

Environmental, Social and Governance Report



Message from CEO

As a responsible and ethical corporation, it is vital to conduct business with a keen awareness of optimizing income growth and societal contribution. This Environmental, Social and Governance (“**ESG**”) Report demonstrates our commitment and dedication to constructing a sustainable model for business development and value creation for our stakeholders, while expounding details on how the Manager has integrated ESG aspects into a variety of initiatives and undertakings across our business.

During the period under review, we have adopted a diverse range of operational initiatives to address issues pertinent to environment sustainability. Notably, we continued to achieve improvements in energy efficiency and waste reduction at our managed properties by completing the installation of more energy efficient chillers, replacing light fixtures and supporting recycling programmes, in addition to the launch of behavioural campaigns.

The importance of our employees to the success of Sunlight REIT cannot be overstated. Their dedication to,

and support of, our strategies and policies are vital to achieving our objectives. We, in turn, are committed to providing our staff with a positive and caring workplace which fosters a culture of excellence and opportunity for continuous personal and career development. We take pride in our volunteer spirit and our efforts to help the less fortunate, and are privileged to serve the community and participate in many charitable events throughout the Year.

We acknowledge our role in building our collective futures and understand that the proper management of risks and opportunities arising from our operating environment is a critical component of an effective business strategy. In steering the future course of Sunlight REIT, I assure you of our management’s unwavering commitment and strong aspiration in delivering value to our stakeholders in a sustainable and resilient manner.

WU Shiu Kee, Keith

Chief Executive Officer

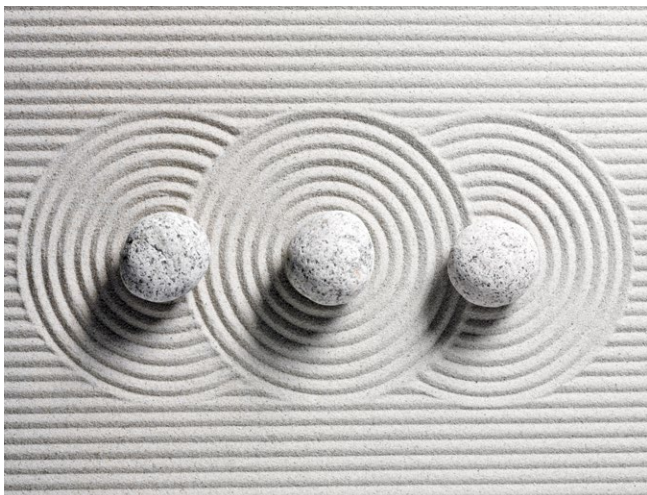
4 September 2019

About the ESG Report

Reporting standard

This ESG Report has been prepared in accordance with the requirements of the ESG Reporting Guide set out in Appendix 27 of the Rules Governing the Listing of Securities on the Stock Exchange (the “**Listing Rules**”). It provides details of the management approach and the ESG performance of Sunlight REIT and offers a transparent channel for Sunlight REIT to clearly and accurately communicate ESG-related policies and initiatives to various stakeholders. This ESG Report covers Sunlight REIT, the Manager and the Property Manager for the Year. The scope of the environmental key performance indicators (“**KPIs**”) covers a selected portfolio of managed properties^{Note}.

Corporate governance and comprehensive financial metrics can be found in the relevant sections of this annual report. A detailed content index is included on page 51 for easy reference.



Stakeholder engagement





The Manager has appointed an independent consultant to conduct a stakeholder engagement exercise for the preparation of this ESG Report. External stakeholders, including investors, non-governmental organizations (“**NGOs**”), suppliers and tenants, were invited to provide insight as to the materiality of various ESG issues, and to share their thoughts on the current sustainability performance and future direction of Sunlight REIT through online surveys. Internal focus group discussions were also conducted with selected employees across various departments to compile their key concerns and suggestions for improvement.

Note : Greenhouse gas emissions, energy consumption and water consumption data cover Sunlight Tower, SSC, MCPI, Bonham Trade Centre, 235 Wing Lok Street Trade Centre, Righteous Centre, Java Road 108 Commercial Centre and On Loong Commercial Building. Waste data covers Sunlight Tower, SSC and MCPI.



Key stakeholders' feedback and Sunlight REIT's responses

We actively listen to and communicate with our key stakeholders. Their feedback and suggestions gathered through online surveys and focus group discussions are reviewed to identify areas for improvement, while assisting us in the formulation of future action plans.

