



About this Report

Our Sustainable Development Report describes the economic, social and environmental challenges that are linked to our operations in the Hong Kong International Airport and shows the strategies that we are running our business responsibly and create sustainable partnerships continually.

We have been reporting our sustainability management since 2007, this is our sixth Sustainable Development Report. Our report theme of the year is “Aim Higher, Go Further”, we continue striving for improvement to achieve our business goals and to implement our sustainable development strategies. It also provides us the momentum to take a step forward in further enhancing our initiatives in environmental protection, occupation health and safety, and social care.

This report is split into 2 main parts. The first part provides an overview of our company as well as sustainability strategy that we take. The second part is divided into 5 main performance areas covering Environment, Occupational Health and Safety, Our People, Business Partners, and Community.

The action plan on Climate Change has guided our emission reduction projects and efficiency improvements. In addition, we expanded and deepened our engagement with suppliers, employees and non-governmental organizations. On topics spanning governance and climate change, we shared our views and listened to our stakeholders.

The annual Sustainable Development Report provides descriptions, data and perspective on our environmental and social performance for 2012. The initiatives and accomplishments describe our effort to achieve our vision as a leader in airport services and to deliver our values to our stakeholders. The vision and the values are our foundation to build sustainable relationships and create quality living and airport communities in Hong Kong.

**“Aim Higher, Go Further” –
Develop Sustainable Living And
Working Culture.**

Scope of the Report

This report covers all correlative materials from Hong Kong Airport Services Limited in the 2012 calendar year. We also occasionally mention events that took place in late 2011 when they help display a clearer picture of our performance. This report covers our owned business and daily activities, it does not address the performance of our suppliers, contractors or partners, as well as all financial information, unless otherwise noted. Our previous report was published in July 2012 and covers 2011 data and activities.

Global Reporting Initiative

We continue to be informed by reporting frameworks and guidelines that include the Global Reporting Initiative (GRI) annually. We have put an index in preparing to help readers in finding information corresponding to the GRI indicators. This report covers 24 GRI performance indicators and meet the Application Level B, according to the criteria described in the G3.1 Model. No external assurance was pursued for this reporting period.

The Sustainability Development Report 2012 and reports of previous years can be found on our website www.has.com.hk. Readers are welcome to send valuable comments and opinions to us at sd@has.com.hk.



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Managing Director's Message



“Safety, Environmental and Social Performance are now closer to the core of our business plans and decisions.”

It is my honour to introduce the HAS Sustainable Development Report for 2012, being a landmark year for HAS, with its excellent performance in both environmental and occupational safety. The achievements indeed offer a good starting point for greater action towards our strive for continuous improvement in future.

We remain committed to our shared responsibility for the future development of the community where we operate, as well as the protection of environment where we all live in. We embrace this responsibility along with employees and business partners in order to work together towards making contributions to the long-term sustainability of the community in which we operate.

As global warming has had an increasing impact to our daily lives, it is clearly in our long-term business interest to use energy more wisely and efficiently. We are the first ground handling company at HKIA to set a clear target to achieve 12% reduction in carbon intensity per aircraft movement by 2015, based on 2007 emission levels. We have made good progress on this by undertaking various initiatives, and we are confident that we could achieve and exceed the target.

The Ground Support Equipment (GSE) improvement plan moved forward through replacing aged vehicles and specialised equipment with more new and advanced technologies. This move not only improves fuel efficiency but also reduces the carbon emission from our GSE & vehicles. To go further, we plan to use more electric powered vehicles. In 2012, we purchased three electric saloon cars which are truly 100% powered by electricity and emit zero tailpipe pollutants.



We have made a good start and also shown our determination in building a low-carbon airport in Hong Kong.

The installation of fast chargers was completed in 2012. By using the state-of-art technology, battery charging time has been sharply shortened to improve operational efficiency. The new facility helps to reduce electricity consumption in the charging process and so energy can be used more efficiently.

The safety of our people remains our prior concern and I am pleased to report that we have achieved excellent safety performance in this year. The Lost Time Injury Rate has dropped for two consecutive years. This performance is most encouraging and has proved our efforts in improving occupational safety. We will continue to focus on safety as one of our core values and on excelling safety performance through a series of training program to frontline operator, supervision and managerial staff.

In 2013, we will continue our endeavours putting more resources on our people, to raise the performance standards, to further improve on occupational health and safety, environment protection and to activity engage in community work. I am confident that our increasing commitment on sustainable development will help HAS to take the challenges ahead.

Thank you for your interest and trust on our commitment.

Alex Chau
Managing Director



Our Business

Hong Kong Airport Services Ltd. (HAS) was found in 1995 with over 3,300 employees and a fleet of over 3,100 ground support equipment (GSE) and vehicles. We provide one stop ground handling services in Hong Kong International Airport

HAS integrated with Hong Kong International Airport Services Limited (HIAS) on 1 November 2008 and has become one of the largest airport service providers in Asia. HAS provides one-stop ramp and passenger handling services to our airline clients, including loading and unloading of aircraft, baggage handling, cargo and mail delivery, ramp co-ordination, aircraft load control, aerobridge and passenger steps operation, as well as passenger handling services such as passenger check-in, ticketing and flight dispatch at Hong Kong International Airport. We also provide crew transportation services in the Hong Kong International Airport.

Currently we are providing passenger handling services for 25 airlines, and ramp and cargo services for 27 airlines. Our customers include three major home carriers - Cathay Pacific, Dragonair and Air Hong Kong. We are the largest ground handling company in the Hong Kong International Airport with over 54.1% and 27.7% market share on ramp handling and passenger handling services respectively in 2012.

Our offices are located at 3 major areas, with two office premises in Dragonair House, one at Super Terminal 1 and four premises in the Passenger Terminal Building at the airport.

We put our full effort to deliver on time aircraft handling services to gain customer satisfaction and appreciation.





We deliver efficient, error-free departure and arrival passenger handling services to our airline customers.



Overview of 2012

Hong Kong International Airport (HKIA) is one of the busiest international airports in the world. HKIA has also been ranked the third-busiest airport for international air passengers since 2009. Flight movement of 2012 reached the record high consecutively since the opening of HKIA. The continuous increase in passenger and cargo movements has given momentum to the growth of HAS. It highlights the importance of sustainable development in order to meet with the increasing traffic demand and challenges ahead.

To support front-line operation, suitable, sufficient and safe Ground Support Equipment (GSE) is essential to our business. The Ground Support Equipment Replacement Program together with the new fast chargers had enabled us to work more efficiently and also shorten the flight handling time. Moreover, the carbon emission into our working environment will also be reduced by using high technology engines onto new GSE and vehicles which can fulfil latest emission requirements.

In the area of occupational health and safety, we have made good progress in reducing the lost time injury cases. With headcount of over 3,000 employees, we need to ensure that the safety awareness in the workplace is embedded in the company's culture and it is a key focus for the management team. By implementing a series of safety measures and a new accident investigation system, the injury rate has dropped consecutively since 2011.

HAS was accredited by IATA and was granted the certificate of IATA Safety Audit for Ground Operations (ISAGO) in 2011. IATA had despatched auditors to conduct the certificate renewal audit to HAS in September 2012. We again achieved the excellent result of zero finding and zero observation in the audit. It reveals that our standard operating procedures and practices are fully conformed to the ISAGO Standards and Recommended Practices.

We are very pleased to receive this recognition and certainly it will strengthen HAS brand in the aviation industry. The following pages will give you an overview of our sustainability management and work done in 2012.



We always put safety first. Our safety practices are accredited ISAGO Standards and Recommended Practices.



