

Partner Group of Companies

Sustainability Report  
2010 – 2011



11D, On Hing Building  
1-9 On Hing Terrace  
Central, Hong Kong  
Telephone: 2877 8779  
Fax: 2877 8113  
E-mail: [info@carthy.net](mailto:info@carthy.net)



11D, On Hing Building  
1-9 On Hing Terrace  
Central, Hong Kong  
Telephone: 2511 1999  
Fax: 2523 0118  
E-mail: [info@shrparker.com.hk](mailto:info@shrparker.com.hk)



11B, On Hing Building  
1-9 On Hing Terrace  
Central, Hong Kong  
Telephone: 2810 8319  
Fax: 2810 8983  
E-mail: [info@easyliving.com.hk](mailto:info@easyliving.com.hk)



11D, On Hing Building  
1-9 On Hing Terrace  
Central, Hong Kong  
Telephone: 2522 8983  
Fax: 3102 0903  
E-mail: [info@bizoffice.com.hk](mailto:info@bizoffice.com.hk)



Unit 901, Wellington Place  
2-8 Wellington Street  
Central, Hong Kong  
Telephone: 2810 8979  
Fax: 2877 8837  
E-mail: [info@easymgt.com](mailto:info@easymgt.com)

## CONTENTS

A MESSAGE FROM THE MANAGING DIRECTOR .....	2
ORGANIZATIONAL PROFILE .....	2
Our Companies .....	2
Our Organization Chart.....	3
Our Business Portfolio.....	3
ABOUT THIS REPORT .....	4
GOVERNANCE AND MANAGEMENT.....	5
Code of Conduct .....	5
STAKEHOLDER ENGAGEMENT .....	6
Stakeholders .....	6
Green Partnerships .....	6
Community Partnerships.....	7
OUR APPROACH TO SUSTAINABLE DEVELOPMENT .....	9
Our Sustainability Vision.....	9
Our CSR Team .....	9
ENVIRONMENT .....	9
Environmental Policy.....	9
Electricity Consumption .....	10
Water .....	10
Greenhouse Gas Emissions.....	10
Green Transport .....	11
Conserving Resources and Waste Management .....	11
Green Purchasing .....	12
Green Management at M88 .....	12
HEALTH AND SAFETY .....	13
Head Office .....	13
M88 .....	15
OUR PEOPLE .....	15
Workforce.....	15
Family and People Caring Policies .....	16
Continuous Learning and Development .....	16
Communicating Our CSR Work to Our Employees .....	17
COMMUNITY .....	17
Donation.....	17
Volunteer .....	18
Participation in Community Activities.....	18
Sourcing of Responsible Goods.....	19
GRI CONTENT INDEX.....	19
FEEDBACK .....	23

## **A MESSAGE FROM THE MANAGING DIRECTOR**

It is my pleasure to introduce the Partner Group of Companies' first sustainability report that spans from January 1, 2010 to December 31, 2011, informing our stakeholders of our commitment to meet benchmarks of corporate social responsibility.

Our environmental performance remains a key consideration in our business, particularly the reduction of carbon emissions from our group of companies. As the property manager of M88, one of the most recognized entertainment hot spots in Central, we also aspire to manage one of the most sustainable premises.

Our commitment to the community is unwavering. We try to source goods from local suppliers, non-governmental organizations and from social enterprises where possible, and our donation policy pledges our support to meaningful causes. Our voluntary work enables us to understand first-hand how our support goes a long way.

The well-being of our staff is embedded into our operations. Every week, health and environmental tips are e-mailed, coupled with special periods to promote relevant CSR issues, such as concern for the environment, work-life balance, and the community. We hold regular recycling programs and regularly inform staff of volunteer opportunities. Our Volunteer and Community Investment Month was immensely successful, as we partnered with two non-governmental organizations and launched two charity sales, each raising over \$16,000 over a two-week period. We aim to continue our engagement projects for the forthcoming years.

Beyond what is conveyed in this report, compiling our company policies, practices and performance was also a learning exercise for us. This experience served as leverage for us to identify what is in the pipeline and to map out a framework that enables us to fulfill current and new objectives and targets. We recognize that we have a significantly-sized sphere of influence, and will our priority is to create stronger stakeholder value. We will continue to work diligently to better our environment, community and workplace.

**Beatrice Mok**  
Managing Director

## **ORGANIZATIONAL PROFILE**

### **Our Companies**

This report covers the following companies within the Partner Group of Companies (PGC):