	Key Stakeholders' Feedback	Our Responses
<p>ESG Missions and Values</p> 	<p>Employees inquired whether the Manager would establish a well-structured governance body to develop a long-term ESG mission and values.</p>	<p>We have strengthened the functions of the Corporate Social Responsibility Committee (“CSRC”) with the objective of further enhancing our ability to identify, evaluate and manage material ESG-related issues, including ESG risks and opportunities, and also to establish a cohesive, long-term ESG mission and values in line with our business nature.</p>
<p>Friendly Workplace</p> 	<p>Employees noted the Manager’s efforts to promote work-life balance through implementing different employee-friendly initiatives, but also suggested that the Manager can further strengthen communication channels between staff and management.</p>	<p>Our employees are our greatest asset and we value their constructive feedback. We recognize that effective communication can help to minimize misunderstandings and boost staff morale in the workplace. Moving forward, we will explore the possibility of setting up more communication channels to further enhance staff engagement.</p>
<p>Environmental Protection</p> 	<p>Stakeholders were aware of environmental commitments for energy consumption and waste generation over the Year.</p>	<p>Energy use and waste management are the two focus areas of our environmental stewardship. Over the Year, we actively improved our performance through technological upgrades, energy optimization and cultivation of environmental awareness.</p>
<p>Community Investment</p> 	<p>Stakeholders showed interest in the overarching plans of the Manager to support the growth of the community.</p>	<p>We work closely with our staff, NGOs and community partners to contribute to the development of local communities under our three principal pillars, namely : caring for the environment, caring for the youth and caring for the community.</p>

Materiality assessment

To ensure that the report includes topics which are relevant and material to the operations of Sunlight REIT, the Manager conducted a materiality assessment exercise based on a three-step process.

Stage 1 : Identification

- Peer benchmarking: ESG disclosures of five peer companies were reviewed to identify issues considered material by the industry and commonalities for sustainability disclosure. The greater the degree of disclosure of an issue by the peer companies, the higher its level of materiality.
- Stakeholder engagement: internal stakeholders (directors and employees) and external stakeholders (investors, NGOs, suppliers and tenants) were invited in FY2017/18 and FY2018/19 respectively to rate the materiality of various ESG issues and share their thoughts on previous reports. As the surveys included the views of both internal and external stakeholders, ESG issues with higher ranking were more likely to be considered material.

Stage 2 : Prioritization

- The results of peer benchmarking and the outcomes of the stakeholder engagement were then combined and analyzed. A list of ESG-related issues of high- and medium-level materiality was generated for further validation.

Stage 3 : Validation

- The list of potential material ESG issues was presented to senior management for consideration. A list of relevant aspects and KPIs^{Note} was finalized for disclosure in this report.



Materiality assessment results

After consideration from senior management, the material ESG-related issues were confirmed as listed below. The corresponding sections are referenced in this ESG Report.

Corresponding Sections in this ESG Report	Our People	Our Environment	Our Community	Our Customers and Suppliers
Material ESG Issues	Employment practices Staff development and training Occupational health and safety Anti-corruption	Energy consumption Greenhouse gas ("GHG") emissions Waste management Water consumption	Community investment	Complaint handling Quality assurance Customer privacy protection

Note : Appendix 27 "Environmental, Social and Governance Reporting Guide" of the Listing Rules is organized into two ESG subject areas – Environmental and Social. There are various aspects under the two subject areas and each aspect sets out KPIs for issuers to report on so as to demonstrate their performance.

Environmental, Social and Governance Report

Awards and certificates in FY2018/19

Awards/Certificates	Participating entities/Properties	Awarding bodies
Environmental		
Computer & Communication Products Recycling Programme (Certificate of Appreciation)	The Property Manager : Sunlight Tower	Environmental Protection Department, HKSAR Government
Corporate Environmental Leadership Awards 2018	The Property Manager : 1. Righteous Centre 2. Sheung Shui Centre Shopping Arcade 3. Metro City Phase I Property	Bank of China (Hong Kong)
Energy Saving Charter 2018 and 4Ts Charter (Participation Certificate)	The Property Manager : Sunlight Tower	Electrical and Mechanical Services Department, HKSAR Government
Green Office Award Labelling Scheme (GOALS)	The Manager The Property Manager : 1. Bonham Trade Centre 2. Righteous Centre 3. Metro City Phase I Property 4. Sheung Shui Centre Shopping Arcade	World Green Organisation
Hong Kong Awards for Environmental Excellence – Property Management (Commercial & Industrial) (Certificate of Merit)	The Property Manager : Sunlight Tower	Environmental Campaign Committee
Hong Kong Green Organisation Certification	The Property Manager : Sunlight Tower	Environmental Campaign Committee
Hong Kong Green Organisation Certification – Wastewi\$e Certificate (Basic Level)	The Property Manager : Sunlight Tower	Environmental Campaign Committee
Indoor Air Quality Certificate (Excellent Class)	The Property Manager : Sunlight Tower	Indoor Air Quality Information Centre, Environmental Protection Department, HKSAR Government
Indoor Air Quality Certificate (Good Class)	The Property Manager : 1. Sheung Shui Centre Shopping Arcade 2. Metro City Phase I Property	Indoor Air Quality Information Centre, Environmental Protection Department, HKSAR Government
My Favourite Hong Kong Green Buildings	The Property Manager : Sunlight Tower	U Magazine
Quality Water Supply Scheme for Buildings – Flushing Water (Gold)	The Property Manager : 1. Sunlight Tower 2. Bonham Trade Centre 3. Righteous Centre 4. 235 Wing Lok Street Trade Centre 5. Java Road 108 Commercial Centre	Water Supplies Department, HKSAR Government
The HKIFM Excellence in Facility Management Award 2018 – Office Building (Excellence Award)	The Property Manager : Sunlight Tower	The Hong Kong Institute of Facility Management
The HKIFM Excellence in Facility Management Award 2018 – Retail (Excellence Award)	The Property Manager : Metro City Phase I Property	The Hong Kong Institute of Facility Management
Social and Governance		
Caring Company	1. The Manager 2. The Property Manager	The Hong Kong Council of Social Service
Good MPF Employer	1. The Manager 2. The Property Manager	Mandatory Provident Fund Schemes Authority
Happy Company	1. The Manager 2. The Property Manager	Promoting Happiness Index Foundation
Sustainable Business Award 2018	The Manager	World Green Organisation

