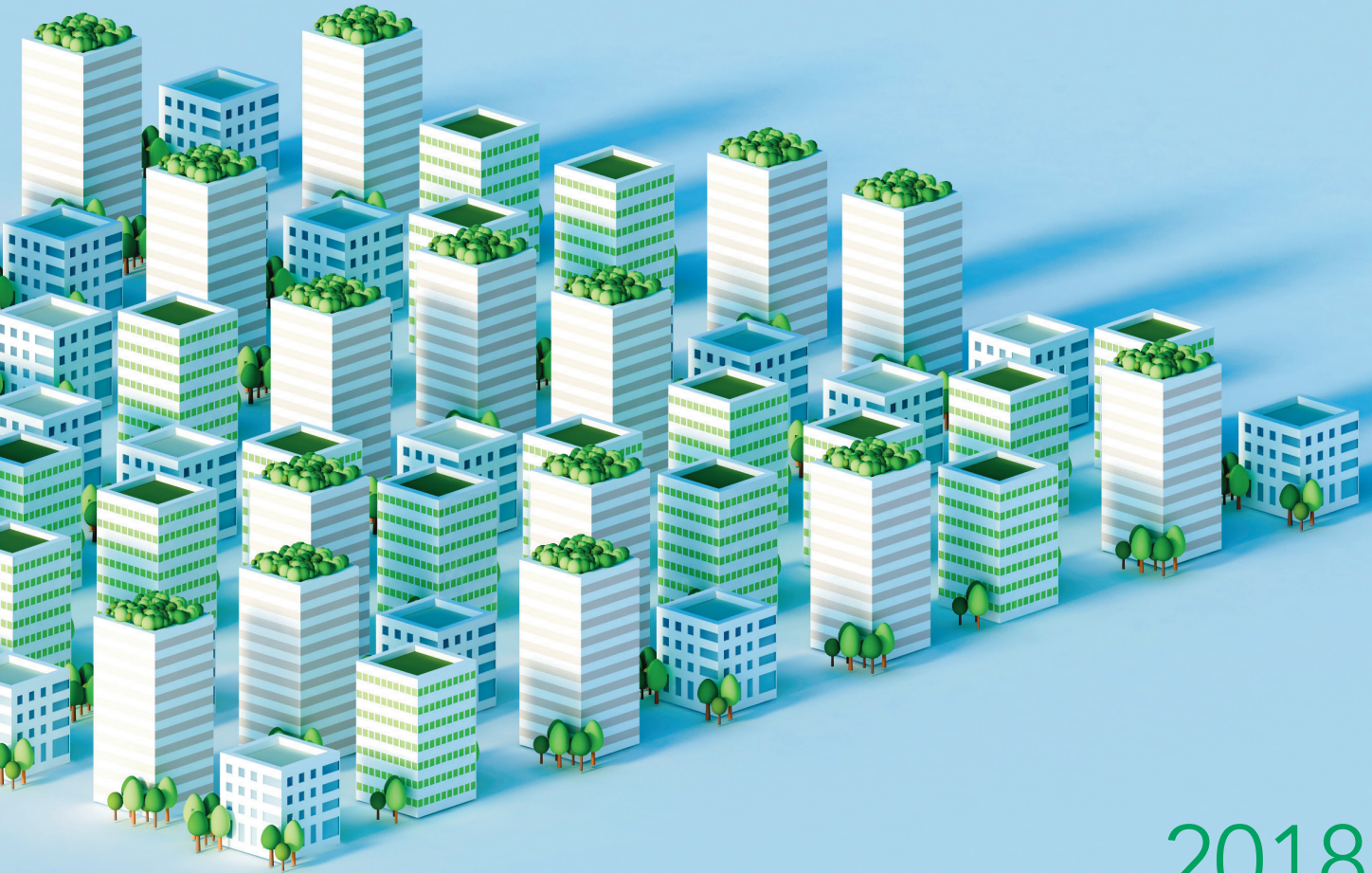


與時創建  
Building with the times



2018

環境、社會及管治報告  
Environmental, Social and  
Governance Report

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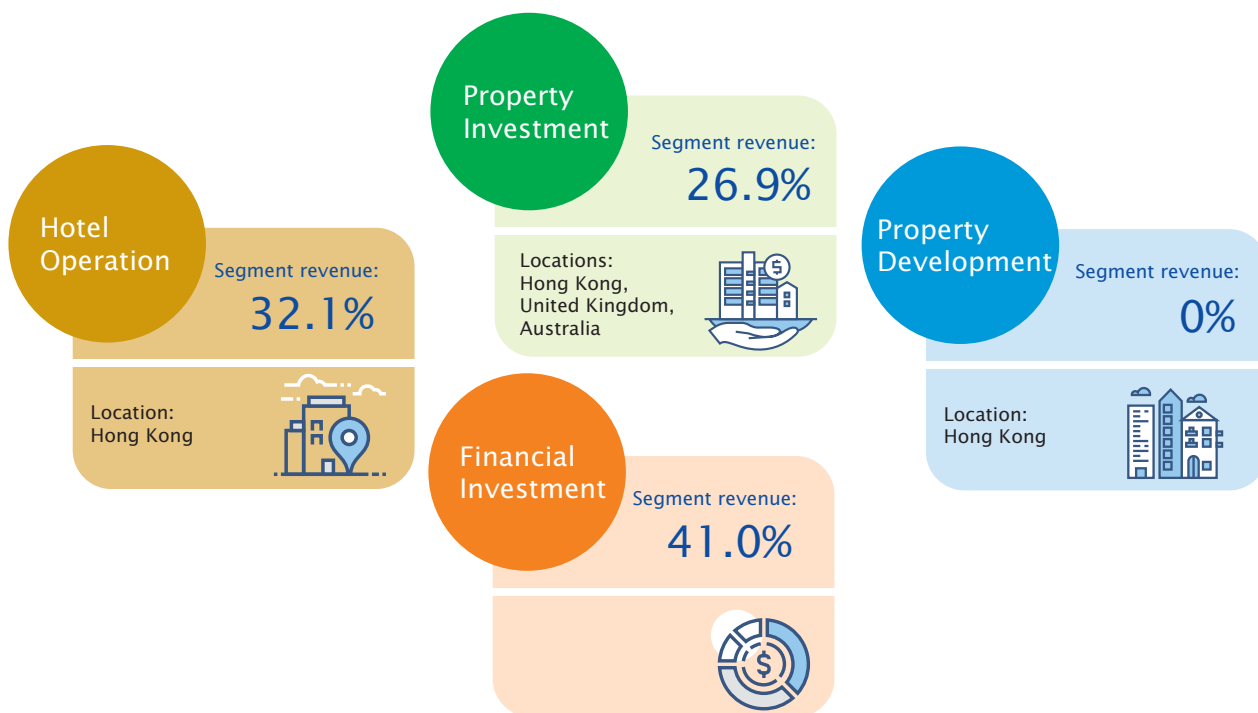
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## About the Group

S E A Holdings Limited (“SEA” or the “Company”) and its subsidiaries (collectively referred to as the “Group”, “we”, or “our”) is an international property conglomerate with diversified businesses across Hong Kong, the United Kingdom and Australia. The Group is listed on The Stock Exchange of Hong Kong Limited (the “Stock Exchange”).