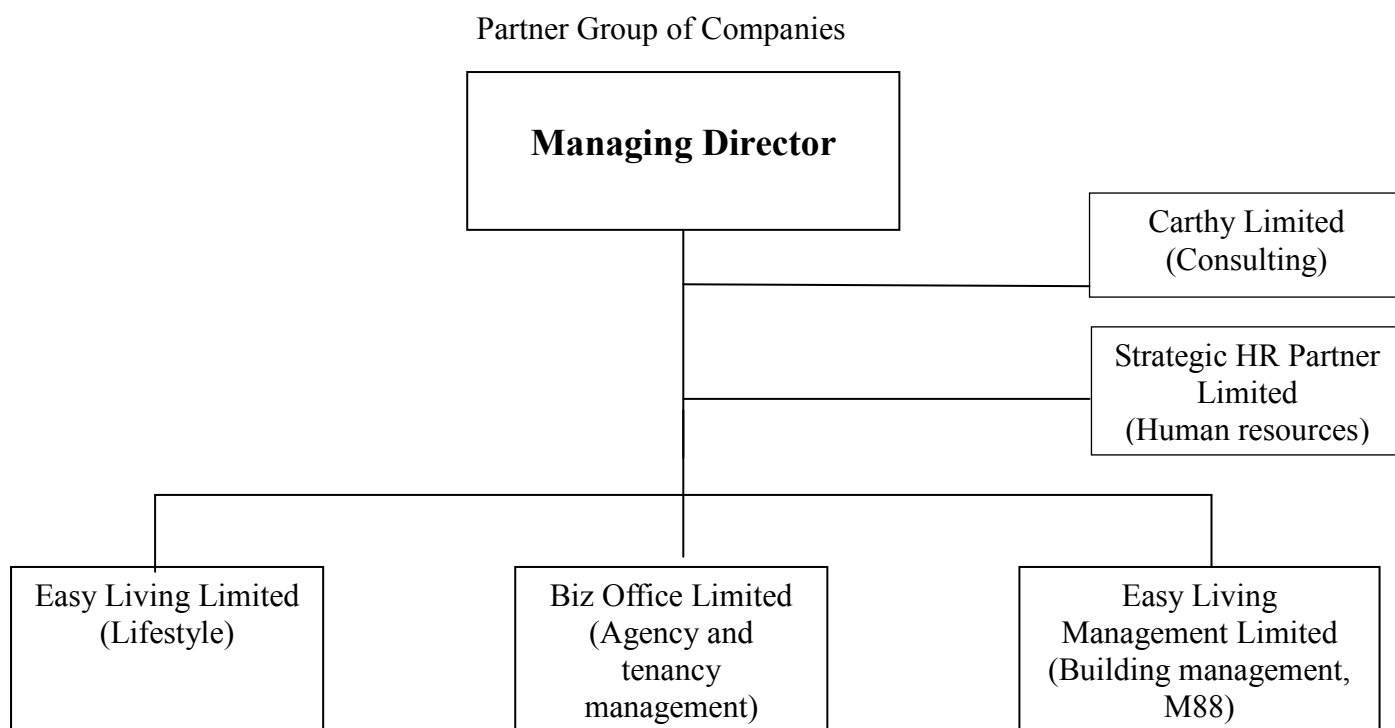
- a) Carthy Limited (CAR)
- b) Strategic HR Partner Limited (SHRP)
- c) Easy Living Limited (EL)
- d) Biz Office Limited (BO)
- e) Easy Living Management Limited (ELM)

All of the above companies are privately owned legal entities. They are associated companies under the same directorship and shareholding management.

The operations of our business portfolio are in Hong Kong SAR.

We do not have any joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities.

### **Our Organization Chart**



### **Our Business Portfolio**

Our Group's main business activities are in Hong Kong's property sector. Each company of our Partner Group has its clear business operation to achieve the same focus of our Group. All companies are well equipped with skillful and professional staff in respective market.

#### **1. Carthy Limited**

Carthy Limited focuses on providing consultancy services in property investment and development, including accounting, legal and company secretarial, loan consulting and taxation advice.

Carthy Limited also runs the Corporate Social Responsibility (CSR) project for the Group.

#### **2. Strategic HR Partner Limited**

Strategic HR Partner Limited provides a full spectrum of human resources services to the local business market in recruitment, personnel support services and management, policy development as well as staff training and development in Equal Opportunities, Privacy Data and Occupational Health and Safety.

### 3. Easy Living Limited

Easy Living Limited provides a full range of lifestyle services. We are currently servicing 13 household clients and 62 commercial clients. The service list includes daily and routine services like newspaper delivery, cleaning to professional services including event management, design and renovation of homes, and purchase of household appliances and curtains.

### 4. Biz Office Limited

Biz Office Limited specializes in property agency and tenancy management in office, residential flats and retail outlets in Hong Kong property market.

Total commercial properties (in Gross Floor Area) managed by Biz Office Limited

Property	Total Gross Floor Area (square metre)
M88	5,597
Other offices	1,741
	<b>7,338</b>

Total residential properties (in Gross Floor Area) managed by Biz Office Limited

Property	Total Gross Floor Area (square metre)
16 nos.	1,499

### 5. Easy Living Management Limited

Easy Living Management Limited is a professional property management company in Hong Kong. It is now holding the prime responsibility in building management of M88, which consists of G/F to 9/F and 17/F to Penthouse of Wellington Place at 2 to 8 Wellington Street. M88 is one of the trendiest lifestyle building in Hong Kong, providing a wide range of entertainment and dining experiences. The property of M88 is co-managed by an international property management company that oversees all other areas of Wellington Place.

## **ABOUT THIS REPORT**

This is the Partner Group of Companies' first sustainability report, providing insight to our commitment to the environment, community, and our workplace. This Sustainability Report covers operations in Hong Kong, and uses January 2010 to December 2011 as the reporting period. However, some records for 2010 are not available as collection of data only began in 2011. In some instances, information for early 2012 is also added to give a more current view of our progress.

The information presented in this report adheres to Application level 'C' of the Global Reporting Initiative G3.1 Sustainability Reporting Guidelines. Collection of data was coordinated by the CSR team that comprises individuals from cross-functional groups.

## **AWARDS RECEIVED**

Name of Award / Recognition	Awarded by	Awarded to	Year of Award
Hong Kong Green Awards 2011 Green Office Management Category – Certificate of Appreciation	Hong Kong Green Council	CAR	2011
Caring Company Logo Awards	Caring Company	CAR BO SHRP EL	Since 2008/2009 Since 2010/2011 Since 2008/2009 Since 2009/2010
HSBC Living Business Awards	Business Environmental Council	CAR BO SHRP EL	Since 2009 Since 2011 Since 2009 Since 2010
“Power Smart” Certification of Appreciation (Company)	Friends of the Earth (HK)	ELM CAR	Since 2010 2011

## **GOVERNANCE AND MANAGEMENT**

### **Code of Conduct**

Our company provides equal opportunities to all staff members, and does not make discriminations against age, sex, disability and family status. Each year, the company provides paid training for staff to attend a course on Equal Opportunities.