Highlights of major awards and certificates in FY2018/19



The HKIFM Excellence in Facility Management Awards 2018 – Office Building & Retail (Excellence Award) by The Hong Kong Institute of Facility Management

Recognizing the outstanding performance in delivering facility management services at Sunlight Tower and MCPI.



My Favourite Hong Kong Green Buildings (Sunlight Tower) by U Magazine

Commending excellent performance on sustainable development of local business.



Sustainable Business Award 2018 by World Green Organisation

Certifying the contribution of the Manager in promoting workplace quality, environmental protection, operational practice and community investment.

Environmental, Social and Governance Report

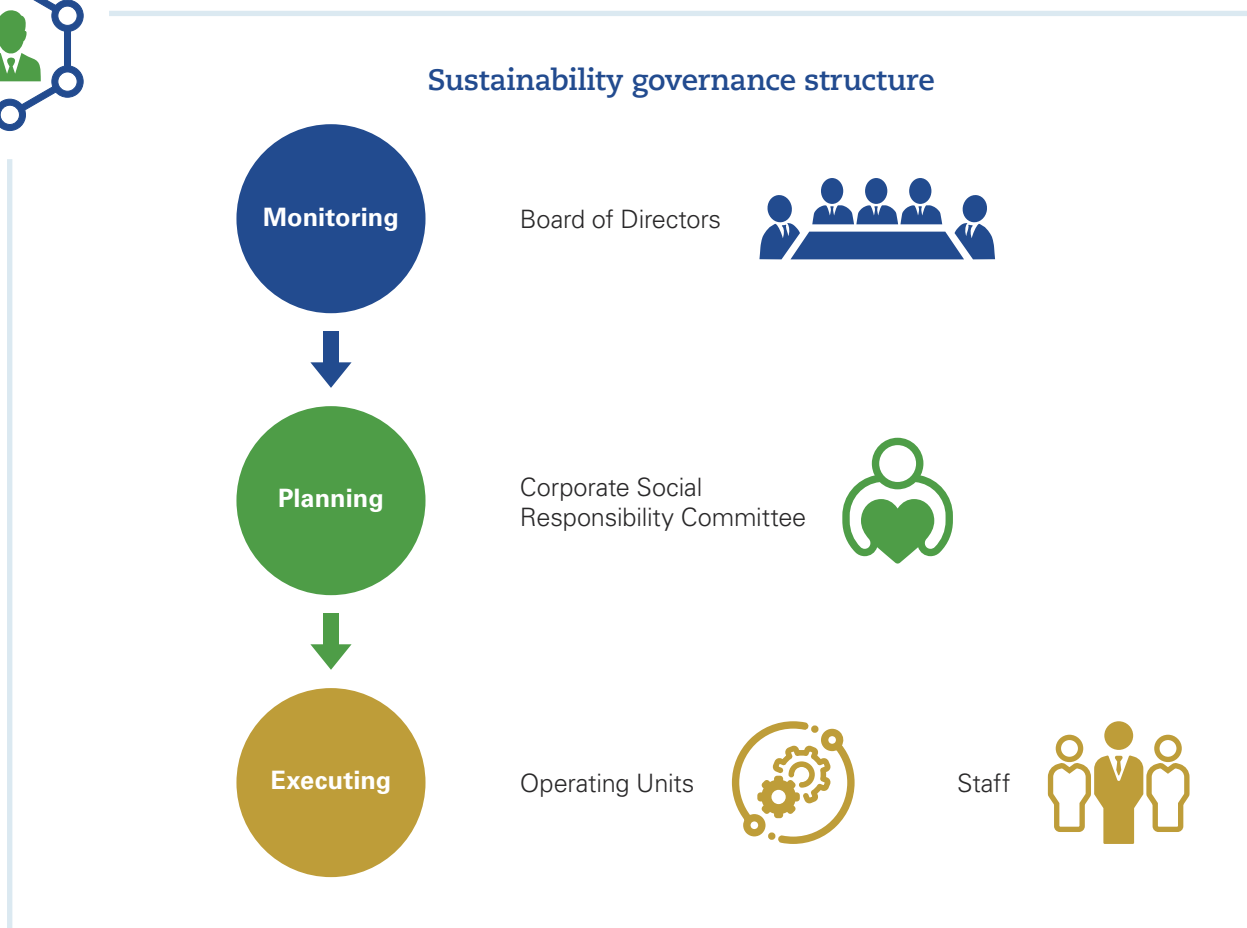
Sustainability governance

ESG governance framework

An effective governance structure is crucial in addressing sustainability issues and managing ESG-related risks. Existing and emerging risks pertinent to ESG matters have been strategically addressed and monitored in our risk management framework and internal control systems, for which the Board has an overall supervisory responsibility.