In 2018, the principal activities of the Group were property investment, property development, hotel operation and financial investment. The Group had operations in Hong Kong, the United Kingdom and Australia.



Adhering to the Group’s philosophy of “Building with the Times”, the growth of the Group is shaped by the shifting challenges and opportunities in global sustainability. The Group aims at developing into one of the most respectable, trustworthy and renowned property conglomerates across the world, devising timely responses to sustainability issues.



20 Moorgate, London



33 Old Broad Street, London

## About this Report

This report is the third Environmental, Social and Governance (“ESG”) Report published by the Group. It continues to report on updates in the policies, measures and performances of the Group in ESG aspects, which aims at allowing all stakeholders to understand the progress and sustainability directions of the Group. The report is available in both Chinese and English, which can be accessed on the websites of the Stock Exchange ([www.hkexnews.hk](http://www.hkexnews.hk)) and the Group ([www.seagroup.com.hk](http://www.seagroup.com.hk)).

## Reporting Boundary

This report covers the sustainability performance of the Group’s business operations for the financial year from 1 January 2018 to 31 December 2018 (the “reporting year”). This report focuses on the Group’s operations in Hong Kong head office (the “Head Office”) and Crowne Plaza Hong Kong Causeway Bay<sup>1</sup> (the “Crowne Plaza Hotel”), in relation to property investment, hotel operation and financial investment.

## Reporting Standard

This report is prepared in accordance with the Environmental, Social and Governance Reporting Guide (the “ESG Reporting Guide”) in Appendix 27 of the Rules Governing the Listing of Securities on the Stock Exchange. The four reporting principles, namely the principles of materiality, quantitative, balance and consistency, underline the content of this report.

To provide stakeholders with an overview of the Group’s performance in ESG aspects, the report not only discloses key performance indicators (“KPI”) in environmental aspects under the “comply or explain” provisions but also reports additional social KPI under the “recommended disclosures” as set out in the ESG Reporting Guide.

## Data Preparation

The Board of Directors of the Company (the “Board”) is responsible for the establishment and disclosure of relevant measures and KPI. This report has been approved by the Board.

## Feedback Mechanism

Comments and suggestions from stakeholders can help define and strengthen the Group’s future ESG strategy. All stakeholders are welcome to contact SEA in writing or by phone via the following contact methods.

### **S E A Holdings Limited**

Address: 26th Floor, Everbright Centre, 108 Gloucester Road, Wanchai, Hong Kong  
Email: [info@seagroup.com.hk](mailto:info@seagroup.com.hk)  
Phone: (852) 2828 6363  
Fax: (852) 2598 6861



No. 1 Shouson Hill Road East, Hong Kong



Lizard Island Resort, Queensland

<sup>1</sup> The operation of Crowne Plaza Hong Kong Causeway Bay was managed by the InterContinental Hotels Group during the reporting year.



## Management Statement

We are proud to present the 2018 ESG Report of the Group to our stakeholders. As the mainstreaming of sustainability around the globe, the Group has always adopted a people-centric approach towards corporate social responsibility. Employee wellbeing and business integrity are key to our operations, and are therefore identified as the key topics being addressed in this 2018 report through engagement with internal stakeholders.

The success of the Group hinges on the satisfaction and wellbeing of our employees. Continuously understanding and fulfilling their needs allows the Group to engage employees in a meaningful and effective way, with an ultimate goal to retain talents. SEA is keen on engaging employees to grow with the Group, by identifying training and development opportunities on a regular basis and providing the resources required.

Crucial to the fair and healthy development of community, business integrity is one of the Group's core values. Across all our investment practices and operations, the Group strives to uphold business ethics and foster healthy competition.

Alongside social aspects, the Group is well aware of the environmental impacts of its operations. The Group acknowledges the importance of sound environmental stewardship because a healthy environment is essential to the improvement of living standards in the community where we operate.

In the future, the Group will continue to identify risks and opportunities posed to the Group in terms of sustainability issues. It will take reference from best practices in the industry to seek ways to improve and expand its sustainability measures.



**Lu Wing Chi, Jesse**  
*Chairman*  
**SEA Holdings Limited**  
24 July 2019, Hong Kong



2018 Annual Dinner

## ESG Governance

The Board has ultimate responsibility for the oversight of the Group's policies, initiatives and performance on ESG matters.

The ESG matters were coordinated by employees from various departments across the Group with adequate knowledge or interests in the subject areas, principally in respect of employment, operational responsibility, environmental protection and community involvement.



## Risk Management

The Group considers risk management as an integral part of daily management processes and good corporate governance. The Board has overall responsibility for maintaining and ensuring effective implementation of the risk management and internal control systems of the Group. The Board also reviews their effectiveness and adequacy with the support of the Audit Committee. An independent consultant was engaged to conduct an internal audit review on the internal control systems for the Group. Recommendations for improving and strengthening the systems were submitted to the Audit Committee for further actions after the review.

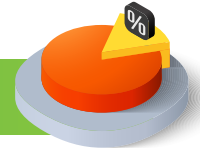
### ***Moving Forward***

The Group noticed that the Group's internal control and risk management system does not cover environmental and social issues comprehensively. Looking ahead, the Group will consider to enforce risk management as an on-going process to evaluate imminent ESG risks, enabling SEA to determine action plans in a timely manner.



2018 Outing at Nagoya, Japan





## Our Stakeholders

Understanding and meeting the needs of our stakeholder is of paramount importance to the Group's operations and strategic planning, so as to move forward on the path towards sustainability. The feedback collected eventually leads the Group to identify material ESG issues and manage relevant risks and opportunities.

Our stakeholders are those who have a considerable influence on our business, and whom our business has a significant impact on. The Group has been engaging our key stakeholders via multiple channels to gather their feedback and strive for continuous improvement. Meetings, workshops and other communicative events are held across daily operations for internal and external stakeholder groups.