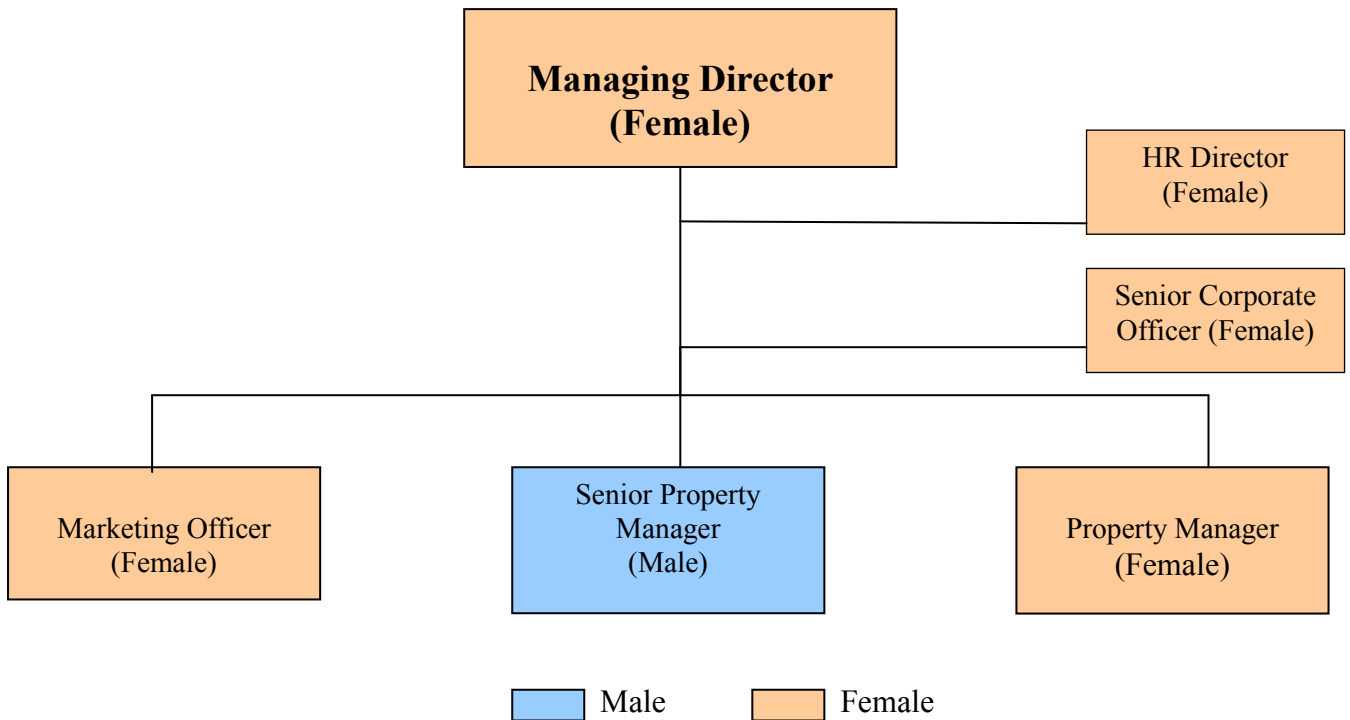
We have also developed guidelines in accordance with the Privacy Data Ordinance and the Prevention of Bribery Ordinance to maintain best business practice and prevent corruption practices.

Reminders and updates of human resources policies are circulated to all staff by internal memo through e-mail. We encourage an open dialogue with staff, and conduct regular meetings to discuss with employees their feedback on current or changing policies.

In order to encourage our staff members to express their views and suggestions to the company, a Suggestion Box is available. Any input is treated with the strictest confidence.

The management team of our Group is under the same directorship, which comprises the executive of 5 female and 1 male

**Management Team**  
Partner Group of Companies



## **STAKEHOLDER ENGAGEMENT**

### **Stakeholders**

We have identified the following as our key stakeholders. They are parties with interest in our companies:

1. Government/Regulatory bodies
2. Employees
3. Neighbourhood communities
4. Clients
5. Shareholders
6. Suppliers and contractors
7. NGOs/Green groups

### **Green Partnerships**

With many environmental challenges ahead, our company is keen to support the various campaigns that are underway.

- Environmental Protection Department (EPD): We have signed the Hong Kong Carbon Reduction Charter and Carbon Audit Green Partner
- Business Environmental Council (General Member since 2010)
- Produce Green Foundation: In support of organic farming, we have been a corporate



member of the Produce Green Foundation since 2011 and help to distribute the organization's seasonal magazine to the general public at M88's concierge counter.

- WWF Hong Kong: Since 2009, we have supported Earth Hour to raise awareness of climate change, turning off unnecessary lights on the designated night. To support the organization's global and local conservation efforts. We joined the WWF-HK Corporate Membership Programme in 2010 as a Silver Member and upgraded to Pearl Member in 2011. Since 2010, we have registered for the organization's Low-Carbon Office Operations Program (LOOP) to monitor our carbon emissions.
- Friends of the Earth (HK)
  - a) Earth Partner: We have participated in Earth Partner's Power Smart Contest since 2010, and obtained the "Power Smart" Certification of Appreciation (Company) for 2010 and 2011 for reaching the energy saving target by at least 2%. Staff also took part in the "Tree Planting Challenge" in April 2011
  - b) We signed up to the "Order less Waste less, more Blessings" campaign when it was launched in 2011. Through this campaign, we pledge to reduce the number of dishes at our company functions to avoid food waste.
- Greeners Action: Since 2011, Easy Living Management Limited has participated in the Lai See Recycling Packets Recycling Campaign by setting up a recycling box at the lobby of M88 after the Lunar New Year.
- Green Sense: Our companies signed up for No Air Con Night in 2010 and 2011 and we encouraged our staff to participate individually.
- World Vision: In 2011, Easy Living Management Limited has participated in the book recycle campaign by setting up a collection box at the lobby of M88.
- Organic Corn Sponsorship Scheme: Our company is an avid supporter of organic farming, and have sponsored the harvest of organic sweet corns from a farm in Fanling, New Territories.