Corporate social responsibility committee

The CSRC was established by the Manager in 2012 to plan and coordinate various ESG initiatives. Headed by the CEO, the CSRC is composed of representatives from the Manager and the Property Manager. A number of ESG issues relating to energy efficiency, waste management and community contributions were discussed at regular meetings during the Year. The CSRC is responsible for spearheading Sunlight REIT's sustainability initiatives and ensuring that business practices align with our sustainability and social responsibility principles.





Our People

The Manager is dedicated to providing a supportive, safe and pleasant working environment for our employees to fulfill their professional and personal aspirations.

Caring company

As a responsible employer, the Manager is committed to strict adherence to the equal opportunity law ordinances in Hong Kong, while creating a fair and harmonious working environment. The staff handbook includes provisions on anti-discrimination and anti-harassment and gives guidance regarding professional business conduct. Our recruitment practices are in line with the core principles of equal opportunity and job assessments are based solely on merit.

We believe that confident and satisfied employees make a competent and passionate workforce. We strive to make our employees feel supported, appreciated and motivated. Our employees are rewarded with competitive remuneration and benefits commensurate with their work experience and job duties. Career development and staff communication are significant aspects of our talent retention strategy. Annual performance appraisals are conducted as a two-way communication channel on work performance and career development opportunities.

Workplace upgrades to enhance work-life balance

When creating a caring workplace, consideration of the well-being of employees is one of our top priorities. We offer flexible work hour arrangements to cater for different employees' needs. Other arrangements to promote employee wellness include the provision of lunch and tea refreshment, casual dress on Fridays and various leisure activities arranged for staff throughout the Year. To enhance employee morale and team spirit, we organize a range of staff engagement activities such as annual dinners, overseas staff trips and seasonal holiday celebrations. We are also conscious of our employees' physical comfort in the office; as a case in point, we have recently refurbished the staff pantry with an enlarged refreshment area to create a warm and comfortable space for employees to interact and socialize.



▶ Refurbished pantry at Sunlight Tower

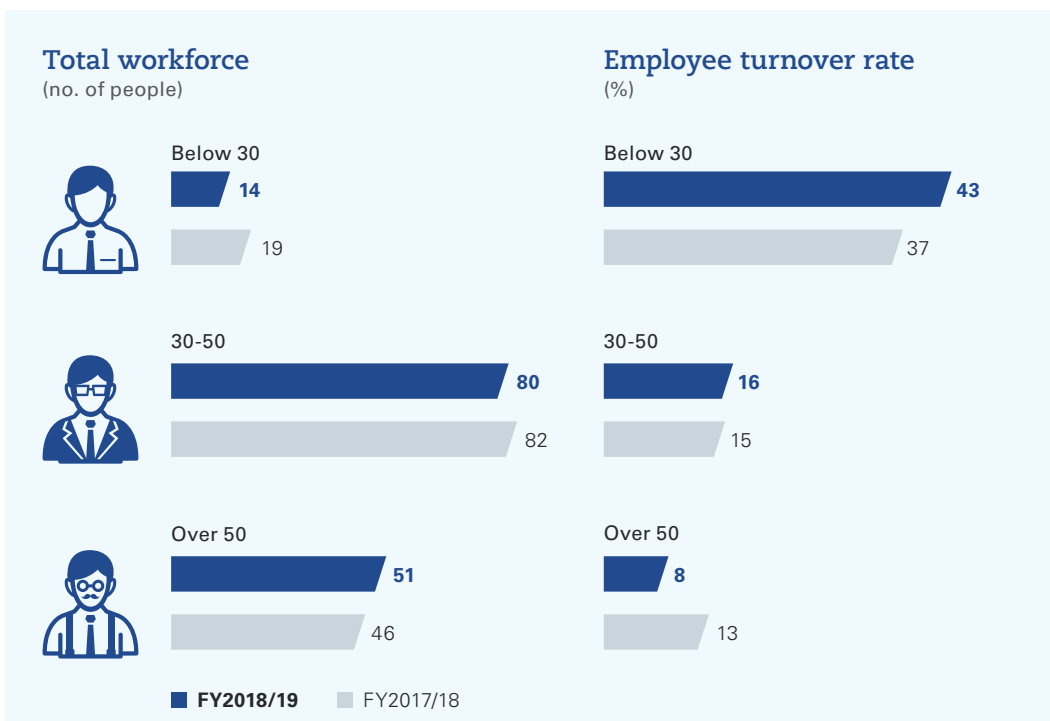


Total workforce by gender, age group and employment type
Employee turnover rate by age group and gender