### Employees

Promoting healthy workplace and well-being amongst our employees with a wide range of initiatives, such as organising health talks for employees.

### Service vendors and suppliers

Maintaining constant communications with service vendors and suppliers through direct email, meetings, interviews, phone calls and promoting green awareness in our supply chain through the Company's website.

### Customers

Protecting customers' interest by ensuring our high product quality and standard. Various channels are provided for customers to express their opinions and feedback, such as online survey and comment card.

### SEA's Key Stakeholders

### Communities

Supporting the community through encouraging employees to serve the community and care those in need, such as sponsoring Family Fun Sports Day and participating in Flat Day and the Community Chest Dress Casual Day.

### Shareholders

Communicating with shareholders via various channels, such as annual report, interim report, annual general meetings and company's website.



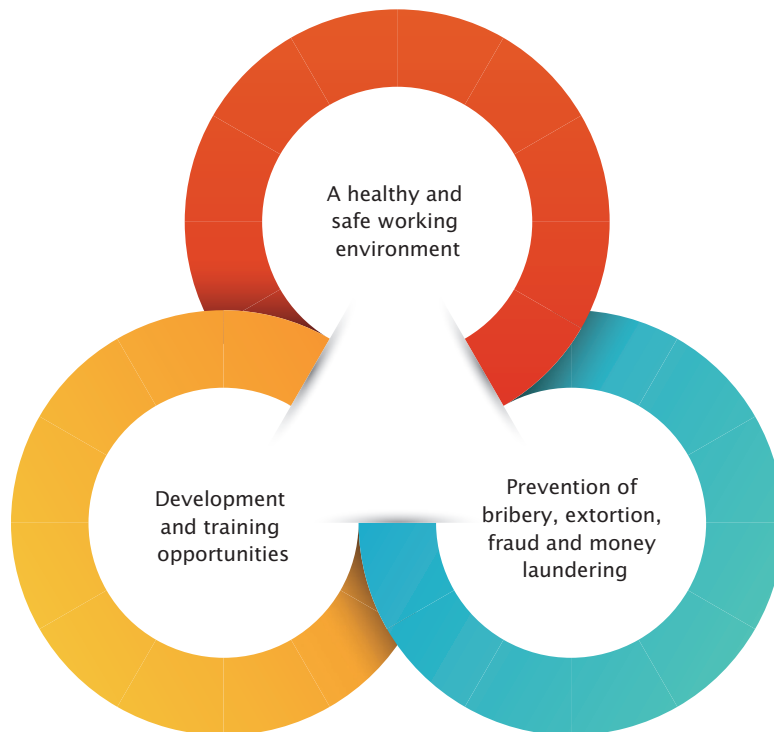


Lion Dance

### Identifying Material Issues

Key to the business management of the Group, stakeholder participation helps the Group review potential risks and business opportunities, and also facilitates the mitigation of these risks as well as the identification of opportunities. Understanding stakeholders' views allows the Group to better fulfil their needs and expectations with its business practice and manage different stakeholders' opinions.

Combining the insights of the management and expert advice, the Group has identified three material issues from the 11 environmental and social aspects of the ESG Reporting Guide as the focuses of this ESG report. These three issues are:







# Our Employees

As a caring and responsible employer, the Group is devoted to providing a healthy and safe working environment, supporting our employee development, and maintaining a respectful and fair work culture.

## A Healthy and Safe Working Environment

The Group considers employee health and safety as a priority at all times across our business operations. As specified in the Group’s Corporate Social Responsibility (“CSR”) Policy Statement, we continuously monitor health and safety issues in the workplace. To address these issues, we follow the Guidelines from Occupational Safety and Health Council and Labour Department which outline relevant measures and tips, covering use of equipment, hygiene, first aid and fire precaution.

In addition, the Group provided installation of “Monitor Arm” for employees in the Head Office to avoid neck discomfort or injury. We organised an in-house health talk by inviting professional speaker to give health advice on neck and back care, stress management and worksite ergonomics in May 2018.

For the Crowne Plaza Hotel, a set of policies and procedures were developed by the hotel operator to provide practical guidelines for different types of works on protecting employees from occupational hazards.



Health Talk

During the reporting year, there were no cases of workplace fatalities while 11 incidents of work-related injuries were recorded at the Crowne Plaza Hotel, which were due to accidents in regular work activities (e.g. housekeeping and food preparation). All employees concerned have thereafter recovered and resumed their duties as of the date of releasing this report. To prevent similar injuries from happening again, health and safety seminars and training were organised to enhance employees’ awareness of work safety and the related knowledge.

Work related fatality and/or injury		
Locations	Head Office	Crowne Plaza Hotel
Number of work-related fatalities	0	0
Number of work-related injury	0	11
Work-related fatality/injury rate (per 100 workforce)	0%	5.24%
Number of lost days due to work injury	0 day	101 days



## Training and Development

We believe investing in employee learning and development is key to building a talented and engaged workforce. In the reporting year, the Group established a set of guidelines on training and development opportunities, highlighting our support to encourage employees to pursue further job-related studying.

Our Training Support	
<b>Subsidy on External Training</b>	<ul style="list-style-type: none"> <li>Subsidising a maximum of 80% studying fee for self-selected training courses of the employees</li> </ul>
	<ul style="list-style-type: none"> <li>Providing full subsidy on 19 seminars that are job-related seminar or requested by Department Head for our staff</li> </ul>
<b>In-house Training</b>	<ul style="list-style-type: none"> <li>Organising tailored training program for targeted employees</li> </ul>
<b>Examination Leave</b>	<ul style="list-style-type: none"> <li>Granting full paid leave of up to 3 calendar days per year for first sitting in training examination</li> </ul>



Time Management Training

The Group attaches importance to employees' training and development as it can enhance their technique, performance and professional knowledge. The Group has designed training programmes of various topics according to the needs of employees in different positions and roles such as time management training for senior management and general staff, management system briefing for new employees, etc. 88% of employees in the Head Office and Crowne Plaza Hotel received training in the reporting year.

For the Crowne Plaza Hotel, orientation training plan was designed for all new employees. Internal cross-training programme was also provided for employees to equip them with extra knowledge and skills in addition to their primary areas of responsibility.



## Employment Management

The Group is committed to a fair, trusting, respectful, inclusive and diverse culture. Emphasised in our CSR Policy Statement, we ensure that our employees are treated fairly and equally, and are free from discrimination in all aspects of employment including recruitment and promotion. Recognising the importance of a diverse composition of the employees, our recruitment is based on a range of diversity perspectives including cultural and education background, experience, skills, knowledge, age and gender.