## Community Partnerships

Our company supports various social causes to better our workplace and our society at large. We have maintained a close-knit and long-standing relationship with many NGOs over a number of years:

Breakthrough: We have worked closely with the NGO for many years, supporting their work to assist youths in Hong Kong. Over the years, we have partnered with them as both a volunteer and sponsor. We participated in the



*Our Assistant CSR Officer accepting a Certificate of Appreciation at the Opening Ceremony of Breakthrough's Inner Challenge 2011*

organization's Flag Sale Day in 2010, and since 2009, we have provided a few man days to volunteering works at their office. Beginning in 2009, we have sponsored and participated in their annual signature hike – Inner Challenge. In December 2011, we partnered with the NGO to launch a Christmas charity sale at the concierge counter of M88.

- The Neighbourhood Advice-Action Council: Our director is a member of the organization's social enterprise sub-committee to help in the running of their social enterprises. Through this connection, we partnered with the NGO in November 2011 to launch a charity sale at the lobby of M88 to benefit the renovation of a hostel in Tuen Mun for people with mental disabilities. In 2010, two staff were sponsored to play in the badminton competition fundraiser, opposing celebrities Jerry Lam and Lily Hong.



*Christmas charity sales counter for The Neighbourhood Advice-Action Council at M88's lobby in December 2011*

- Fair Trade Hong Kong Foundation (formerly Fair Trade Workplace Society): We have been a Corporate Partner since 2009.

- Suicide Prevention Services: The organization visited our office in March 2011 to provide us with a seminar on stress management. Our company acted as Gold sponsors for SPS' Halloween charity sale in October 2011.

- Social Welfare Department – Child Development Fund: Our Group and staff support the Child Development Fund in three ways: youth mentorship, sponsor mentorship training, and donation to the Child Development Matching Fund.

- Hong Kong Council of Social Services – Caring Company Patron's Club: Since 2010, Carthy Limited has been a Coral Member to support the organization's efforts to encourage companies to care for the environment, the community, and their employees.

- Agency for Volunteer Service: We have been a Corporate Member since 2010 to promote volunteerism amongst our staff.



*Social Welfare Department's Volunteer Movement: Do-It-Yourself towel rabbits made by our staff in 2011*

- Social Welfare Department (SWD): We participated in SWD's 2011-2012 Volunteer Movement.

- Community Business: We are a supporter of many of the objectives that they advocate, including volunteerism, work-life balance, and equal opportunity. We were a member in 2010.

## **OUR APPROACH TO SUSTAINABLE DEVELOPMENT**

### **Our Sustainability Vision**

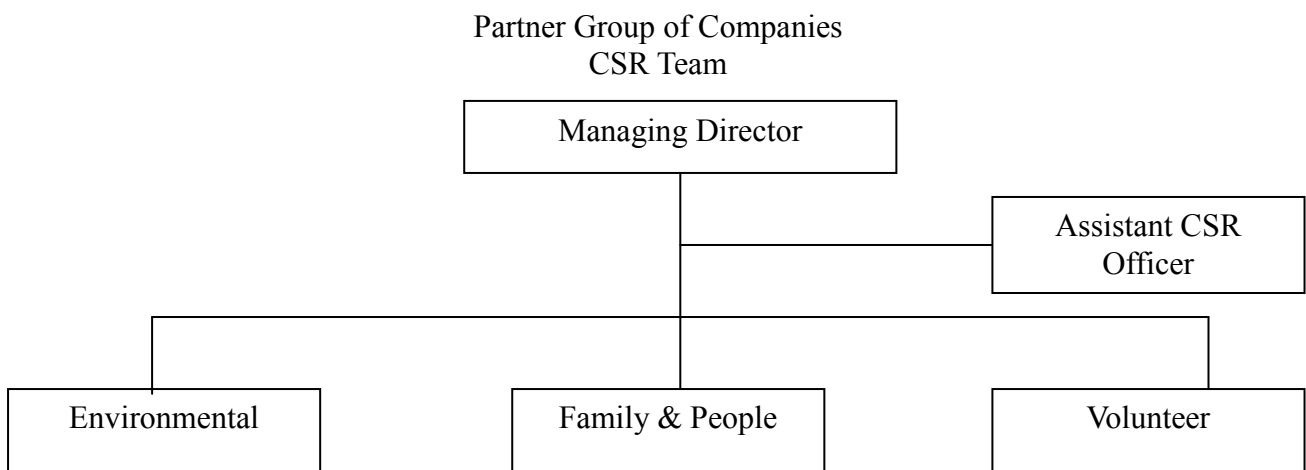
To embed sustainability into our company's operations and culture

To create greater stakeholder value and have impact on our sphere of influence

To help drive the corporate social responsibility movement in Hong Kong

### **Our CSR Team**

Under the leadership of the Managing Director, our CSR team consists of three committees to help us propel our sustainability vision. Our members are made up of dedicated individuals that share our interest to better the environment, community, and our workplace.



## **ENVIRONMENT**

### **Environmental Policy**

Embed environmental concerns into our business operations.

Develop policies and practices to contribute to the protection of our environment, including electricity consumption, carbon emissions, waste management and water saving.

Educate and promote environmental awareness among our staff, business partners, clients, suppliers and contractors.

Abide to applicable legal requirements and other environmental schemes to which our company adopts.

Engage with environmental stakeholders and support their education and conservation programs.

## Electricity Consumption

### *Head Office*

To achieve targets of our head office, we aim to reduce our energy consumption by 2% per annum. To achieve that target, newly purchased computer monitors are LED. We have replaced the traditional incandescent lights with fluorescent ones. Both our lighting and air conditioning systems apply multi-zone controls. Small reminders are posted next to the switches to remind staff to keep the settings to only what is needed.

We encourage all staff to refrain from using screen savers and to set the system to standby mode if the computer is idle for more than 30 minutes. We also advise staff to adjust the brightness of their computer screens to an acceptable level. At the end of the day, all lights, computers and air conditioning are turned off.

While we took as many measures as we could to save energy, our electricity consumption fell 4-5%, despite renting additional office space in 2011.

	Electricity usage (kWh)	Size of office space (square metre)
2010	34,144	243
2011	32,583	324 <sup>a</sup>

a Additional office space was rented starting in April 2010

### *M88*

External lightings and directories of M88 are equipped with LED lights and have timers installed, with lights automatically switched on and off at designated hours.