Sustainability Management

We set clear policy guidelines to achieve sustainability in everything we do. We allow ourselves to be guided by long term values in the implementation of our sustainability strategy.

Our business and sustainability strategies help us manage the company responsibly and strengthen our competitiveness in the long term. Sustainable development forms an integral part of our company policy, which is geared toward long term success and high quality service.

Our mission and value serve as the basis for our sustainability. We have summarized the guiding ideas in the HAS Sustainable Development Policy, which forms the basis for a common understanding of sustainability at HAS. HAS is committed to long term value creation for our shareholders and the community in which we operate and to excel as a corporate citizen.

We take account of the expectations of our stakeholders in our sustainability strategy. This understanding also applies to our employee relations and discourse between business partners and government bodies. In addition, it includes our social commitment. We adopt different measures to facilitate our company development in a sustainable way.

Corporate Governance

We are committed to maintaining a high standard of corporate governance and devoting considerable effort to identifying and formalising best practices of corporate governance. We believe that good corporate governance is a cornerstone of strong business performance.

Under strong governance framework supported by control mechanisms, HAS clearly delineated the responsibilities and accountability of the Board of Directors. The governance is executed through the Management Committee. The Managing Director is a standing member of the Committee, and report the company performance on regular time interval to the Board of Directors.

Our Managing Director is responsible for the day-to-day management of the Company's business and focuses his attention on matters affecting the Company's overall strategic policies, finances and stakeholders as well as environmental and social initiatives.

Members of the Board are appointed by our stakeholder, Cathay Pacific Airways, and followed a set of principles that address conflicts of interest, confidentiality, remuneration, and compliance with laws, rules and regulation.

Our sustainability strategy is managed by the Sustainable Development Committee chaired by the Managing Director and comprising the heads of five departments. This body provides direction, implements and oversees initiatives, and acts as a coordinator among internal and external parties regarding sustainable development issues. It also works closely with the sub-committees, including Environment, Occupational Health and Safety, Employees, Business Partner and Community. These sub-committees serve as a platform for our stakeholders and employees to communicate their views.



HAS SD Buddy : represents the fundamental concept of Sustainable Development in our Company operation – “Economic (Blue), Social (Orange) and Environmental matters (Green).”



Awards in 2012

1. The Wastewi\$e Label - Class of Excellence (Hong Kong Awards for Environmental Excellence)
2. The Clean Air Charter Certificate (Hong Kong General Chamber of Commerce)
3. The 5th Years Plus Caring Company Logo 2011/12 (Hong Kong Council of Social Services)
4. ISAGO certificate
5. Airport Staff Safety Recognition Award 2011/12 (Airport Authority Hong Kong)
6. Hong Kong International Airport (HKIA) Customer Service Excellence Award 2011/12
7. The 4th consecutive year Japan Airlines (JAL) Yearly Ramp Audit – “Ramp Incident Free” Certificate



Risk Management

HAS has a structured process for the assessment of risks associated with identified hazards being expressed in terms of Consequence and Likelihood. Being a Cathay Pacific Group subsidiary, we adopt the risk management processes as described in the Corporate Risk Manual of the Group which includes the criteria for evaluating risk and the tolerable level that the organization is willing to accept together with the mitigating factor.

To ensure continuing relevance, the Corporate Risk Management Policy is normally reviewed for possible of every two years.

We regularly identify the significant risks we faced as a company, producing a Corporate Risk register on an annual basis and form a strategy in response to these issues. This management process is continuous and responsive to the changing business environment and to the influences of stakeholders.

Our Future Direction

- 1) *Control Air Quality*
- 2) *Promote safety culture*
- 3) *Review manpower strategy*
- 4) *Develop Sustainable Supply Chain*
- 5) *Focus in Elderly Services*

HAS Vision and Missions

Vision
Our Vision is to excel as a regional, full service ground handling agent.

Missions

- Putting safety first
- Building a sustainable relationship with our customers
- By providing excellent service, quality and efficiency
- Creating value for all our stakeholders
- Recognizing the contribution of our employees
- Cherishing team work
- Committing to corporate sustainable development



Stakeholder Engagement

We understand that open and transparent dialogue with stakeholder groups is essential for company development. We believe that sustainable business and continuous dialogue is mutually dependent. To this end, we continue to engage with a variety of stakeholders in 2012. Our direct partners are employees, customers and suppliers, and they remain the most concerned stakeholder groups to our company. The engagement process helps us evaluate our results towards the goals concerning sustainability development, hence provides us a better insight on how our policies and instruments can be improved in sustainability management.

In 2012, we completed the Stakeholder Engagement Mapping by collecting feedbacks and opinions from our supervisory and management staff. The mapping is a tool for us to locating potential risks in our business operation, and identifying which stakeholder groups are most crucial and what issues are of concern to them. The engagement mapping of 2012 was larger in scale and thus covered more staff members in our company. By involving more staff in this survey, we were able to collect opinions from different levels and identified stakeholders which are most crucial to our business.

To outline the year's significant stakeholder engagement activities, we present a table of our identified major stakeholders and the significant initiatives undertaken to close the gaps in their expectation.

Stakeholder Dialogue in 2012 with Various Stakeholder Groups

Stakeholder	Profile	How We Engaged
Customers	Airlines	Airlines performance campaigns Customer satisfaction questionnaires Regular meetings Participating in site visits
Employees	Approximately 3,300 HAS employees in Hong Kong	Training and development programs Regular meetings Regular company updates Bi-monthly newsletters Regular performance reviews Staff briefings by Managing Director
Suppliers	Numerous multinational and local companies, service and product providers	Engaging in direct dialogues Participating in site visits
Business partners	Joint venture partners in Hong Kong and China	Engaging in direct dialogues Participating in site visits Regular meetings
Local communities	Numerous communities in Hong Kong old districts, new development areas and airport area	Community engagement program and outreach Engaging in direct dialogues
Government	Hong Kong Government	Attending conferences and meetings Engaging in direct dialogue
Non-governmental organizations	Numerous business forums, and academic institutions	Participating in forums and seminars Attending conferences and meetings Engaging in direct dialogues



Environment

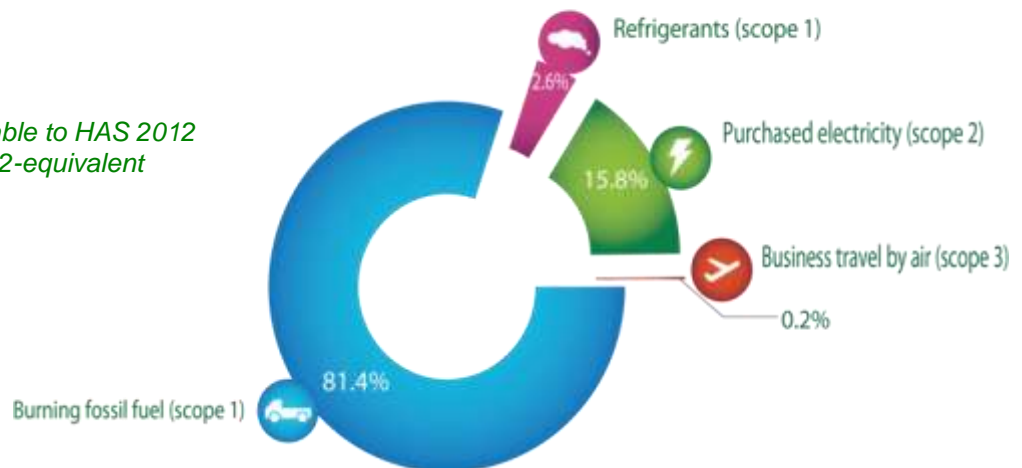
We run programs to improve our environmental performance, set targets such as energy and greenhouse gas emissions, and track our progress against our targets.