The Group communicates our employment system through the employment policies which include but not limited to the detailed requirements on compensation and remuneration, recruitment, promotion and dismissal, working hours, rest periods and other benefits, to ensure employees understand their rights, duties and benefits.



Team Building Activities

In addition, we take care of our employees through additional welfare and benefits schemes, such as discretionary bonus, non-contributory medical scheme, study fund and share options granted on a discretionary basis. Furthermore, to show our appreciation of the long service relationship between the Group and our employees, service awards were presented at the Group's 2018 annual dinner as tribute to those who have contributed for 5, 10 and 45 years.





2018 Annual Dinner



Long Service Awards



We engage our employees through regular recreational activities to promote a harmony and respectful workplace as well as foster interactions between the management and employees. In the reporting year, we have organised a variety of activities such as outings, festival luncheons, staff barbecue gatherings and annual dinner. We hope to retain talents in the Group through these activities and the employee well-being programs mentioned above to continually reduce the turnover rate. With our commitment in caring for our employees, one of our principal subsidiaries<sup>2</sup> and the Crowne Plaza Hotel have been awarded the Caring Company Logo in the reporting year.



2010-2018 Caring Company Logo Award for Crowne Plaza Hong Kong Causeway Bay



2018-2019 Caring Company Logo Award for South-East Asia Investment And Agency Company, Limited

<sup>2</sup> South-East Asia Investment And Agency Company, Limited.





Employee Birthday Party



## Labour Standards

The Group adopts a zero-tolerance policy against the use of child labour and forced labour. In line with our CSR Policy Statement, the Human Resources Department checks the identity documents of candidates before employment to prevent child labour. We encourage employees to complete the daily work within office hours instead of working overtime. In case of special arrangements to work overtime, overtime payment and meal allowances shall be provided to the employees as compensation.

The Group abides by labour-related laws and regulations, including but not limited to the Employment Ordinance and the Occupational Safety and Health Ordinance of Hong Kong. In the reporting year, no cases of non-compliance in relation to employment, health and safety and labour standards were reported. If there were cases of non-compliance or legal cases, we would seek professional advice like Labour Department or legal advice for follow-up actions and preventive measures.

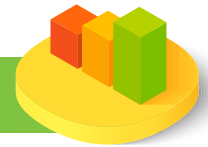
For key performance indicators regarding our employees, please refer to the section of KPI Summary on pages 23 and 24 the end of this report.



2018 Outing at Nagoya, Japan



## Our Operations



The long-term viability of a business is built on ethical and responsible operations and supply chains. The Group's CSR Policy Statement sets out our approach in promoting good business ethics, integrity, responsible citizenship and accountability along our value chain.

### Commercial Ethics

The Group is committed to upholding high ethical standard of corporate governance and business integrity.

### Anti-corruption

The Group prohibits bribery, corruption and money laundering activities. As part of our anti-corruption policies, the Group has set out clear guidelines for directors and employees that they should adhere to the provisions of the Prevention of Bribery Ordinance and do not solicit or accept for their personal benefit any advantage which includes benefits in money or in any kind from any business partners. The employees are also required to follow the procedures for acceptance or donation of gift application.



In any cases considered as contravening the Prevention of Bribery Ordinance, directors and employees are suggested to report to Human Resources Department or Executive Director through Department Head. The Group did not receive any cases in the reporting year.

At the Crowne Plaza Hotel, employees are required to comply with the Code of Conduct to prevent bribery and corruption. A confidential disclosure hotline to a third party was also provided for employees to report cases that they are not satisfying with the resolutions after going through hotel's grievance procedure, and the hotel operator will contact the concerned employees for further investigation. An anti-corruption talk was organised for employees to raise their awareness.

The Group abides by the relevant laws and regulations in relation to anti-corruption, including but not limited to the Prevention of Bribery Ordinance (Hong Kong Law, Cap. 201). During the reporting year, there were no cases of non-compliance or legal cases in relation to bribery, extortion, fraud and money laundering.

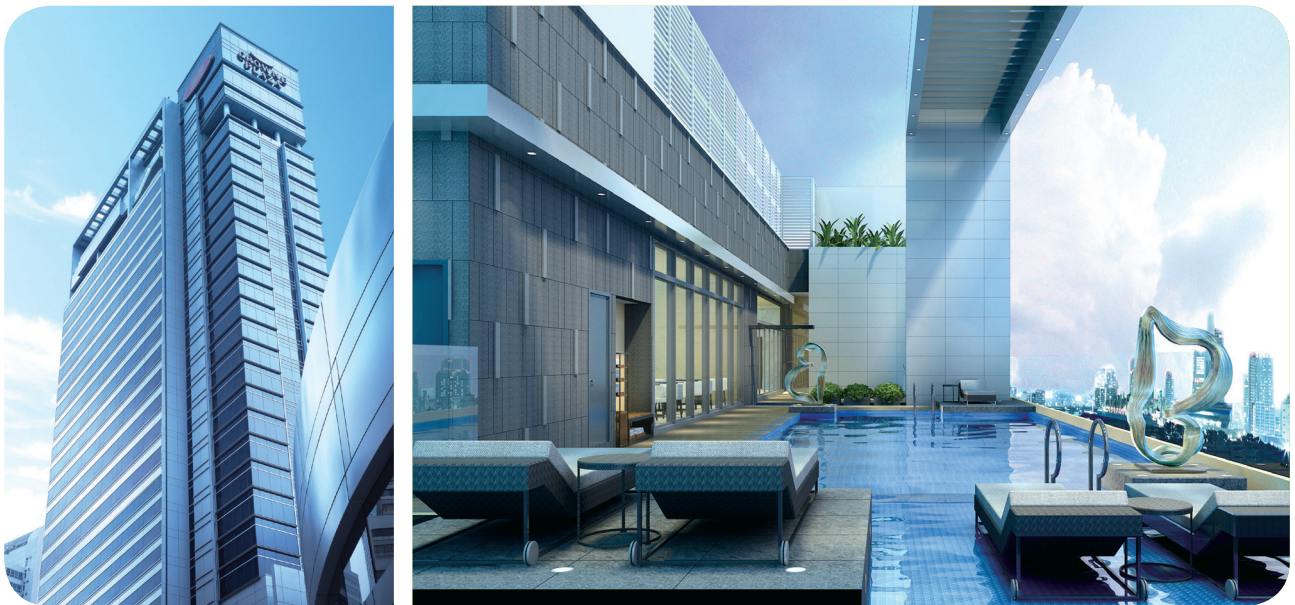
### Responsible Supply Chain Management

By committing to responsible and ethical business practices, we continue to develop long lasting business relationships with our service vendors and suppliers to build a fair and responsible supply chain. The Group also addresses the importance of promoting green awareness in the supply chain in the CSR Policy Statement.