In 2011, our management office, common areas, elevators and billboards used 103,170 kWh of electricity, compared to 117,923 kWh in 2010.

## Water

### *Head Office*

Our head office is unable to monitor our water usage because we do not have separate water meters and water bill, as usage is included in our building management fee. Nevertheless, we remind staff to save water in their day-to-day life. For example, we promoted Green Power's 5-minute Shower Challenge to our staff.

### *M88*

Water consumption at M88 is not monitored because separate meters are not available.

## Greenhouse Gas Emissions

### *Head Office*

Our Low Carbon Emission Policy underscores our commitment to the reduction of our greenhouse gas emissions. The policy promotes a low carbon office and encourages our

employees to adopt a low carbon life outside of work. Our efforts to achieve a low carbon office include energy saving practices, reduction of waste, green purchasing, green transport. In the policy, the Low Carbon Life section encourages energy saving, water saving, recycling of resources, environmental protection, and healthy eating.

We have signed the Environmental Protection Department’s Carbon Reduction Charter and is a “Carbon Audit • Green Partner.” Our first voluntary carbon audit was conducted in 2009, using WWF Hong Kong’s Low-Carbon Office Operations Program (LOOP). This tool enables us to assess our monthly carbon emissions based on our overall electricity consumption, paper use, office-computer equipment, staff commuting and company vehicle for the head office.

The carbon audit results from January 2010 to December 2011 are presented.

	2010 (tonnes)	2011 (tonnes)
Scope 1 <sup>a</sup>	10.7776	9.1259
Scope 2 <sup>b</sup>	25.2525	24.1766
Scope 3 <sup>c</sup>	15.7527	15.3301
Total	51.7828	48.6326

- a Scope 1 covers company vehicle
- b Scope 2 covers overall electricity consumption
- c Scope 3 covers staff commuting and paper use

Using 2010 as our baseline, we were able to achieve a 5-6% reduction in our carbon emissions in 2011, surpassing our target of a 2% reduction per annum.

M88

Based on the Environmental Protection Department’s *Guidelines to Account for and Report on Greenhouse Gas Emissions and Removals for Buildings (Commercial, Residential or Institutional Purposes) in Hong Kong (2008 Edition)*, the amount of electricity used by our management office, common areas, elevators and billboards in 2011 is the equivalent of 72.219 tonnes carbon dioxide equivalent, while carbon emissions from the same source in 2010 was 82.5461 tonnes.<sup>1</sup>

### **Green Transport**

In addition to energy consumption, travel is also a source of our indirect carbon emissions. To attend business engagements, employees are encouraged to ride on public transport, including the bus, the tram and MTR. Prior approval must be granted by the company for transportation by taxi. Our greenhouse gas emissions from air travel and company vehicles are offsetted by purchasing the equivalent carbon credits through Cathay Pacific’s FLY *greener* programme.

### **Conserving Resources and Waste Management**

Of the 3Rs – reduce, reuse, recycle – reduce is the most effective in waste management. We are committed to adhering to this waste hierarchy.

---

<sup>1</sup> Emissions were quantified using the territory-wide default value of 0.7kg/ kWh.

At our head office, paper constitutes a significant part of our consumption, and we strive to minimize our usage by circulating our memos and newsletters electronically. E-mailing and e-billing is our preferred mode of communication with our clients. Wherever possible, we print double-sided or use the obsolete side of paper. Envelopes are reused for internal circulation purposes. We encourage our staff to collect used paper so that we can subsequently sell it to the local recycling centre. The funds earned from selling paper is transferred to our Environmental Fund to support our green activities. In 2011, we collected \$1,821.50 from selling paper, and \$1,548.60 in 2010. Part of the funds collected was used to finance our non-disposable utensils and cutlery for office functions.

Other recyclable materials can be deposited into the building floor's recycling bin. Our floor is the first in the building to request from our building management to supply a recycling bin for the collection of paper, plastic and metal on our floor

When our electrical equipment is at the end of their life of operation, we dispose of equipment sustainably. Old computers are donated to Caritas Hong Kong's Computer Recycling Programme for refurbishment. In 2011, 24 electrical equipment were donated to the organization. Other recycling campaigns are organized internally and at M88 to collect red packets, mooncake tin boxes, old books and clothes, and used batteries. A list of organizations that offer take-back programs is available in our pantry for staff's referral.

We have pledged support to Friends of the Earth (HK)'s "Order less Waste less, more Blessings" campaign, and avoid ordering excess dishes at our corporate functions.

### **Green Purchasing**

We try to source our goods and services locally and from as near as possible, and purchase in bulk to help us save on transportation costs and packaging, as well as to help us reduce our scope 3 emissions.

We also try to do business with our clients and customers as responsibly as we can. When we select new electrical and electronic equipment for our office and for our clients, we factor green procurement guidelines into our decision-making, referring to EPD's guidelines and WWF Hong Kong's Low Carbon Living Appliances Guide to help us select LED computer monitors and Grade 1 energy efficiency labelled electrical equipment.

Procurement of other materials includes:

- T5 fluorescent lamps to gradually phase out incandescent and T8 fluorescent lights
- Printer cartridges from suppliers that offer a take-back program for their packaging and empty toners.
- Paper that is certified by the Forest Stewardship Council (FSC)
- Sustainable seafood at our company functions, including the elimination of shark fins soup from the menu

### **Green Management at M88**

Located at 2-8 Wellington Street in the heart of Central, M88 offers an array of entertainment services, including clubs and restaurants. With a large customer base, the environmental impacts of M88 are significant. We therefore seek the cooperation from our tenants, suppliers

and contractors to mitigate our environmental impacts.