Our main impact towards the environment is greenhouse gas emissions. To reduce our greenhouse gas emissions from the daily operations is therefore our first priority. We set our first target in greenhouse emissions in 2009 to reduce 12% carbon intensity per air traffic movement (ATM) by end of 2015 based on 2007 emission level. The progress toward this target is satisfactory. This is the result of reduction in energy consumption on both fossil fuel and electricity.

The electricity consumption per thousand ATM has been reduced by 7.1% and fuel consumption per thousand ATM has been increased by 1.3%, compared to the year 2011. Due to more flight handling in outer bays and North Satellite Concourse, the travelling distance is became longer, hence HAS has consumed more fuel per ATM.

Greenhouse gas emissions attributable to HAS 2012

*Greenhouse gas emissions attributable to HAS 2012
Total = 9.96 thousand tonnes of CO₂-equivalent*

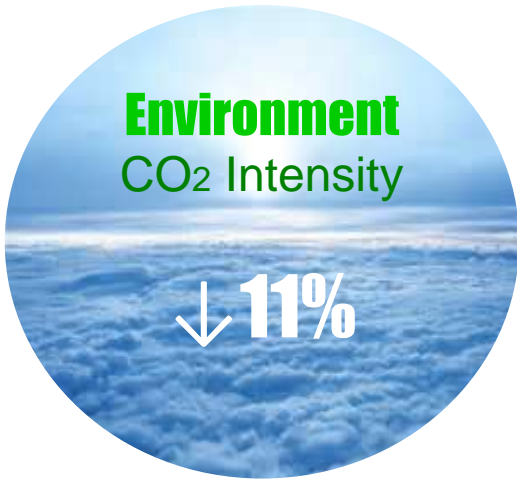


In March 2012, we successfully renewed the Clean Air Charter Certificate to demonstrate our initiatives and efforts in air quality control.

Resources management is another topic that we concern about. We cultivate the concept of recycling to our staff, and try to reduce waste through different measures. We have implemented different initiatives in managing solid waste, paper and water usage to minimize our impact to the environment.



“Clean Air Charter” Certification in 2012.



11 % improvement in carbon intensity in the last 5 years.



Ground Support Equipment Replacement Programme

We endeavour to minimise greenhouse gas emissions by investing in more fuel efficient vehicles and ground support equipments. We started the 3-year Ground Support Equipment Replacement Program in 2011. In 2012, we spent over \$33 million in replacing aged and less fuel efficient GSEs. Currently, we have 98 motor vehicles, and 70 of them conform to EURO III or above emissions standards. All newly purchased vehicles can comply with EURO V standard.

Fast Chargers

Another source of greenhouse gas emissions is the electricity used in our charging facilities. To reduce energy loss in charging process, we invested over \$4 million in our charging facilities in 2012. The intelligent Posi-charge fast chargers can sense and monitor the battery temperature keeping below 50°C. The charger will apply higher charging current to recharge the battery when the temperature is low. The charging current will be lowered while the battery temperature has been increased to around 50°C. It can shorten the charging time of GSE batteries sharply from original 8 hours to 3 hours, hence reducing energy loss. The new chargers were put into service in May 2012, a 10% reduction in electricity consumption is found when compares with the first five months consumption records against the month after new chargers installation.



Posi-charge fast charger



Electric Vehicles

We have pledged to make Hong Kong International Airport the world's greenest airport. To this end we took the initiative to buy 3 units of electric vehicles in 2012. The Nissan Leaf is 100% powered by electricity and emits zero tailpipe pollutants.

At the same time, we have introduced more alternative fuel GSE into our GSE fleet. We bought our first dual-powered loader in 2010, which can be powered by city electricity or diesel during the cargo loading and unloading processes. This technology helps to reduce the usage of fossil fuel as well as greenhouse gas emissions into our environment. The trial of this new model is satisfactory and it effectively reduces the operation cost and tailpipe emission. We therefore decided to purchase 3 more dual-powered loaders in 2012 to further reduce the greenhouse gas emissions.

At the end of 2012, we have a total of 149 electric GSE and vehicles.



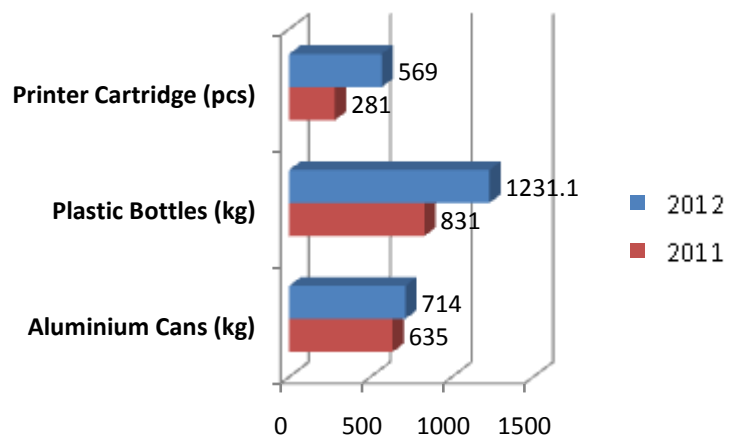
3 EVs, "Nissan Leaf", were purchased and put into service in 2012.

Waste Management

To minimize waste disposal in our operation, we encouraged our staff to utilize resources effectively and do the recycling. As paper consumption is huge in our operation, we have set our target in reducing paper wastage. We run the paper recycling program throughout the company and ensure all the confidential paper documents would be destroyed properly and recycled. In addition, we encourage our people to print on both sides and reuse single side printed paper to reduce paper consumption.

The number of recycled materials also had a significant increase in 2012. We collect printer cartridges, plastic bottles and aluminium cans under our waste management plan, and try to minimize the environmental impact in our operations.

Waste Recycling





Certificate award for waste paper recycling issued by the handling agent.

We also joined the computer recycling scheme of Caritas Hong Kong. We donated over 50 computer equipments to them in 2012. The collected equipments will be repaired and reconditioned by Caritas, and sent to those less privileged students. We have been participating in this recycling program for years, and we will continue in future to reduce wastage.



Caritas Computer Recycling Scheme



Water Management

In 2012, we decided to further reduce our water consumption by installing water saving tap filter. The new water tap can save up to 30% of water consumption. We have installed the device in one of our restrooms on a trial basis, and we are going to install at other locations as the result is satisfactory.

We have strict measures to avoid oil and fuel spilling into drainage system. By closely monitoring our two GSE maintenance contractors on sewage handling, we ensure all the waste water discharge quality are meeting with HKSAR Government standard. In 2012, we conducted environmental audits to both contractors and the result is satisfactory with no finding observed. The contractors have strictly followed requirements of Environmental Protection Department to arrange laboratory test on discharged waste water regularly. The laboratory test report reveals that waste water collected from discharge point can meet with requirement.





Engaging our Employees

We joined the “Order Less, Waste Less” Food Waste Reduction Scheme in 2012, organized by Friends of the Earth. We have participated in this event for 3 consecutive years. This year we also provided reusable microwave food boxes during the Annual Dinner, our people would be able to take away remaining cuisines so that no food waste was generated at the end of this staff event.

To demonstrate concern climate change, we have supported the WWF Earth Hour since 2008. We turned off all non-essential lighting in the offices for one hour on that day, and also invited our staff to do so at home.



Furthermore, to engage our staff in protecting natural environment, we organized a green tour to an eco farm located at Sha Tau Kwok in May 2012. Employees enjoyed a beautiful day in natural environment with their family or relatives and have learnt more about the operation of an eco farm.