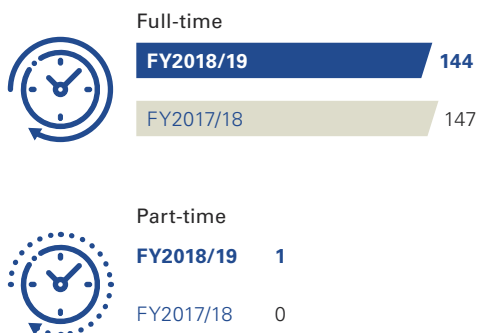
Total workforce by gender



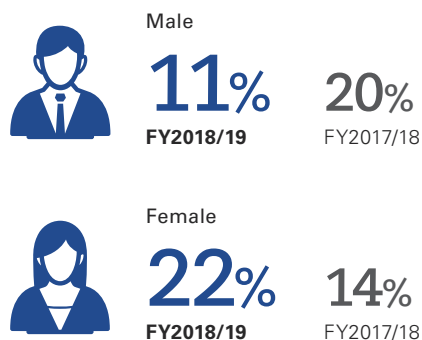
Total workforce and employee turnover rate by age group



Total workforce by employment type
(no. of people)



Employee turnover rate by gender



Staff development

Our staff serve as the foundation of our quality services and the success of our business. The sustainable development of Sunlight REIT relies heavily on their up-to-date and forward-looking skill sets. We nurture a continuous learning culture and support employees in achieving their full potential by encouraging them to join both internal and external training courses. In addition to on-the-job training, our education allowance policy

ensures that our employees receive meaningful financial support for job enrichment. We have established a staff development fund to provide extra financial assistance for staff in pursuit of further studies or education programmes relevant to their job duties. To facilitate professional development, we provide eligible employees with a professional body allowance and encourage them to apply for membership in relevant professional bodies or charters.

Customized training programmes to nurture employees

To maintain the competitiveness of our people in an ever changing business environment, we proactively assess the training needs of employees and have arranged several customized training programmes during the Year to strengthen the skills and knowledge of our staff. Such professional development was supplemented by off-site staff retreats and immersion programmes. For the Year, a total of over 2,300 hours of training was conducted, representing an average of 16 training hours per employee.



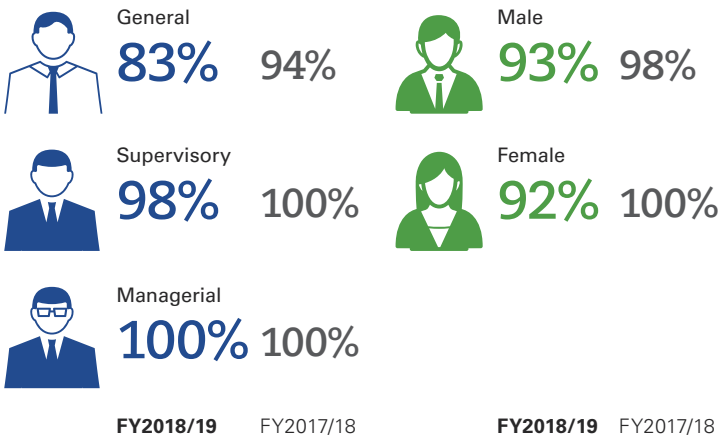
▶ Microsoft Excel workshop

Total training hours received by employees

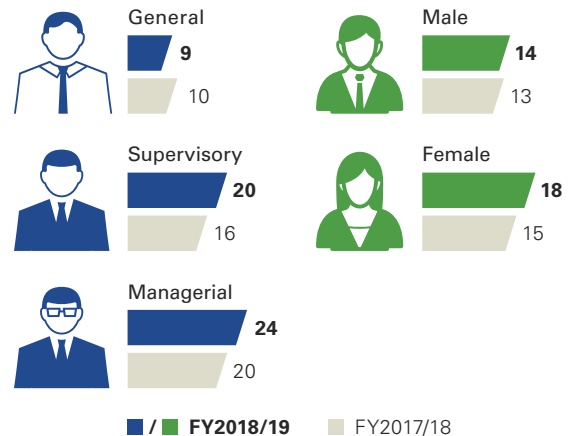
2,307 hours



Percentage of employees trained by employee category and gender



Average training hours completed per employee by employee category and gender (hours)





Health and safety

Ensuring the occupational health and safety of our employees is our foremost concern. We have established internal guidelines and systems to minimize potential health risks and work injuries in accordance with the local Occupational Safety and Health Ordinance (Chapter 509) and the Employees' Compensation Ordinance (Chapter 282). We encourage staff to attend safety training courses to update their safety knowledge. Should any work-related injuries occur, the injured employee is obligated to report to management immediately. We also subsidize annual medical examinations for employees as a preventative measure.



Number and rate of work-related fatalities & lost days due to work injury

Number of work-related fatalities	Rate of work-related fatalities	Lost days due to work injury
Nil	N/A	2

Anti-corruption and whistle-blowing policy

The Manager is committed to maintaining high ethical standards and integrity in our day-to-day operations. Our ethical values and expectations for professional conduct are reflected in our code of conduct, which stipulates specific guidelines and requirements regarding the prevention of bribery, fraud and conflict of interest. Our policies against unethical conduct are detailed in our staff handbook. Together with regular anti-corruption seminars provided by the Independent Commission Against Corruption, our anti-money laundering policy, policy of reporting of irregularities and anti-fraud policy ensure that our employees are kept abreast of updates relating to these subjects and that they are provided with clear guidance on the relevant practices. Furthermore, our policies and guidelines are continuously formulated and updated in accordance with the laws and regulations¹ applicable to our business.