### *Energy Saving*

- Replace neon light bulbs by energy saving light bulbs or LED lights
- Replace T8 fluorescent tube to T5 fluorescent tube in public area
- Install timer control to minimize the number of external lightings not in operation during midnight
- Deactivate lifts at midnight to minimize their use and reduce the energy consumption
- Keep track record of the power consumption, take periodically review on power consumption and implement measures to minimize the increase in power consumption
- Change/Replace existing E&M equipment with energy-efficient equipment

### *“Green” Management Office*

- Reduce copying, printing, encourage printing on recycled paper or using double-sided printing
- Choose suppliers and contractors that follow environmentally-sound practices
- Closely monitor purchase order to avoid unnecessary wastage
- Purchase locally manufactured goods and products to save cost on shipping and freight and reduce transportation and fuel consumption, thus reducing carbon emission, whenever possible
- Use e-mail instead of facsimile if available

### *Green and Environmental Activities*

- Participate in and encourage tenants to join WWF Hong Kong’s “Earth Hour”
- Arrange recycling activities for paper, used red packets, mooncake tin boxes and books
- Distribute reusable bags to encourage staff and tenants to use less plastic bags
- Encourage tenants in the food and beverage sector to recycle their oil and food waste by introducing collection agents
- Distribute an environmental guide to promote environmental awareness among owners and occupiers in the management of indoor air quality, wood and timber products, energy, water and waste

## **HEALTH AND SAFETY**

### **Head Office**

Our employees’ physical and mental well-being helps keep our business moving. To meet those critical needs, we have developed policies and practices that care for their health and safety.

The safety of our staff is of paramount of importance, and we work to ensure that the workplace is a safe environment, that safe equipment is provided and that a safe system of work exists, including guidance, supervision and training. Our pantry is equipped with occupational safety and health (OSH) information, including the latest edition Hong Kong Red Cross’ Standard First Aid Manual and reading materials published by the Occupational Safety and Health Branch of the Hong Kong Labour Department. A booklet of courses

offered by the Labour Department is also available for staff's reference.

In compliance with the Occupational Safety and Health (Display Screen Equipment) Regulation, each employee is requested to complete the Workstation Risk Assessment Checklist twice a year to ensure that each staff's workspace minimizes any physical discomfort and strain experienced by the employee. The company reviews the completed checklist and makes the necessary accommodation if any issues are raised.

Staff are reminded to take frequent breaks from display screen equipment and to not work on the equipment for more than 45 minutes each hour. It is recommended that employees complete some other work assigned and stay away from their computer monitors for at least 10 minutes every hour.

To eliminate the spread of infectious diseases at the workplace, hand sanitizers are available and face masks are provided, and a first aid kit is also available in case of any injuries arising at the workplace. An air purifier is set up in the office to manage indoor air quality.

To promote the wellness of our staff, health posters are placed around the office to remind staff of some useful health tips. Staff can monitor their health through the use of measuring tape, stretch bands and weighing scale in our pantry. A range of health benefits and programs are also provided to eligible full- and part-time employees, including:



*Stretch bands and a weighing scale are placed in our pantry for free use of our staff*

- Paid training leave to attend one OSH course per year
- Stress management workshops
- Medical insurance coverage with top up option
- Medical examination
- Dietitian session
- Health talk

Apart from training for one's career, we believe that it is equally valuable to know how to achieve a work-life balance. In 2011, Suicide Prevention Services provided a stress management workshop to our staff to learn how to cope with any tension they may face.

Since 2009, we have developed a close relationship with the World Cancer Research Fund (WCRF), an organization that focuses on education and research in the prevention of cancer through physical activity, diet and weight management. In 2010 and 2011, we joined the organization's Healthy Workplace Challenge and Fruity Friday to bring to our staff information on how to live a healthy lifestyle as part of work-life balance. Health tips are e-mailed to us weekly and are subsequently forwarded to all staff via our CSR e-newsletter. The organization's dietitians visit our office to conduct health talks to address the latest health concerns, discussing topics on "Nutrition Labeling" and "Myths and Facts on Diet and Cancer Prevention." Enthusiastically promoting the concept of healthy living at our



workplace, WCRF has awarded us with the recognition of Advanced Level for HWC. We endeavour to achieve the Master's Level, HWC's highest level of achievement of WCRF.

Another organization that we have forged a strong association with is the Hong Kong Adventist Hospital. They have provided us with practical advice concerning nutrition and exercise:

1. Session with a dietician to learn which foods to select when dining out (2010)
2. Cooking demonstration on how to make nutritious meals (2011)

Healthy meals are arranged on a quarterly basis to reinforce staff's knowledge on how to unify health and taste.

Staff are also encouraged to take part in charity walks and runs. Examples are provided in the Community section of this report.

## **M88**

At M88, we are committed to the health and safety of our clients and customers. On site we have barrier-free access, hand sanitizers in the lobby, and an automated external defibrillator. During rainy weather, non-slippery floor mats are laid to prevent slippage. Warning stands on slippery floors are also placed when appropriate.

## **OUR PEOPLE**

### **Workforce (as at December 31, 2011)**

#### Employment Type

Clerical	Outdoor	Security	Driver	Male	Female	Region
22	9	1	1	12	21	
Total				33	33	100% HK

#### Employment Contract

Full time	Part time	Consultant	Male	Female	Region
28	2	3	12	21	
Total			33	33	100% HK

#### Staff Movement During 2011

New Hires			Exit		Region
Age Group	Male	Female	Male	Female	
21-30	11	9	10	9	
31-40	4	1	4	1	
41-50	3	6		6	
51-60	1		1		
Sub-Total	19	16	15	16	
Total			35	31	100% HK

## Family and People Caring Policies

Staff are remunerated at a competitive market rate, with performance appraisals and salary reviews undertaken twice a year.

To show appreciation to our full-time, permanent employees for their hard work, we have established the following extra policies:

- Marriage Leave
- Paternity Leave
- Compassionate Leave
- Birthday Leave
- Graduation Leave
- Family Leave

## Continuous Learning and Development

An industry sector never stays the same, which is why it is important to constantly keep abreast of changes. We provide a number of training to help our full-time, permanent staff learn new skills and develop into their roles.

All new full-time, permanent staff will be arranged to attend a series of training to familiarize with the company's procedures and to equip themselves with the basic technical skills in account. Internal trainings are given to all staff throughout the year, supplemented by training programs provided by external parties.