To manage the supply chain, the Crowne Plaza Hotel has adopted a set of supplier assessment criteria and a tender procedure. Potential suppliers were compared based on factors of product safety, environmental and social responsibility, in addition to price and reputation. During the reporting year, the operation of the Crowne Plaza Hotel was managed by hotel operator. We consistently communicate with the hotel operator of the Crowne Plaza Hotel through meetings, direct emails and phone calls.



At the Crowne Plaza Hotel, various policies and measures are in place to manage the environmental and social risks in the supply chain, such as sustainable purchasing policy, supplier screening, Code of Conduct, supplier review and blacklisting those breaching the specifications set by the hotel operator.



Crowne Plaza Hong Kong Causeway Bay, Hong Kong

### ***Moving Forward***

Looking to the future, the Group will continue to strengthen the supply chain management and consider to formulate relevant policies to make sure that we will take environmental and social risk into account on managing the supply chain.

### **Customer protection and satisfaction**

As a responsible company, it is our goal to protect customers' right and offer quality products and services to all of our customers to enhance their satisfaction.

### **Customer data and privacy**

Ensuring data privacy to protect our customers has always been at the core of our business. We have developed guidelines in our Employee Handbook and followed the Personal Data Privacy Policy to maintain the confidentiality and secrecy of information that we handle across our operations.

We understand that in the course of operations at the Crowne Plaza Hotel, a large quantity of customers' personal data and information were collected and stored. Online learning courses were provided for employees to raise their awareness of data privacy laws and handling of customers' personal data.



## Customer satisfaction

To protect customers' interests and enhance their satisfaction, our CSR Policy Statement affirms our commitment to conducting sound commercial practices as well as adhering to relevant standards of product health and safety to secure users' rights.

At the Crowne Plaza Hotel, practical and detailed guidelines to deliver quality products and services were established in order to meet and even exceed customers' expectation, covering guest rooms, food and beverage, meetings and events, other facilities etc. To ensure food safety, the revision of food safety management system was launched in 2018 with training organised for employees to update new requirements and facilitate implementation.

In the reporting year, the Group received one complaint from the operation at the Crowne Plaza Hotel in relation to indoor air quality. The issue has been addressed and resolved in 48 hours with the concerned customer.



Crowne Plaza Hong Kong Causeway Bay, Hong Kong - Club@28



Hotel Lobby

## Responsible marketing communications

Accurate and sufficient information is important to customers to make informed choices. Various control measures on advertising, media engagements and marketing at the Crowne Plaza Hotel are in place to ensure customers are treated fairly and honestly.

The Group abides by relevant product responsibility laws, regulatory laws and regulations, including but not limited to Personal Data (Privacy) Ordinance (Hong Kong Law, Cap. 486) and Food Safety Ordinance (Hong Kong Law, Cap. 612). During the reporting year, no cases of non-compliance in relation to customer health and safety, customer privacy, advertising and labelling were reported.

### ***Moving Forward***

Taking on the responsibility of safeguarding customers' right across our operations, the Group is considering to formulate policies related to the health and safety, advertising and labelling matters of products and services provided, including methods of redress.







The Group recognises that climate change can bring risks and opportunities to businesses and communities. The Group is committed to identifying and managing the environmental impacts attributable to our operational activities. In line with our CSR Policy Statement, the Group continues to enhance environmental friendliness and promote green awareness among employees to minimise waste, maximise efficiencies in use of resources and reduce our impacts on the environment.

### Emissions and Energy Management

#### Greenhouse Gas (“GHG”) Emissions and Energy Use

As the first step in establishing a carbon reduction strategy, the Group has engaged a professional consultant to conduct a carbon assessment to quantify the GHG emissions (or “carbon emissions”) of our operations in the reporting year. The quantification process of GHG emissions follows the guidelines<sup>3</sup> published by the Electrical and Mechanical Services Department and the Environmental Protection Department, with reference to international standards such as the Greenhouse Gas Protocol and the ISO 14064-1 standard.



In 2018, the total GHG emissions of the Head Office and the Crowne Plaza Hotel collectively were 6,174.7 tonnes CO<sub>2</sub> equivalent (5.7% higher than the total emissions in 2017). The primary source of carbon emissions was purchased electricity in the Crowne Plaza Hotel, accounting for more than 95% of carbon emissions in 2018. Scope 3 emissions<sup>4</sup> decreased significantly from last year (43% lower than 2017), mainly due to the reduced amount of paper disposed of by both the Head Office and the Crowne Plaza Hotel.

In the reporting year, the lighting system was replaced with LED lights in the Head Office to reduce energy use.

We continue to monitor our energy consumption and we noticed the increase in energy use and GHG emissions was contributed by the purchased electricity of the Crowne Plaza Hotel. In line with our CSR Policy Statement, we continue to take initiatives to reduce our GHG emissions and improve energy efficiency. In 2019, LED lightings will be installed at guest rooms and public areas<sup>5</sup> of the Crowne Plaza Hotel.

#### Air Emissions

The key air pollutants from our operations included nitrogen oxides, sulphur oxides and respirable suspended particulates, which were mainly generated from gaseous fuel consumption and vehicle use.

Regarding key performance indicators on emissions, please refer to the section of KPI Summary on pages 21 and 22 of this report.

<sup>3</sup> Guidelines to Account for and Report on Greenhouse Gas Emissions and Removals for Buildings (Commercial Residential or Institutional Purposes) in Hong Kong

<sup>4</sup> Scope 3 includes other indirect emissions by methane gas generation at landfill in Hong Kong due to disposal of paper waste, fresh water processing (Crowne Plaza Hotel only), sewage processing (Crowne Plaza Hotel only) and business travel by employees.

<sup>5</sup> Except hotel lobby and 28/F.



## Resource and Waste Management

The Group understands that our operation impacts other natural resources including water, air and land. Proper resources and waste management help the Group conserve resources and minimise adverse impacts on the environment.

### Resource management

In addition to energy, the Group uses water, paper and other resources. To reduce and monitor the use of paper in the Head Office, we encourage the use of electronic copy and adjusted the default setting to double-sided printing for all copiers, printers and other electronic equipment. To further save paper resources, the Company has made arrangements to its shareholders to receive corporate documents like financial reports and circulars in electronic form instead of hard copy.

In the reporting year, the paper consumption in the Head Office reduced by 45.6%. Due to the business nature, the Group's operations in the Head Office and the Crowne Plaza Hotel do not involve packaging materials for finished products.