Our policy of reporting of irregularities establishes clear channels, protections and guidance on reporting possible improprieties, which encourages employees and business partners to report any perceived misconduct, malpractice or irregularity without fear of reprisal. This policy is administrated, reviewed and updated by the Internal Audit Department ("IAD") and monitored by the Audit Committee. Complaints are sent to the IAD directly, and confidentiality is respected under all circumstances. The IAD examines each case and takes possible follow up

actions, such as an internal inquiry or formal investigation. The result of any investigation will be submitted to the CEO or the Audit Committee to determine any appropriate corrective or preventive actions.

The anti-fraud policy sets out the management's commitment to upholding our professional business ethics and the responsibility in maintaining an effective fraud risk management framework. Heads of departments and operating units are required to identify the types of fraud that may occur within their areas of responsibility, conduct systematic fraud risk assessments and impose effective control measures to mitigate identified fraud risks.

During the Year, there were no concluded legal cases regarding corrupt practices brought against the Manager or our employees.

Compliance with employment and labour standards

Throughout the Year, we strictly complied with relevant laws and regulations² in relation to employment and labour practices, including those related to occupational health and safety, anti-discrimination, child labour and forced labour.

Number of concluded legal cases regarding corrupt practices brought against the Manager or its employees

Nil FY2018/19	Nil FY2017/18
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Notes :

1. Including but not limited to : Anti-Money Laundering and Counter-Terrorist Financing Ordinance (Chapter 615) and the Guideline on Anti-Money Laundering and Counter-Financing of Terrorism (For Licensed Corporations) issued by the SFC.
2. Including but not limited to : Employment Ordinance (Chapter 57), Inland Revenue Ordinance (Chapter 112), Sex Discrimination Ordinance (Chapter 480), Mandatory Provident Fund Schemes Ordinance (Chapter 485), Personal Data (Privacy) Ordinance (Chapter 486), Disability Discrimination Ordinance (Chapter 487), Family Status Discrimination Ordinance (Chapter 527), Race Discrimination Ordinance (Chapter 602), Minimum Wage Ordinance (Chapter 608).



Our Environment

The Manager is dedicated to enhancing our performance in energy efficiency, GHG emissions reduction, water conservation and resource management by incorporating environmental impact mitigation measures in our operation management and asset enhancement strategies. We aim to foster a culture of sustainable behaviour among our employees and promote green awareness across different external stakeholder groups as well as the wider community.

Energy and emissions

We continue to promote efficient energy consumption at our buildings by actively heightening energy efficiency and reducing GHG emissions through technological upgrades and energy optimization practices.

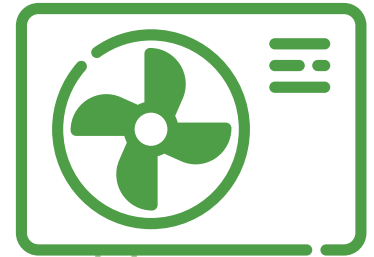
Asset enhancements to optimize energy efficiency

We allocate ample resources to leverage technologies in improving energy efficiency at our buildings. One of the major initiatives we completed during the Year was the chiller plant replacement project at MCPI. Upgrades were made to the chillers, pumps and direct digital control system with new configurations, achieving a higher energy efficiency. As a result, power consumption savings (in kilowatt hours) of around 19% has been achieved during the Year.

► New chiller plant system at MCPI



Energy savings
19%
(in kilowatt hours)
with new chiller plant systems



We also capitalized on opportunities to improve our energy efficiency at a number of our buildings. Upgrading of the lighting systems at Java Road 108 Commercial Centre, SSC and MCPI, with LED lights were in progress. Motion controlled lighting sensors were also installed to save electricity.

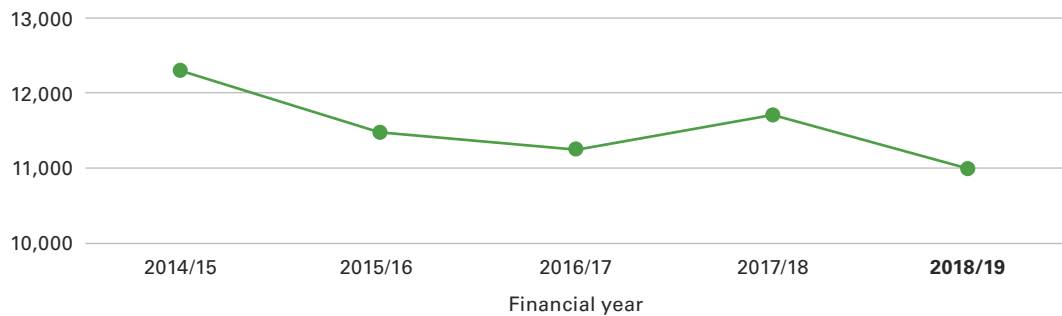


► Replacement of LED lighting at MCPI



Total energy consumption¹

('000 kWh)