### Internal Training Hours

2010		2011	
Male	Female	Male	Female
99.5	165.5	81.5	156
Total	<b>265</b>	Total	<b>237.5</b>

Seven training programs offered by external experts were held in 2010 and 2011 at our office:

1. Makeup Class and Grooming
2. Dress Code and Business Etiquette
3. Telephone Skills and Customer Services Skills Training
4. Customer Services Skills Training
5. Chinese Personality at Work Assessment
6. Team building at Ma Wan Park
7. Customer Services Skill Training

### External Training Hours

2010		2011	
Male	Female	Male	Female
76	132	78.5	127
Total	<b>208</b>		<b>205.5</b>

Staff are encouraged to pursue studies and training that would enhance the knowledge and skill sets that are necessary to succeed in their roles, including property training offered by

the Estate Agent Authority, accounting and computer courses. We provide examination leave for full-time staff to sit for publicly recognized examinations related to their professions.

### **Communicating Our CSR Work to Our Employees**

The groundwork for human resources management has changed dramatically over the years, one in which CSR has emerged as increasingly important to attract and to retain talent. With concerns over sustainability issues such as climate change and inter-generational poverty, employees seek an employer whose values are aligned with their own. CSR therefore presents itself as a reputational risk. But it is one that can be managed.

We issue a weekly CSR e-newsletter to inform all staff of our latest developments, initiatives and performance. In each issue, we encourage staff to attend our function or to join activities organized by NGOs. Office memos regarding CSR policies are communicated to all staff on a regular basis.

To encourage staff to integrate environmental protection and community involvement into their lifestyle, we hold twice a year an Environment Week, Health Week, Volunteer and Community Investment Month.

What we want is for our staff to have the experience, challenge and rewards that they seek. We seek to foster a balanced corporate culture. When working for an employer that values the environment, community and the workplace, employees can also pride themselves on being part of the solution to some of the most pressing problems of today.

## **COMMUNITY**

Our areas of interest include youth, the elderly, medical and mental health and social enterprise. We focus on meeting the needs of those groups through donation and voluntary work.

### **Donation**

Since 2011, the company's donation matching policy stipulates that individual staff contributions are matched on a dollar-for-dollar basis by the company. Our donation policy also includes sponsorship to charity walks and runs. In 2011, we donated a total of \$202,350, compared to \$84,260 in 2010. The increased donation is a result of greater staff participation in charity walks and runs, a donation to St. James' Church and our funding of new community events such as Suicide Prevention Services' Halloween charity sale, the Student Ticket Scheme of the Hong Kong Arts Festival Society and the Child Development Matching Fund's Carol Singing Festival 2011.

To lend our sympathy to the victims of Japan's tsunami disaster in March 2011, our employees generously donated \$4,407, while Easy Living Management Limited organized a donation drive for M88, to buy necessities for World Vision. M88 has also acted as venue sponsor for Greeners' Action Lai See Recycling Drive and World Vision's Used Book Recycling Campaign.

December 2011 was our Volunteer and Community Investment Month. Working with The

Neighbourhood Advice-Action Council and Breakthrough, Christmas charity sales were held at the lobby of M88. Apart from acting as venue and gift sponsor, we also gained sponsorship support from some of M88's tenants to fundraise over \$16,000 for both NGOs. Participating in the Child Development Matching Fund's Carol Singing Festival, we also donated \$14,800 to support the Child Development Fund by sponsoring a group of carollers to sing at Hong Kong Station, IFC and M88. The Neighbourhood Advice-Action Council, Children Choir of the Church of Jesus Christ of Latter Day Saints and Church of Redemption for All Nations were invited to sing at M88's lobby.



*We participated in the Child Development Matching Fund's Carol Singing Festival at IFC in December 2011*

## **Volunteer**

We believe that apart from making financial contributions to pressing environmental and social plights, it is equally important to create a lasting impact in the community. Our engagement with Tung Wah Group of Hospitals – Mok Wong Fung Yee Home for the Elderly spans many years, and we continue to volunteer our time with residents of the home.

All new staff are encouraged to join the Agency for Volunteer Service's orientation training to familiarize with the purpose of voluntary work and the role of a volunteer. In-house training was also offered to inform staff of the various advantageous skills and techniques to succeed as a volunteer. Staff contributed 330 hours of pro bono work in 2011, versus 126.5 hours in 2010.

Three of our staff are already participating in the three-year youth mentorship program of the Child Development Fund in partnership with Baptist Oi Kwan Social Service and Lok Kwan Social Service.

## **Participation in Community Activities**

We fervently encourage our staff to participate in activities organized by the community.

In line with the Child Development Fund's objectives, we have sponsored professional training courses to 12 members of the general public to learn how to become youth mentors to children and adolescents from low-income families in Hong Kong, in aid of the Child Development Fund. The attendants undergo 36 hours of in-class training to prepare for the role, offered by the School of Professional Education and Executive Development of The Hong Kong Polytechnic University.

Hong Kong Sinfonietta	“For the Love of Music” Concert
Green Power	Green Power Hike
Friends of the Earth (HK)	<ul style="list-style-type: none"> <li>● Eco Tour to Island West Transfer Station in Kennedy Town</li> <li>● Tree-Planting Challenge</li> <li>● River Walk</li> </ul>
World Cancer Research Fund	Beat the Banana Charity Run
ORBIS – Bank of America Merrill Lynch	Walk for Sight
Breakthrough	<ul style="list-style-type: none"> <li>● Flag Sale Day 2010</li> <li>● Inner Challenge 2010 &amp; 2011</li> </ul>
Dialogue in the Dark	<ul style="list-style-type: none"> <li>● Dialogue in the Dark Experiential Exhibition</li> </ul>
Hong Kong Breast Cancer Foundation	Pink Walk Against Breast Cancer
UNICEF	Charity Run 2010 & 2011

### Sourcing of Responsible Goods

We take all possible means to procure gifts and e-cards from NGOs and social enterprises that would provide the support the organizations need to enhance their services, as well as to promote the idea of responsible sourcing to our clients and customers.