The Group advocates water saving practices, such as posting water-saving signage at the pantry in the Head Office. At the Crowne Plaza Hotel, water was mainly used for guests rooms and outlets kitchens. By installing water-saving taps in 2018, the water intensity decreased by 32.4%. There was no issue in sourcing water in either the Head Office and the Crowne Plaza Hotel, with water sourced from the Water Supplies Department of Hong Kong. While the water provision is managed by the property manager of the Head Office building, we are unable to solicit separate water record from the property management company<sup>6</sup>.

### Waste management

The Group's operation produced 43 tonnes of non-hazardous wastes in the reporting year, which were mainly office waste generated from the Head Office collected and handled by the property management service provider, as well as commercial waste generated from the Crowne Plaza Hotel collected and handled by the waste collector.



<sup>6</sup> There are no individual meters in the Head Office for recording water consumption and we were not able to obtain the records of water consumption from the property management company.



The Group understands that the operation of the Head Office involves certain amount of hazardous waste, for instance, certain components of electronic waste, or used printing ink cartridge. While the Group has not established a full accounting of the amount of hazardous waste, we returned used ink and toner cartridges to the service provider on a quarterly basis during the reporting year, and it is on our agenda to record and report the amount of hazardous waste in the future reports.

The Group's waste generation in 2018 increased by 45% due to the renovation work of back office in the Crowne Plaza Hotel in the reporting year. The Group will continue to encourage reuse and recycling of materials in operations, including papers, plastic bottles, stationery and office equipment. Waste Electrical and Electronic Equipment (WEEE) such as computers, printers and photocopiers were sent to recyclers for processing. At the Crowne Plaza Hotel, apart from reusing and recycling paper, battery and card boards, retired computers and accessories were donated through participating the Computer Refurbish Project organised by Caritas-Hong Kong Computer Workshop.



The Group abides by the relevant laws and regulations on emissions, including but not limited to the Air Pollution Control Ordinance, the Water Pollution Control Ordinance and the Waste Disposal Ordinance. In the reporting year, there were no non-compliance cases reported in relation to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.

Regarding key performance indicators on resources management, please refer to the section of KPI Summary on pages 21 and 22 of this report.

### ***Moving Forward***

In order to review the effectiveness of our measures and identify room for further improvement, the Group will update our CSR Policy Statement on emissions, electricity, paper and other resource consumption and formulate policy where appropriate.

### **The Environment and Natural Resources**

Apart from emissions and use of resources, the Group's business operations do not have a significant direct impact on the environment and natural resources. Nevertheless, the Group understands that the extent and nature of property and financial investment projects would affect the surrounding environment and will consider to incorporate both positive and negative environmental impacts in the screening and assessment of investment projects in the future.

The Group's financial reports have been printed on Forest Stewardship Council-certified (FSC) papers since 2015. At the Crowne Plaza Hotel, to minimise our operational impacts, no shark fin is served and sustainable purchasing criteria have been adopted such as purchasing rapidly renewable materials, Forest Stewardship Council certified paper products, recycled materials and more. In the meantime, the Crowne Plaza Hotel will participate in the glass recycling initiative with external partner company in 2019.



## Our Community



Our commitment to engaging and supporting communities is underlined in our CSR Policy Statement. As responsible corporate citizens, the Group promotes the culture of social responsibility by encouraging employees of all levels to serve the community and care for those in need.

To give back to society, the Group has been participating various charitable and educational activities and programmes in a view to promoting social harmony and healthy family life.

In the reporting year, the Group sponsored the “Family Fun Sports Day” organised by The Child Development Centre, which was a games and sports event tailor-made for children with special educational needs, in order to promote a diversified, equal, harmonious and inclusive society. 24 employees and 9 of their family members participated as volunteers and the Group donated HKD64,000 to provide full support for the event. The Group also participated “The Community Chest Dress Casual Day 2018”. At the Crowne Plaza Hotel, employees also participated in volunteering activities such as Flag Day and Elderly Visit.



Family Fun Sports Day



To further strengthen corporate social responsibility, we will continue to make proactive contributions to the community by making use of our sectorial expertise and provide full support for our employees in their involvement in voluntary services. We will organise some community investment activities, which engage our employees in giving back to the community.



Flag Day



The Community Chest Dress Casual Day 2018



Elderly Visit



## KPI Summary

### Environmental Performance

Below are the key performance indicators (“KPI”) on emissions and resources consumption of the operations of the Group:

Environmental KPI	2018	2017	Unit
<b>The types of emissions and respective emissions data</b>			
Nitrogen Oxides (NOx)	<b>21.45</b> <sup>7</sup>	10.44 <sup>8</sup>	kg
Sulphur Oxides (SOx)	<b>0.38</b> <sup>7</sup>	0.32 <sup>8</sup>	kg
Respirable suspended particles <sup>9</sup>	<b>0.79</b>	0.77	kg
<b>Greenhouse gas emissions in total</b>			
Scope 1: Direct emissions <sup>10</sup>	<b>200.8</b>	191.5	tonnes CO <sub>2</sub> -e
Scope 2: Energy indirect emissions <sup>11</sup>	<b>5,927.0</b>	5,568.6	tonnes CO <sub>2</sub> -e
Scope 3: Other indirect emissions <sup>12</sup>	<b>46.9</b>	82.6	tonnes CO <sub>2</sub> -e
Greenhouse gas emissions in total	<b>6,174.7</b>	5,842.7	tonnes CO <sub>2</sub> -e
Greenhouse gas intensity (Head Office   by number of employees)	<b>3.7</b>	4.2	tonnes CO <sub>2</sub> -e/ employee
Greenhouse gas intensity (Crowne Plaza Hotel   by revenue)	<b>23.8</b>	23.9	tonnes CO <sub>2</sub> -e/ million HKD
<b>Total hazardous waste produced</b>			
Total hazardous waste	Not recorded <sup>13</sup>		
Hazardous waste intensity			
<b>Total non-hazardous waste produced</b>			
Total non-hazardous waste	<b>43.0</b>	29.6	tonnes
Non-hazardous waste intensity (Head Office   by number of employees)	<b>0.22</b>	0.16	tonnes/ employee
Non-hazardous waste intensity (Crowne Plaza Hotel   by revenue)	<b>0.13</b>	0.09	tonnes/million HKD

<sup>7</sup> The figures include emissions from fuel consumption (Towngas and LPG combustion) at the Crowne Plaza Hotel and vehicle use.

<sup>8</sup> The figures include emissions from vehicle use only.