Greenhouse gas emissions

In total
(tonnes of CO₂e)



By intensity
(tonnes of CO₂e/FTE²)



■ FY2018/19 ■ FY2017/18



Energy consumption – purchased electricity

In total
(‘000 kWh)



By intensity
(‘000 kWh/FTE)



	FY2018/19	FY2017/18
Breakdown of greenhouse gas emissions		
Scope 1 emissions (tonnes of CO ₂ e)	N/A	N/A
Scope 2 emissions (tonnes of CO ₂ e)	6,860.41	7,212.73
Scope 3 emissions (tonnes of CO ₂ e)	3.14	3.18

Notes :

- Cumulative measurements taken at Sunlight REIT's wholly-owned properties. The increase in energy consumption since FY2017/18 was due to an increase in areas served by the new air-conditioning systems in SSC and MCPI.
- FTE represents full-time equivalent employees.

Waste management

As the burden on Hong Kong’s landfills become more severe, we aim to utilize resources more efficiently through proper waste management at our office and retail properties. During the Year, we provided eco-friendly umbrella dryers at Sunlight Tower as an alternative to plastic umbrella bags and set up plastic umbrella bag recycling points at MCPI’s entrances to emphasize our waste management practices. At Sunlight Tower, we installed hand dryers in the lavatories to encourage saving of paper towels, while making every effort to refurbish rather than replace existing fixtures and assets.



► Eco-friendly umbrella dryers at Sunlight Tower

Total solid waste recycled at Sunlight Tower, Sheung Shui Centre Shopping Arcade and Metro City Phase I Property

(a) FY2018/19

	Sunlight Tower	Sheung Shui Centre Shopping Arcade	Metro City Phase I Property
Waste paper (tonnes)	0.1	23	62
Plastic bottles (kg)	21	72	189
Aluminium cans (kg)	72	82	208
Fluorescent tubes (kg)	240	N/A	N/A

(b) Two-year comparison

Waste paper

In total
(tonnes)



By intensity
(tonnes/FTE)



Plastic bottles

In total
(kg)



By intensity
(kg/FTE)



Aluminium cans

In total
(kg)



By intensity
(kg/FTE)

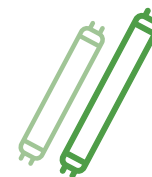


Fluorescent tubes^{Note}

In total
(kg)



By intensity
(kg/FTE)



■ FY2018/19 ■ FY2017/18

Note : At Sunlight Tower only.

Environmental, Social and Governance Report

Water resources

Fresh water is a precious and valuable asset vital to our health and well-being. We, therefore, endeavour to implement water-saving and recycling measures in our daily operations. Water consumption is monitored and controlled through water efficient equipment, such as water-saving faucets and dual flush fittings in all washrooms. We also encourage our tenants to use water wisely by providing them with guidelines for efficient water consumption practices. Compared to FY2017/18, water consumption at our properties¹ has been reduced by 1.0%.

Cultivating environmental awareness

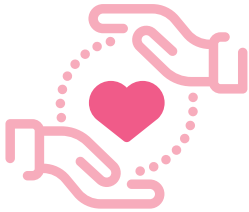
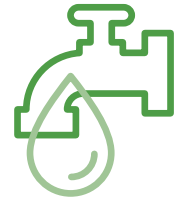
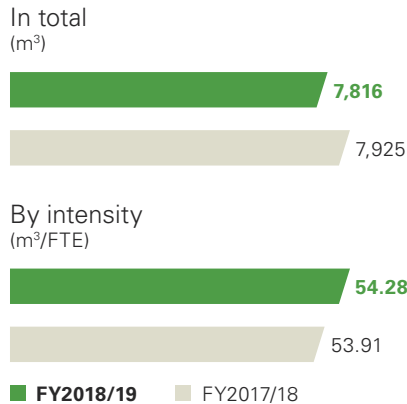
Fostering behavioural change is conducive to sustainable development. We endeavour to nurture environmental stewardship through a wide range of initiatives. During the Year, new tenants were provided with practical green tips on fitting out their premises and subsequent operational practices. Internal notices were distributed

to tenants and employees to encourage proper recycling routines and efficient use of resources.

Environmental compliance

Throughout the Year, we complied with local regulations and standards² relating to air and GHG emissions, discharges into water and land, generation and safe handling of hazardous and non-hazardous wastes.

Water consumption



Our Community

Sunlight REIT's continuous efforts to implement and organize charitable activities in past years have further strengthened our relationship with the community. We work closely with our employees, NGOs and community partners to promote outreach and charitable initiatives which are upheld by our three principal pillars.

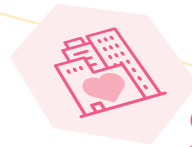
Sunlight REIT's three principal pillars



Caring for the environment



Caring for the youth



Caring for the community

Total CSR engagement :



462 hours

Notes :

1. Please refer to the note on page 31.
2. Including but not limited to : Air Pollution Control Ordinance (Chapter 311), Waste Disposal Ordinance (Chapter 354), Water Pollution Control Ordinance (Chapter 358), Noise Control Ordinance (Chapter 400).