Sha Tau Kwok Eco Farm

Another green tour took place at Sai Kung. In November 2012, Participants learnt more about countryside animal species by visiting Lions Nature Education Centre and Sai Kung Country Park.



Sai Kung Countryside



Cooperation with others

Swire Group hold regular meeting on environment protection, for which under Swire Group can share their best practices in the meetings. Through the meetings, we could learn from each other and work on projects together in promoting sustainable development.

We also actively participated in field trips and seminars organized by different organisations in order to keep knowing the latest development on environmental protection.

We share our carbon reduction plan with other airport community members by updating our actions through Airport Authority website and forums. By cooperating and sharing ideas with each other, the airport can thus develop toward green direction.



Airport Authority and business partners pledged to make HKIA the world's greenest airport.

We joined Cathay Pacific's carbon offset program, FLY Greener, which enables us to offset the carbon emissions from our duty travel trips. In 2012 we offset 17.48 tonnes of carbon emission through this program. The fund raised from this program would be used to support development of emissions reduction projects, such as building hydropower station and wind farms in China.

Progress against 2012

- ☀ Phase out aged and less energy efficient GSE/ vehicles and replace by more fuel efficient models. ✓
- ☀ Install the new Fast Charger for electric baggage towing tractors. ✓
- ☀ Develop targets for non-GHG environmental data. ✓

Agenda for 2013

- ☀ Continue the last phase of 3-year GSE Replacement Program.
- ☀ Implement proper actions to reduce paper consumption.
- ☀ Reduce water consumption by installing suitable facilities.
- ☀ Adopt the sustainable procurement policy of Swire Pacific Limited.

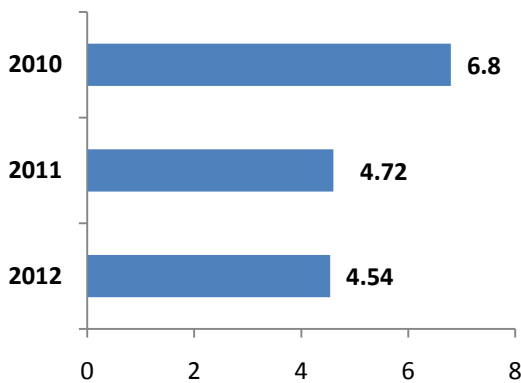


Health and Safety

We are committed to a safe and healthy workplace. The importance we place on the safety of our employees, contractors and host community is reflected in our goal of zero injury workplace.

In 2012, the number of Lost Time Injuries (LTI) is 215 cases, the same as 2011, there were 4.54 injuries per 100 employees in 2012, when compared with 4.72 injuries per 100 employees in 2011, it represents a 3.8% improvement. We have successfully renewed the certificate of ISAGO in 2012, no finding was observed on both documentation and site observation. It reveals that our safety standard has reached the international level and also recognizes our mission in safety management.

Lost Time Injury Rate per 100 employees



Our analysis shows that most of the injuries were caused by negligence and improper body posture at work. To this end, we have initiated a number of new approaches in 2012 to reduce injuries and accidents. More initiatives and projects were implemented to further enhance the safety awareness of frontline colleagues and creating a more work safe environment to our staff.

By strengthening the investigation of injury and accidents, we are able to identify the root cause of each case hence prevent the same accident from happening. We believe our efforts along with strong senior level management support will lead to continuous improvement in this area. Our ultimate goal is zero injury and accidents.



33.2 % improvement in lost time injury rate in the last 2 years.



ISAGO Observation in 2012. There was no finding was observed on both documentation and site observation.



Safety Review Committee

HAS Safety Review Committee is chaired by the Managing Director. The Safety Manager and representatives from different sections are responsible to report safety related matters and to implement safety improvement actions toward the company's direction. The committee is engaged in policy implementations and safety management reviews. The Occupational Health & Safety Policy was reviewed regularly to maintain a high standard of safety in workplace, and ensure that our operations and business functions comply with all laws, regulations and requirements. In 2012, the Safety Management System Manual and safety training program were reviewed on this basis.

Our Safety Management System (SMS) provides us an organized approach to manage safety including the necessary organizational structures, accountabilities, policies and procedures so that issues on occupational health and safety can be managed systematically and effectively in all departments.

In January 2012, the Safety Section had conducted a comprehensive safety audit within the company, in accordance with Safety Management System. This provided a detailed check on the efficiency, effectiveness and reliability of the system.



Safety Review Meeting



Joint Inspection



Safety Risk Assessment

Striving for continuous improvement in LTI rate and minimising the risk in our operations, we adopt risk assessment process to identify risk exposure in different areas. Safety Section and operations management team tried to address potential hazards on daily operations including equipments, working procedures and safety guidelines.

We formed the Board of Investigation (BOI) in 2011. The board would held monthly meeting, with the aim to locate the direct, indirect and root causes of each injury case, and thereby preventive measures and policies can be formulated to prevent recurrence of those incidents. The fact told us that the LTI rate has dropped dramatically after the Board was formed and also better safety awareness has been developed within HAS.

Safety Training

Safety Training is important to achieving our safety goals. We provide comprehensive safety training to all levels of employees to enhance the safety awareness. All the new recruits are required to attend the basic safety training during the induction programme. Besides, we provide various safety training programs to our people, especially for our front-line staff. 98% of our employees have attended the Recurrent Safety Training from March to end of 2012.



Safety Re-current Training

We carry out scheduled safety audits, both by internal or external parties, focusing on flight handling, ramp operations, equipment inspection, dangerous goods handling, safety awareness and documentation, which help us achieve and measure the targets set on safety performance.

Ramp Safety Campaign

We have held the Ramp Safety Campaign covering safety talk, safety slogan voting and safety photo competition from July to December 2012. It was the second year that we have held this campaign and all seven operating units in ramp operations have actively participated. This campaign aimed at enhancing safety culture in the company that employees should put safety first in their work.

HAS
Hong Kong Airport Services Ltd
香港機場地勤服務有限公司

安全至上 Putting Safety First

停機坪安全運動 2012
Ramp Safety Campaign
AUG - NOV

SAFETY QUIZ
安全常識問答遊戲

為加強停機坪員工對職安健的認識及鼓勵員工在日常工作中實踐各項安全措施，達到「安全至上」的工作態度及環境，停機坪服務組聯同其他部門及組別合辦安全常識問答遊戲。

問答內容包括職安健常識及各組別之安全程序。遊戲由10月15日至11月16日舉行。歡迎各員工參加。

員工可於停機坪RG400大堂、行李服務組、貨物處理組及接駁服務組之休息室內，使用KIOSK進行網上「安全常識問答遊戲」。只要使用員工職員証登入，並於電腦桌面選擇以下圖標，便可即時參加。

停機坪安全運動 2012

參加者只要在隨機抽出之10條問題當中，成功答中八條問題或以上，便可於11月21日至12月7日期間，前往各部門之行政辦公室領取精美紀念品一份。

參加次數不限，每人只限獲得紀念品一份。截止日期為11月16日。

有關查詢請電2928 0313。

* 香港機場地勤服務有限公司



We organized safety talks for our staff including Driving Behaviour in Airport, Foreign Object Damage and Personal Protective Equipment. To help our staff gain better awareness in occupational safety, we also launched safety quiz through the computer workstations. The questions were based on the Standard Operating Procedures (SOPs) relating to their work areas.

In addition, we introduced the Safety Slogan Voting and Safety Photo Competition in the campaign. We hope these initiatives would help to strengthen the safety awareness of our staff.

Safety Audit

Safety Section has carried out safety audit mainly in the ramp areas, to ensure that front-line staff would follow the SOP strictly and thus build up good working behaviour. Ramp Managers would also perform safety inspections on regular basis and closely monitor the safety performance of front-line staff.