<sup>9</sup> Since gaseous fuel consumption is not a significant source of respirable suspended particulates (“RSP”) emissions, the figures of RSP do not include Towngas and LPG combustion in the Crowne Plaza Hotel’s operations.

<sup>10</sup> Scope 1 includes direct emissions from combustion of fossil fuels in stationary sources and mobile sources.

<sup>11</sup> Scope 2 includes energy indirect emissions by electricity purchased from power companies and gas purchased from Towngas.

<sup>12</sup> Scope 3 includes other indirect emissions by methane gas generation at landfill in Hong Kong due to disposal of paper waste, fresh water processing (Crowne Plaza Hotel only), sewage processing (Crowne Plaza Hotel only) and business travel by employees.

<sup>13</sup> While the Group did not record the amount of hazardous waste produced (such as waste batteries, waste toner cartridges and waste fluorescent tubes) in the reporting year, it is on our agenda to record and report it in the future reports.



Environmental KPI	2018	2017	Unit
<b>Direct and/or indirect energy consumption by type</b>			
<b>Direct energy consumption</b>	<b>939.1</b>	880.1	MWh-equivalent
Towngas (Crowne Plaza Hotel only) <sup>14</sup>	<b>732.6</b>	668.7	
LPG (Crowne Plaza Hotel only) <sup>15</sup>	<b>6.5</b>	11.4	
Petrol (Crowne Plaza Hotel)	<b>20.7</b>	24.3	
Petrol (Head Office)	<b>143.1</b>	161.4	
Diesel (Head Office only) <sup>16</sup>	<b>36.2</b>	14.3	
<b>Indirect energy consumption</b>	<b>7,461.4</b>	7,011.4	MWh
Electricity (Crowne Plaza Hotel)	<b>7,338.4</b>	6,876.8	MWh
Electricity (Head Office)	<b>123.0</b>	134.6	MWh
<b>Total Energy Use</b>	<b>8,400.5</b>	7,891.5	MWh-equivalent
Energy intensity (Head Office   by number of employees)	<b>5.9</b>	6.0	MWh-equivalent/ employee
Energy intensity (Crowne Plaza Hotel   by revenue)	<b>32.1</b>	32.2 <sup>17</sup>	MWh-equivalent/ million HKD
<b>Water consumption in total and intensity</b>			
Total water consumption (Crowne Plaza Hotel only)	<b>64.2</b>	87.2	cubic metres
Water intensity (Crowne Plaza Hotel only   by revenue)	<b>0.25</b>	0.37	cubic metres/ million HKD
<b>Paper consumption (office paper only)</b>			
Crowne Plaza Hotel	<b>5.5</b>	5.6	tonnes
Head Office	<b>4.3</b>	7.9	tonnes



<sup>14</sup> The operation of the Head Office does not involve the use of Towngas.

<sup>15</sup> The operation of the Head Office does not involve the use of LPG.

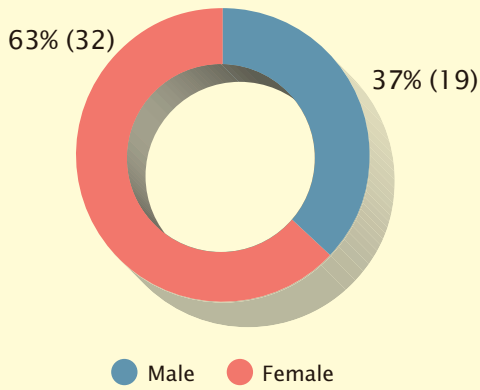
<sup>16</sup> There is no use of diesel at the Crowne Plaza Hotel.

<sup>17</sup> The figure was adjusted to reflect the actual consumption.

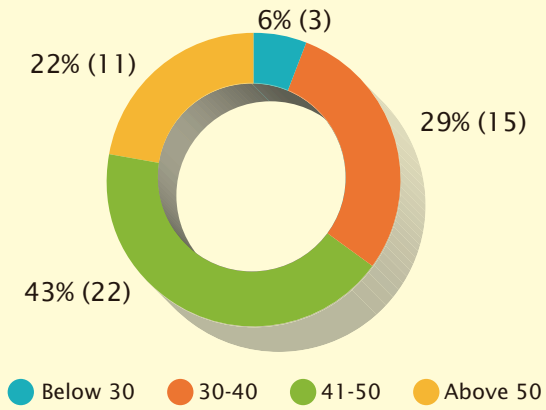
## Social Performance

Below are the KPI on employment, training and development of the Group:

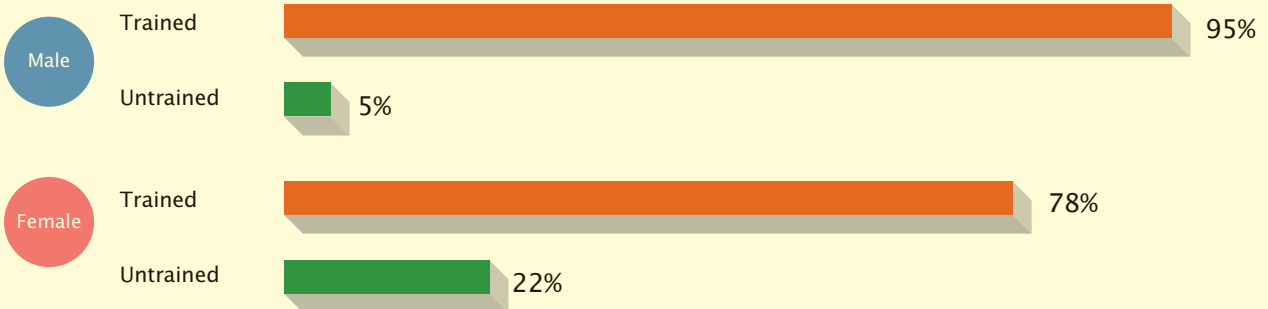
Percentage and number of employees at Head Office (by Gender)<sup>18</sup>



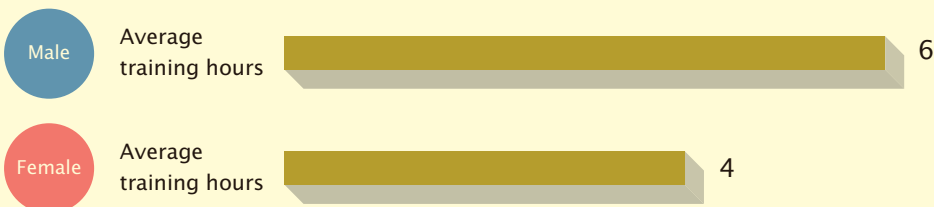
Percentage and number of employees at Head Office (by Age Group)<sup>18</sup>



Percentage of employees trained at Head Office



Average training hours per employee at Head Office



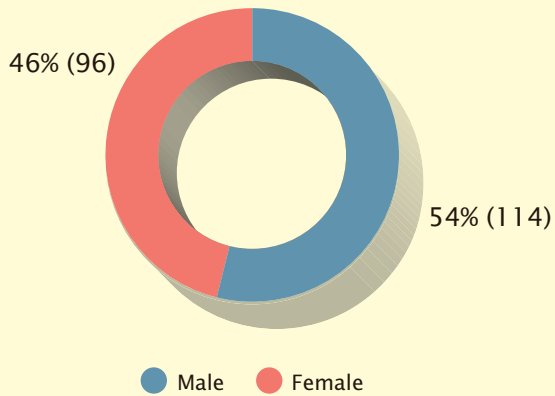
<sup>18</sup> There is no part-time employee at the Head Office.