### GRI CONTENT INDEX

This Report follows the Global Reporting Initiative’s Sustainability Reporting G3.1 Guidelines to help us frame the disclosure of our sustainability performance.

The tables that follow list the GRI G3.1 Profile Disclosures and Performance Indicators that were addressed in this Report. Some indicators are not covered in the report content, but are provided as a short commentary in the tables.

Profile Disclosure	Description	Reference/Comment
<b>1. Strategy and Analysis</b>		
1.1	Statement from the most senior decision-maker of the organization.	A Message from the Managing Director
<b>2. Organizational Profile</b>		
2.1	Name of the organization.	Organizational Profile
2.2	Primary brands, products, and/or services.	Organizational Profile
2.3	Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.	Organizational Profile
2.4	Location of organization's headquarters.	Organizational Profile
2.5	Number of countries where the organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.	Organizational Profile
2.6	Nature of ownership and legal form.	Organizational Profile
2.7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).	Organizational Profile

2.8	Scale of the reporting organization.	Organizational Profile; Our People
2.9	Significant changes during the reporting period regarding size, structure, or ownership.	None
2.10	Awards received in the reporting period.	Highlights and Awards
<b>3. Report Parameters</b>		
3.1	Reporting period (e.g., fiscal/calendar year) for information provided.	January 2010 to December 2011
3.2	Date of most recent previous report (if any).	This is our first report
3.3	Reporting cycle (annual, biennial, etc.)	This is our first report covering January 2010 to December 2011 calendar year. We intend to publish a report every year in the future.
3.4	Contact point for questions regarding the report or its contents.	Feedback
3.5	Process for defining report content.	About This Report
3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers). See GRI Boundary Protocol for further guidance.	"Our Companies" in <i>About This Report</i>
3.7	State any specific limitations on the scope or boundary of the report	Some data were not collected in 2010.
3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organizations.	N/A. We do not have joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organizations.
3.10	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement (e.g., mergers/acquisitions, change of base years/periods, nature of business, measurement methods).	This is our first report
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.	This is our first report
3.12	Table identifying the location of the Standard Disclosures in the report.	GRI Content Index
<b>4. Governance, Commitment and Engagement</b>		
4.1	Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight.	Governance and Management
4.2	Indicate whether the Chair of the highest governance body is also an executive officer.	Governance and Management
4.3	For organizations that have a unitary board structure, state the number and gender of members of the highest governance body that are independent and/or non-executive members.	Governance and Management
4.4	Mechanisms for shareholders and employees to provide	Governance and Management

	recommendations or direction to the highest governance body.	
4.14	List of stakeholder groups engaged by the organization.	Stakeholder Engagement
4.15	Basis for identification and selection of stakeholders with whom to engage.	Stakeholder Engagement
<b>Economic</b>		
EC1	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments.	"Donation" in <i>Community</i>
EC3	Coverage of the organization's defined benefit plan obligations.	Staff are eligible for contribution to the Mandatory Provident Scheme after 60 days of continuous employment with our company in accordance to Hong Kong regulations.
EC6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation	"Green Purchasing" in <i>Environment</i> ; "Sourcing of Responsible Goods" in <i>Community</i>
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.	Community (Partial)
<b>Environmental</b>		
EN4	Indirect energy consumption by primary source.	"Electricity Consumption" in <i>Environment</i> (Partial)
EN5	Energy saved due to conservation and efficiency improvements.	"Electricity Consumption" in <i>Environment</i>
EN6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.	"Green Purchasing" in <i>Environment</i>
EN7	Initiatives to reduce indirect energy consumption and reductions achieved.	"Electricity Consumption" in <i>Environment</i>
EN8	Total water withdrawal by source.	We do not monitor our water consumption, as water usage is included in our management fee. There are no separate meters at M88.
EN16	Total direct and indirect greenhouse gas emissions by weight.	"Greenhouse Gas Emissions" in <i>Environment</i>
EN17	Other relevant indirect greenhouse gas emissions by weight.	"Greenhouse Gas Emissions" in <i>Environment</i>
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.	"Greenhouse Gas Emissions" in <i>Environment</i>
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	"Green Management at M88" in <i>Environment</i>
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	There were no significant fines of this kind in 2010 and 2011.
EN29	Significant environmental impacts of transporting products and other goods and materials used for the organization's	"Green Transport" in <i>Environment</i>

	operations, and transporting members of the workforce.	
<b>Labour Practices and Decent Work</b>		
LA1	Total workforce by employment type, employment contract, and region, broken down by gender.	Our People
LA2	Total number and rate of new employee hires and employee turnover by age group, gender, and region.	Our People
LA4	Percentage of employees covered by collective bargaining agreements	None of our employees are covered by collective bargaining agreements.
LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region and by gender.	There were no work injuries in 2010 and 2011.
LA8	Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.	"Head Office" in <i>Health and Safety</i>
LA10	Average hours of training per year per employee by gender, and by employee category.	"Family and People Caring Policies" in <i>Our People</i>
LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	"Family and People Caring Policies" in <i>Our People</i>
LA12	Percentage of employees receiving regular performance and career development reviews, by gender.	Male: 100% Female: 100%
LA14	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation.	1:1
LA15	Return to work and retention rates after parental leave, by gender.	1 maternity and zero paternity leave were taken in 2010. No parental leave was taken in 2011.
<b>Human Rights</b>		
HR4	Total number of incidents of discrimination and actions taken.	There were no incidents of discrimination during the reporting period.
<b>Society</b>		
SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	There were no significant fines of this kind during the reporting period.
<b>Product Responsibility</b>		
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	There were no significant fines of this kind during the reporting period.



## **FEEDBACK**

We welcome comments and suggestions on our first sustainability report. Please send any recommendations to our CSR Officer at [csr@carthy.net](mailto:csr@carthy.net) or by post to the following address:

Partner Group of Companies  
11D, On Hing Building  
1-9 On Hing Terrace  
Central, Hong Kong