We are also concerned the work safety of our contractors by monitoring their work procedures in the workshops. In 2012, we conducted safety audits to the GSE maintenance contractors to check whether their work process complied with safety standard. We will continue monitoring our contractors in the future to ensure they would obey the rules in occupational safety and providing a safety workplace to their mechanics.

Safety Culture

As part of the initiatives to promote safety culture within the company, we share safety information and preventive measures through different channels. We broadcasted safety alerts, weather updates and best safety practices on our electronic notice boards. Our staff could also access the safety information through the Intranet and company newsletter.

On top of that, we have installed a Q&A program in the workstation, to encourage staff to answer safety questions before they could access the Intranet. This help to promote the safety awareness amongst our people.



Safety Games on staff company newsletter, HAS Touch

Personal Protection Equipment (PPE) Meeting to collect the feedbacks from our staff on the new Reflective Bands on safety visit.





We have nominated our staff, both from front-line and back office, to attend safety talks organized by Hong Kong Airport Authority. Topics included Fire Safety, Manual Handling, Driving Safety and Road Safety. Moreover, 6 staff members were nominated and received compliments in the “Airport Staff Safety Recognition Award 2011/12” organized by the Airport Authority, as our awardees met the 4 recognitions of airport safety standard set by AA, including Role Model Safety Behaviour, Accident Prevention Measures, Good Safety Suggestion and Best Safety Supervisor.

We participated in the “Airfield and Baggage Hall Health and Safety Campaign” organized by the Airport Authority Hong Kong in November 2012. The campaign consisted of the Best Safety Role Model Election and Safety Poster Design Competition. One of our participants had received second highest vote in the election, and which proved the effort we made in occupational safety.



Airport Staff Safety Recognition Award 2011/12



“Airfield and Baggage Hall Health and Safety Campaign 2012” organized by AAHK.

Progress against 2012

- Conduct regular inspections together with line managers. ✓
- Conduct Safety Management System Audit to test the system efficiency and effectiveness. ✓
- Enhance staff safety awareness by stimulating safety culture development. ✓

Agenda for 2013

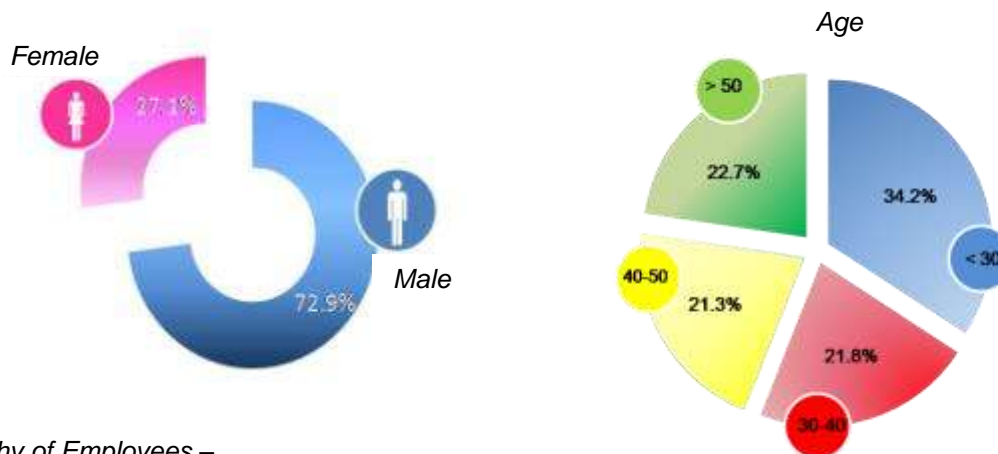
- Promote safety awareness by new initiatives.
- Provide safety training for all supervisory staff.
- Conduct ramp safety job observations to enhance safety standard.



Our People

We aim at providing an environment that promotes diversity and respect, safeguards occupational health and safety, offers equal opportunities and an appropriate work-life balance.

Human resource is definitely the most valuable asset in our company. Therefore we have put great efforts to ensure our employees are competent, efficient and work under a healthy environment. HAS employed 3,365 staff in 2012, comprising 2,638 (78.4%) permanent employees and 727 (21.6%) contract employees, making us one of the major drivers of employment opportunities at HKIA. In addition, we implemented local hiring practices that all our employees are hired and based in Hong Kong International Airport.



Demography of Employees – Total 3,365 number of HAS employee in Hong Kong.

HAS recognizes the importance of our workforce, we understand that listening to our employees and knowing what they think would help us to remain competitive in the labour market. We did staff engagement through various communication platforms, not only sharing our values to our employees, but also gathering their views towards the company to further improve and meet the ongoing challenges facing the aviation industry.

Enhancing Communications

Sharing our Company latest developments and achievements is the foundation of internal communication. Staff briefing sessions were personally conducted by our Management Director at various office locations on 19 and 20 March. Staff actively participated and shared their views.

We believe staff engagement plays a vital part in our strategy on people management. We consider our employees' voices to be important tool for us to improve. Therefore we continue to improve our feedback mechanisms and make sure opinions and feedbacks from our employees are responded effectively through HAS Joint Advisory Committees (JAC), with elected committee members from the frontline operational sections, and Office Joint Advisory Committee (OJAC) which consists of elected back-office staff. These Committees work with HAS Employee Relations Team to provide an open platform for all our staff to share views. We also held the Sustainable Development Road Show from 30 July to 1 August 2012. Through the exhibition and poster display, our employees could enrich their understanding about the structure and policies of the SD Committee.



*“Sustainable Development Road Show”
(SD Road Show)*



HAS Staff Intranet “e-Touch”



Employees can express their opinions through JAC and staff opinion collection boxes. We also deliver latest news via Staff Intranet, Notices Boards and eboard.

Apart from carrying out survey analysis and employee gatherings to understand our employees’ needs, we established various platforms to enhance communication. Our staff newsletters “HAS Touch”, were published quarterly and distributed to all our departments and sections in the Company. We also make use of the electronic notice boards, e-Board are located at various work location, to disseminate range of information to employees within short period of time. The Company intranet “e-Touch” also allowed our employees to receive the company updates information via internal access without any time and physical constraint.

Equal Opportunity

With a workforce of more than 3,000 employees, we are committed to up keeping Equal Opportunities principles in our workplace. We strive to promote an equal and fair working environment where every staff members’ contribution is recognised and valued. We have Equal Opportunity Policies relating to all human resource matters and benefits, and offer a working environment that is free from discrimination, victimization and harassment etc. In this regard, our Personnel and Administration Department had launched Equal Opportunities Online Training developed by Swire Group in mid of April 2012. It can allow that all managers and general staff to understand the policy and were able to apply the related criteria in their daily work.

Motivation and Fulfilment

Our benefit scheme helps provide motivation and sense of fulfilment to every employee. It covers medical health, finance, insurance, sports and recreational activities, Employee Assistance Programme (EAP) and post-retried. Some benefits are extended to family members. We also offer an Employees’ Children Scholarship Scheme, to the children of our employees who have achieved outstanding academic results. Scholarship awards were granted in



2012. The awardees and their family were also invited to attend a presentation ceremony and to join the airport tour to understand more about their parents' jobs on 11 January 2013.

To improve the working environment, renovation projects had been carried out at various offices at the Ramp Services Section and Passenger Services Airside Office. Two of the major projects related to our Service Control Office, the common centre of our Ramp Operations with state-of-out technology and information display system, and our Staff Canteen.



(From left to right, Staff Canteen, Service control Office and Passenger Services Office)

Employees work in safe and more spacious offices after renovation.