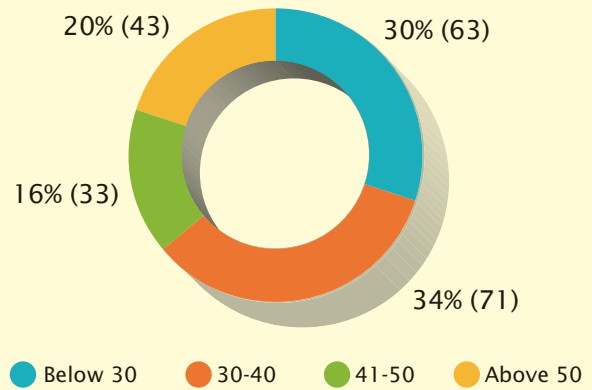


## Social Performance

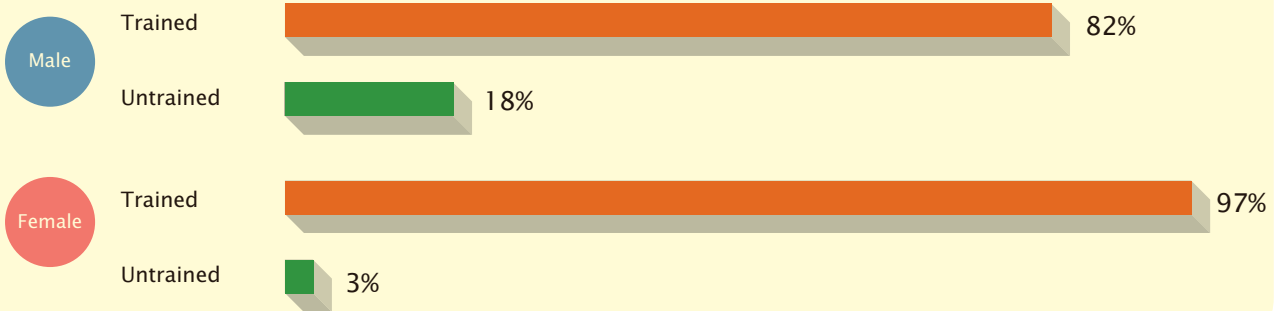
Percentage and number of employees at Crowne Plaza Hotel (by Gender)<sup>19</sup>



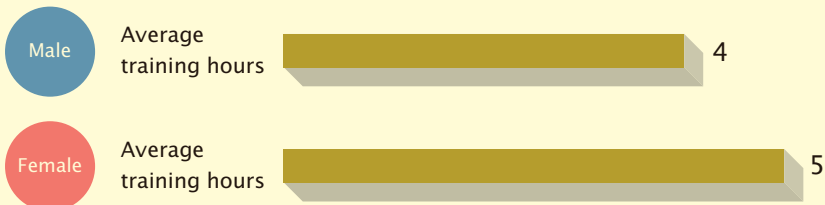
Percentage and number of employees at Crowne Plaza Hotel (by Age Group)<sup>19</sup>



Percentage of employees trained at Crowne Plaza Hotel



Average training hours per employee at Crowne Plaza Hotel

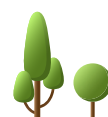


<sup>19</sup> Including 187 full-time and 23 part-time employees.



## ESG Reporting Guide Content Index

Material Aspect	Content	Page Index
<b>A. Environmental</b>		
<b>A1 Emissions</b>		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	16, 18
A1.1	The types of emissions and respective emissions data.	21
A1.2	Greenhouse gas emissions in total and intensity.	16, 21
A1.3	Total hazardous waste produced and intensity.	18, 21
A1.4	Total non-hazardous waste produced and intensity.	17, 21
A1.5	Description of measures to mitigate emissions and results achieved.	16, 21
A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved.	17-18, 21
<b>A2 Use of Resources</b>		
General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials.	16, 18
A2.1	Direct and/or indirect energy consumption by type in total and intensity.	22
A2.2	Water consumption in total and intensity.	22
A2.3	Description of energy use efficiency initiatives and results achieved.	16, 22
A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved.	17, 22
A2.5	Total packaging material used for finished products.	17
<b>A3 The Environment and Natural Resources</b>		
General Disclosure	Policies on minimising the issuer's significant impact on the environment and natural resources.	18
A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	18
<b>B. Social</b>		
<b>B1 Employment</b>		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	10, 12
B1.1	Total workforce by gender, employment type, age group and geographical region.	23-24



Material Aspect	Content	Page Index
<b>B2 Health and Safety</b>		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	8
B2.1	Number and rate of work-related fatalities.	8
B2.2	Lost days due to work injury.	8
B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored.	8
<b>B3 Development and Training</b>		
General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	9
B3.1 <sup>(Remark 1)</sup>	The percentage of employees trained by gender and employee category.	23-24
B3.2 <sup>(Remark 2)</sup>	The average training hours completed per employee by gender and employee category.	23-24
<b>B4 Labour Standards</b>		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.	12
B4.1	Description of measures to review employment practices to avoid child and forced labour.	12
<b>B5 Supply Chain Management</b>		
General Disclosure	Policies on managing environmental and social risks of the supply chain.	13-14
<b>B6 Product Responsibility</b>		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	14-15
B6.4	Description of quality assurance process and recall procedures.	15
B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored.	14-15
<b>B7 Anti-corruption</b>		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	13
B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting year and the outcomes of the cases.	13
B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.	13
<b>B8 Community Investment</b>		
General Disclosure	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	19-20
B8.2	Resources contributed to the focus area.	

Remark 1: It shows the percentage of employees trained by gender only.

Remark 2: It shows the average training hours completed per employee by gender only.



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(於百慕達註冊成立之有限公司)