Explore and Foster Talents

Providing professional and high quality service to our stakeholders is one of the key missions of HAS. To reach this goal, we emphasize personal development of our staff. All new employees are provided with induction training including product knowledge, soft-skills training and sustainable development. At the same time, we provide recurrent training and occupational health and safety to all frontline staff, to ensure that they keep updating on the latest requirement to fulfil their daily tasks. We further attract and retain our talent employees by the following:



Revise Induction Syllabus – “Train to Trainer”

Our training programs equip our employees with both technical knowledge, soft-skills competences to excel their jobs. Since 2011, we revised and implemented new induction syllabus to the newly recruited Passenger Service Officers. Experienced officers were selected to be line trainers of their junior PSO during the on-job-attachment. It helped the new joiners adapt to the real -life work environment quickly through direct coaching by their line trainers. In December 2012, we offered “Train to Trainer Programme” for the Experienced Officers who were selected to be coaches to enrich their coaching and interpersonal skills.



Briefing for Passenger Services Officers (PSO) to familiarize their proficiencies



Passenger Services Officers: on-job attachment at Boarding Gate.

Career Development Programme (CDP)

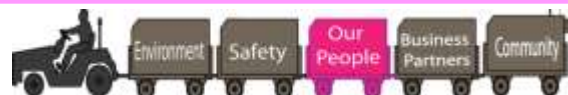
To enrich the pool of potential candidates to succeed the supervisory role and middle management, we relaunched a 2-year Career Development Programme (CDP). A total 4 candidates were selected to be the programme trainees and they will complete their placements at various operations in 2014.

Scholarship Programme & Roundtrip Promotion at Tertiary Institutions

A number of tertiary institutions work hand-in-hand with us to provide internship programme to young people who have an interest in developing their career proficiencies in aviation industry. A total of 11 students from The Hong Kong Institute of Vocational Education (IVE) from Tsing Yi completed their placements at our Passenger Services Section and were awarded scholarship in March 2012. We were also invited to organise roundtrip promotions in all IVE campuses and also held an Information Day at Hong Kong Travel & Tourism Training Centre (HKTT) for their graduates.



*IVE Scholarship Programme 2012
Sponsored by HAS*



HKIA Job Expo 2012 – Mass Recruitment Day

We joined the HKIA Job Expo 2012 organised by HKIA and the Hong Kong Labour Department with over 50 participated companies from 3 to 5 August 2012. During the Expo, potential candidates could widen their understanding on ground services industry through on-site consultation and experiences sharing. We conducted job interviews and had received hundreds of applications.



Dragonair Aviation Certificate Programme with Hong Kong Air Cadet Corps 2012

Dragonair Aviation Certificate Programme is a unique educational initiative organised jointly by Dragonair and Hong Kong Air Cadet Corps (HKACC). It aims at nurturing future talents for the aviation industry. We were one of the sponsors of this Programme and a total of 24 participants attended our Ramp Operations and Passenger Services training from May to June 2012, definitely helped them develop a solid foundation of ground handling knowledge.



Job Expo 2012 by HKIA

Leadership Management and Training

Leadership Development Programme was launched to all sectional supervisory and managerial staff in March 2012. Some of the core modules were “Managing Task”, “Managing Self” and “Managing People”. It targets to strengthen the managerial competence for our management team, and provides the skillsets for managing their daily tasks and subordinates as well as developing one’s own capacity.



Performance Management System (PMS) Workshop



Passenger Services System (PSS) Project for Management



Performance Management System (PMS) workshops were also offered to all supervisory and managerial staff between July and October 2012. It helps them to understand the new criteria of assessment indicators and ensures the participants capable to practise fair and consistent assessment for their subordinates.



"Corporate Challenge" 2012

Apart from classroom training, our employees can explore their leadership talents through participating outdoor team building activities. On 9 December 2012, we joined the outdoor training, the 27th Outward Bound "Corporate Challenge" organised by the Outward Bound Hong Kong. In this event, our staff learnt and demonstrated their teamwork, communication, strategy and physical strengths through a series of innovative games.



Work-life Balance

We continued to support our workforce to active a better work-life balance by organizing various kinds of activities and program to them.

We have currently 8 Sports & Recreation Clubs (S & R), including Football Club, Basketball Club, Table-tennis Club, Bowling Club, Long Distance Running Club, Hiking Club, Volleyball Club and Photography Club. Staff actively participated in different sports & recreational activities and achieved following remarkable results in 2012.

Sports

1. HAS Inter-departmental and sectional Football Tournaments 2012 were successfully held.
2. Total 48 teams (including 4 of HAS Bowling Team) participated in the 2012 Hong Kong International Airport Bowling Competition on 22 July. HAS was awarded "Individual High Game for Men" with a score of 266 in the tournament.
3. Swire Intra-Group 3 on 3 Basketball tournaments 2012



4. Running Club:

- Diabetes Hong Kong Health Run 2012 on 8 January.
- Amway Health Run 2012 on 11 March.
- Standard Chartered Marathon Hong Kong 2012 on 5 February.
- HK Green Half Marathon on 4 November.
- New Balance Gold Coast 15K on 11 November.

Recreation

1. 250 staff and their dependants joined the Summer Film Show on 12 August.
2. 60 staff and their dependants joined a whole day trip to Sai Kung on 11 November.
3. More than 120 staff and their dependants joined the BBQ event held on 30 November.
4. A total of 8 awards were granted under the Employees Children Scholarship Scheme.

Caring

1. Christmas Caroling Team shared their joy and happiness of seasonal greetings with staff on 21 December.

Activities in HAS/ HAS Distance Running Club / HAS Bowling Team





Adverse Weather –Typhoon Vicente

Signal No. 10 was hoisted on 24 July 2012 and Vicente was the most destructive typhoon among all typhoon attacks in 2012. Typhoon Vicente had caused a huge disruption to the airport operations, the HKIA even was forced to close. During the typhoon period, we made the best preparation in advance to ensure that all our staff could work in an absolutely safe environment. Besides providing the latest typhoon news during that period, we also provided shuttle bus services to our staff when it was safe to do so, to travel between the Airport and urban areas safely when no public transport was available. Regular safety announcements were made to our staff by our Safety Section. Our Administrative Section also arranged food and beverage to the duty staff. It took almost one week for our operations to resume normal. Despite all the challenge we won a lot of praises from customers and passengers for unflinching support and their professional services.



A post typhoon review meeting was held among departmental representatives to go through the handling during Typhoon Vicente.



Progress against 2012

- Promote continuous learning culture across the teams ✓
- Explore and enhance the potential talents of our employees to help develop their career paths ✓
- Improve communication platforms and channels to collect employees' opinions ✓

Agenda for 2013

- Continue to review manpower strategy to meet the required level.
- Employee engagement through employee relations initiatives.
- Support line departments and succession plan through people development.
- Keep up the Work Injury Rehabilitation Management through regular review meetings with the working committees.
- Administration Section together with Business Support Department to explore more initiatives on energy and paper saving activities.



Business Partners

We strive to be a partner of choice, and this includes building a sustainable relationship with our customers by providing excellent service, quality and efficiency.

Engaging Business Partners

The Business Partners Committee, headed by the Financial Controller, works with our contractors, suppliers and airline customers to ensure that our business operations are conducted in a responsible manner and are meeting ethical standards, including integrity and fairness.

Our Suppliers and Contractors

Supplier base reflects the customers and the markets we are serving. We always seek, select and work with suppliers and contractors who incorporate social and environmental policies into their business processes. The Business Partners Committee is responsible for advising our suppliers and contractors to improve their practices in accordance with HAS Business Partners Policy and the Purchasing Policy. These Policies were set based on our corporate vision, business nature and workflow.

HAS Supplier Code of Conduct

For our key suppliers and contractors, we include our Supplier Code of Conduct as part of the contracts and purchase agreements, in order to ensure that their whole supply chain are consistently adopt the best practices in ethical procurement, and takes into account of environmental protection, occupational health and safety, and the labour rights. In addition, we follow

the Swire Green Procurement Guidelines in our selection of products and services.

Work with Local Suppliers

We always strive to be a privilege choice in our business partners' mind, by hiring locally labour force. At the same time we put local suppliers, no matter small vendors of large enterprises, on our priority list, in order to boost local economy. In 2012, we had maintained our Hong Kong based supplier content at over 98%.





Annual Contractors Audit

To foster a collaborative relationship with our suppliers, including safety, economic and environmental issues, we carried out annual contractor audits. It was designed to provide a framework to continuously improve their environmental and safety performance, to ensure that our contractors meet the regulation of supplier code of conduct. The audit results will be used for recording their performance, as well as providing advices for any necessary improvements.



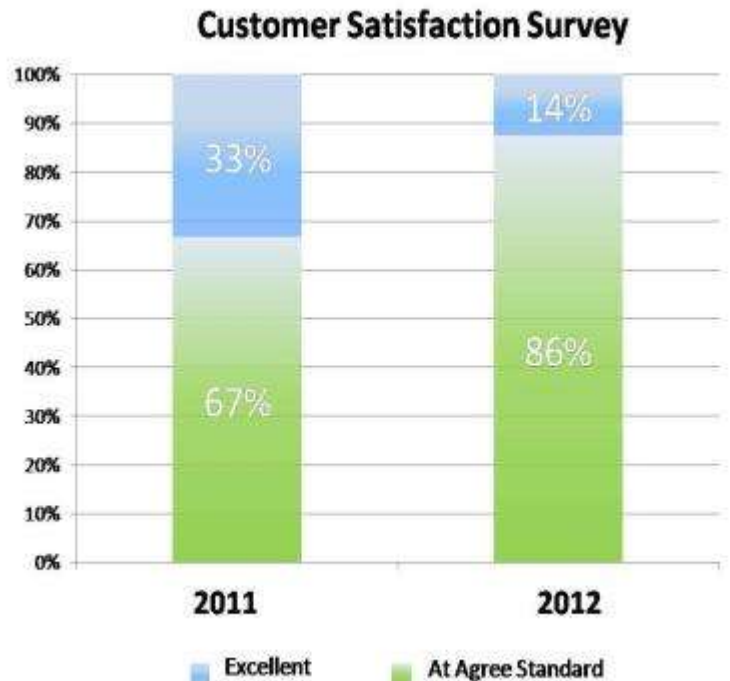
Annual Contractor Audit

Our Airline Customers

We aim to build up sustainable relationship with our airlines customers. Apart from holding regular operational meetings and airline products and safety training, we also proactively review our ground handling performance by organising service campaigns, surveys and audits, not only enhance the service standards of our customer airlines at HKIA, but also enrich the product knowledge and improve the skillsets of our front-line staff to provide quality services to customers.

Customer Satisfaction Survey

We carried out airline customer satisfaction surveys quarterly to obtain feedback from our customers on our airline performance. Their comments help us understand their requirements and enhance our services to meet their needs. Our airline customers were invited to evaluate our performances on service delivery and staff professionalism. The results would be showed with front-line departments in our strive for continuous improvement.





Quality Service Campaigns

In September to November 2012, we worked with Asiana Airline (OZ) to organise “Asiana Service Campaign”, to enhance our staff’s understanding of Asiana handling requirements. The nominated staff in the Campaigns became the Quality Service Ambassadors to introduce the working culture and the products of Asiana.



Asiana Service Campaign refreshes the proper gesture and the services standard set by Asiana Airline (OZ)

Optimise service flow for Increasing Airbus A380 handling

In 2012, Qantas Airways (QF) and Thai Airways (TG) started operating Airbus A380 to and from Hong Kong. To meet the increasing A380 handling because of fleet scale enlargement of our customer airlines, we advanced our new model of aircraft training progress for our staff, to maximise the efficiency of our manpower and the Ground Services Equipment (GSE) usage. For passenger services, we optimised our departure and arrival procedure with the boarding gate facilities which were utilized by the Airport Authority (AAHK) specially for A380, in order to deliver flexible check in counter, boarding and arrival services to our airline customers.



A380 of Qantas Airways (QF)

Team members of QF



A380 of Thai Airways (TG)

(From top to bottom) Qantas Airways and Thai Airways started operating Airbus A380 back and forth Hong Kong in 2012.

First trip back and forth Hong Kong Ceremony for the A380 of Thai Airways on 6 October 2012.





Customer Airlines Annual Dinner

The Customer Airlines Annual Dinner was held on 15 February 2012 to share HAS achievements in the past year.



Customer Airlines Annual Dinner

Golf Day

Our airline customers were invited to a Golf Day on 25 - 26 October. It was thoroughly enjoyed by our airline customers.



Golf Day

Awards

We always strive for betterment with our airline customers and other stakeholders at HKIA. We received a number of Awards in 2012 which clearly demonstrated our professional services and commitment of our staff.

Hong Kong International Airport (HKIA) Customer Service Excellence Award 2011/12

The Airport Authority Hong Kong (AAHK) offered "HKIA Customer Service Excellence Award 2011/12", to recognise the staff for their continuous efforts in providing quality customer services at HKIA. A presentation was held on 18 April 2012 and we were the best performance. We won the highest number of awards amongst all services providers, including 1 individual trophy award and 17 certificate awards.



*HKIA Customer Service Excellence Award
2011/12*



4 consecutive years—Japan Airline Yearly Ramp Audit—"Ramp Incident Free" Certificate

Japan Airlines Yearly Ramp Audit—"Ramp Incident Free" Certificate

Japan Airlines (JAL) conducts Ground Handling Agent and Aircraft Safety audit every year. We were praised by JAL in achieving "Ramp Incident Free" for 4 consecutive years in May 2012. This was attributed to our staff's persistent effort and support.



Arrival of Bone Relic from Buddha

HAS was appointed by Dragonair to provide ramp and passenger handling to the chartered plane, carrying Buddha's parietal bone Relic from Qixia Temple in Nanjing to Hong Kong. It was escorted by 24 monks and arrived at the HKIA on 25 April 2012 for public worship at Hong Kong Coliseum 30 April 2012. We started the preparation works back from December 2011 with Cathay Pacific, Dragonair, and various departments of the HKIA, including safety assessment, handling procedures, reviewed GSE deployment plan and manpower arrangement etc. In order to have the best preparation, a loading simulation was held in early April 2012 with a Dragonair A330 aircraft.





Progress against 2012

- ☀ Continue to incorporate Supplier Code of Conduct into significant contracts with our suppliers. ✓
- ☀ Keep tracking our services performances and reviewing the services standards with our airline customers. ✓

Agenda for 2013

- ☀ Review and consider to adopt “Green Procurement” policy in our purchases following Group’s direction.
- ☀ Joint procurement of FSC hand towel and toilet rolls under review.
- ☀ Evaluate and decide, if appropriate, to include Supplier Code of Conduct in Request for Proposal, tender and contract processes.
- ☀ Further follow up on the supplier risk assessment per Swire Supplier Chain Sustainable Working Group.
- ☀ Safety and quality service campaign for selected customers.



Community

Building a Harmonious Community is one of the key focuses of HAS community services. Apart from putting efforts in financial support, we also gather enthusiasts to spread love and care to our community.

HAS Dynamics Volunteer Team

The HAS Dynamics Volunteer Team was set up in 2002 by staff from various departments. They continuously and unconditionally spare their time to support the needs in of our community and involved in number of charity programs.

HAS Dynamics Volunteer Team organised roadshow in July 2012 to invite interested staff to join the team as well as to share how we could help the community. Up to October 2012, the Volunteer Team had accumulated over 100 services hours and collected a total HKD\$73,100 donation from the staff to support various charity initiatives.

In 2012, we had participated in a number of charity events and volunteer services. They included the following:



*HAS Dynamic Volunteer Team
– participated community activity*



CX City Visit



Cathay Pacific City Visit

Hong Kong Family Welfare Society is a NGO which concerned with the well-being of family. HAS Dynamic Volunteer Team worked with Cathay Pacific Airways and Hong Kong Welfare Society to organise a day tour to Cathay Pacific City (CX City) for the children from deprived families on 4 February, 2012. The participated children had deeper understanding of airline operations as well as the aviation industry via visiting the pilot flight training centre with explain.



Walk for Millions 2012- New Territories

Raising support to the “Family and Child Welfare Services” was the theme for Walk for Millions 2012- New Territories held on 19 February. The Community Chest of Hong Kong allocated the funds raised from this event to 22 related social welfare agencies to support their family and child welfare services. Our staff and their family members and friends joined the event.



Walk for Millions 2012- New Territories

Donation Box- Changing Young Lives Foundation

Changing Young Lives Foundation is a charity organization aiming providing health, welfare, educational and recreational programmes to enhance the lives of children from disadvantaged families in Hong Kong and Mainland. In 2012, we organised three fund

raising events by putting donation boxes at our staff canteen.



Changing Young Lives Foundation – provide educational support to the underprivileged children in Mainland China

ORBIS Airplane Ornament Charity Sale

ORBIS Airplane Ornament Charity Sales was held from May to August in the Company. Staff took the opportunities to support ORBIS sight-saving project in this sale with their generosity. We have collected a total of HKD\$11,695. This contribution would help the sightless to have a brighter future and happiness.

ORBIS Airplane Ornament





Toy Collection Campaign – “Toy Bank”

YMCA Hong Kong has been operating “Toy Bank” since 2008, with individual and corporate support of toy donation. Toys will be awarded to children when they achieve goals which were set according to their personal development and interests. From June to August, HAS collected over 300 pieces of toys, books and stationeries from all our departments. All these donations were sent to the Tung Chung Centre of YMCA Hong Kong in mid August.



All donated toys were cleaned and re-packed by our voluntary staff before delivering to the “Toy Bank”.



Mooncake Donation

HAS Dynamics volunteers delivered our greeting to the elderly on 22 September 2012. We donated the mooncakes to celebrate this Chinese traditional gathering festival with the elderly, with the support from Pentecostal

Church of Hong Kong Choi Wan Neighbour Elderly Centre.



Mooncake Donation & Elderly Centre Visit

Dress Casual Day

We participated in the “Dress Casual Day” organised by the Community Chest Hong Kong on 28 September 2012. Our non-uniformed staff could dress in casual wear to work on that day by making a donation.

Love Teeth Day

HAS supported the “Love Teeth Day” on 5 December 2012, which was jointly organized by the Community Chest, the Hong Kong Dental Association and Oral Health Education Unit of Department of Health, aimed to increase awareness of dental care and raise fund for subsidizing the "Oral Health Services for the Needy" provided by the Chest's member social welfare agencies.



Love Teeth Day Packs



Caring Company Logo

This year marks the 10th year of the Caring Company Logo Award Program. Our continuous contribution was recognized that HAS was awarded the 5th Consecutive Years Caring Company Logo. This honor was presented during the Caring Company NGO Partnership Day, organized by the Hong Kong Council of Social Service on 3 May 2012. During the ceremony, we shared our success with our NGO partners, and promised to fulfill the corporate social responsibilities and build a harmonious society together in the coming future.



Progress against 2012

- ☀ Continue to support and raise fund for the needy in both local and International communities and charities. ✓
- ☀ Strengthen the interaction with the community organisations and charities. ✓

Agenda for 2013

- ☀ Focusing on serving elderly in the community.
- ☀ Involve more staff to participate in community services.

Environmental and Social Performance Table

GRI Reference	Performance Indicators	2007	2008	2009	2010	2011	2012	Units
Environmental Performance								
EN3	Diesel consumed	116,639	109,953	101,202	106,297	104,368	111,710	GJ
	Gasoline consumed	2,202	2,760	3,281	3,234	3,749	4,179	GJ
EN4	Electricity consumed (1)	10,473	9,026	10,417	10,145	9,749	9,588	GJ
EN8	Total water used	9,701	10,429†	11,125†	9,334	11,253†	11,499†	m3
EN10	Total water recycled	0	0	0	0	0	0	m3
EN16	Carbon dioxide emissions (CO2) (direct)	8,692	9,109	7,534	8,044	7,860	8,370	T
	Carbon dioxide emissions (CO2) (indirect)	1,571	1,354	1,563	1,522	1,598††	1,571	T
EN17	Carbon dioxide emissions (CO2) (other)	Note (5)	22.9	25.0	21.0	18.0	17.0	T
EN19	Ozone-depleting substances used	0	0	0	0	0	0	T
EN21	Total water discharged	9,701	10,429†	11,125†	9,334	11,253	11,499	m3
Social Performance								
LA1	Total workforce	1,957	2,017	3,086	3,270	3,317	3,365	number
	Employees who are permanent terms	82.40	90.83	84.48	81.71	74.37	78.40	%
	Permanent employees who work full-time	100.00	100.00	100.00	100.00	98.22	97.30	%
LA7	Total hours worked	5,371	5,649	8,235	8,641	9,177	9,463	thousand hours
	Total injuries (2)	128	183	239	294	210	215	number
	Total fatalities	0	0	3	0	0	0	number
	Lost days due to injuries (3)	4,424	6,516	18,292	21,124	17,594	13,307	day
	Lost time injury rate (4)	4.77	6.48	5.80	6.80	4.61	4.54	
	Lost day rate (5)	164.7	230.7	444.3	488.9	385.9	281.3	
LA10	Average hours of training per employee	Note (4)	14.4	27.1				hours
	Executive - Top / Senior Management	Note (4)	Note (4)	Note (4)	2.1	11.7	11.5	hours
	Executive - Middle / Junior management & supervisory	Note (4)	Note (4)	Note (4)	26.9	39.6	31.7	hours
	Non-executive - Customer facing staff	Note (4)	Note (4)	Note (4)	49.1	88.5	102.4	hours
	Non-executive - Non-customer facing staff	Note (4)	Note (4)	Note (4)	20.6	24.4	20.8	hours
SO2	Convicted case of corruption	0	0	0	0	0	0	case

(1) The electricity consumption in Cathay City, Dragonair House and SuperTerminal 1 are excluded.

(2) Lost Time Injury Rate = Total injuries / Total Hours Worked X 200,000*. (*: This represents rate per 100 employees, based on 40 hours per week for 50 weeks a year.)

(3) Lost Day Rate = Total Days Lost / Total Hours Worked X 200,000*. (*: This represents rate per 100 employees, based on 40 hours per week for 50 weeks a year.)

(4) This information excluded due to changes in the data collection system.

(5) This information excluded due to changes in the data collection system.

(†) Numbers are estimated.

(††) Figure is amended due to change of emission factor.

Appendix II

GRI INDICATOR	PAGE	GRI INDICATOR	PAGE
Profile		Environmental Performance	
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Thank You for reading this report

We invite you to give feedback on our report and performance. Should you have any comments or questions, please contact us:

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