Caring for the environment

Enhancing public awareness is essential to driving environmental stewardship in the community. Therefore, we have arranged and participated in a range of programmes to strengthen the environmental consciousness of our employees and community members.



Bring a Book and Share

We always seek opportunities to utilize our shopping arcades as platforms to promote waste reduction and recycling practices in an effort to inspire public awareness towards a greener culture. During the Year, we continued to collaborate with our charity partner – Read Cycling to launch the “Bring a Book and Share” event at Sunlight Tower, SSC and MCPI. This book-donation event encourages resource circulation within the local community through the donation of used books among our tenants and the public and also helps to promote a stronger reading culture.



10 Tonne PET Bottle Collection Challenge

Committed to creating positive impacts on our environment and society, we supported the plastic bottle recycling campaign “10 Tonne PET Bottle Collection Challenge” organized by V cycle aiming at reducing landfill pressure. Collection bins for plastic bottles were set up at Sunlight Tower and Bonham Trade Centre to collect used bottles. After treatment, these bottles were recycled and remade into reusable bags for a charity sale with proceeds going to support elderly waste pickers. The collection and processing of plastic bottles into eco-friendly tote bags also created job opportunities for people who can take up the responsibilities of waste picking, sewing and stitching.





Caring for the youth

We appreciate that the children and youth of today are tomorrow's leaders and have invested heavily in supporting their development. We make every effort to nurture our next generation of champions to reach their full potential and empower them to build a better future.

Step Out for Children

In September 2018, we collaborated with The Society for Relief for Disabled Children to title sponsor the charity fundraising event "Step Out for Children" which aimed at facilitating health advancements by creating a rare disease data registry for patients with genetic disorders in Hong Kong. Around 50 volunteers from the Manager and the Property Manager participated in this meaningful event by helping to carry out treasure hunts in Tai Kwun. Through this community programme, we promoted Sunlight REIT's staff volunteering culture by extending our care to children in Hong Kong suffering from rare diseases.



Up & Play

Joining hands with the non-profit youth organization, Breakthrough, we organized “Up & Play” to educate the younger generation on the importance of waste management, resource conservation and upcycling. During the event, children and their families helped extend the lifecycle of resources by designing upcycled artworks and transforming waste materials into new products.



Sunlight Unplug Day & Camp

We sponsored the Chinese YMCA of Hong Kong to host the “Sunlight Unplug Day & Camp” to promote face-to-face communication between children and their parents by setting their smartphones aside. Over the course of this two-day event, workshops and talks were held to raise awareness of the long-term negative social and health implications of the excessive use of smartphones. A series of recreational activities were also carried out for children and their families to enhance interaction, strengthen family bonds and enjoy valuable time together.





Caring for the community

Community care is ingrained in our CSR values as we continuously promote a culture of volunteering and encourage staff to support the underprivileged. Through our various volunteering activities, we remain steadfast in our commitments to serve the community and promote social integration.

FOOD-CO Save & Share

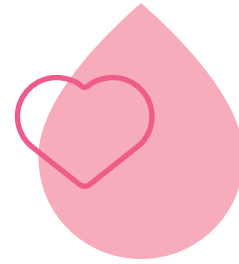
A large number of moon cakes are thrown away every year following the Mid-Autumn Festival in Hong Kong. To minimize food wastage, we collaborated with St. James' Settlement for the second consecutive year in collecting surplus moon cakes at Sunlight Tower during the festival period. The moon cakes were redistributed by FOOD-CO to people living in need.



Village Casserole Feast with the elderly

During the Chinese New Year, we collaborated with St. James' Settlement to spread love and care to single seniors through a "Village Casserole Feast". During the event, the elderly shared their valued experiences with our volunteers and the smiling faces of everyone reflected the meaning and value of the event.





Mobile Blood Donation Service at Sunlight Tower

In support of the Hong Kong Red Cross' blood drive, we helped to set up a mobile blood donation station at Sunlight Tower in April 2019. This initiative provided an opportunity for our staff, tenants and neighbourhood to save lives by replenishing the blood inventory, fulfilling the constant demand for blood supply and supporting patients in need.





Our Customers and Suppliers

Sunlight REIT fully respects the expectations of quality and product responsibility placed on us by our customers. Adequate policies are in place to ensure customer service satisfaction, quality assurance, customer privacy protection and supply chain management.

Customer service satisfaction

We listen and respond to the valuable feedback from our customers and tenants. As outlined in the guidelines on complaint handling, all employees are required to follow our procedures for handling tenant/customer complaints in order to resolve issues promptly and appropriately. Reporting and recording instructions are stated in the guidelines to establish clear directives for our staff to follow. To achieve the best practices in customer service, feedback is collected and subsequently reviewed for any service enhancement opportunities.

Quality assurance

In recognition of the importance of responsible business practices and high-quality standards, we have developed measures to protect customer interests and foster continual enhancement to our services. We conduct annual surveys on our property management services to better understand the needs and expectations of our tenants and to identify areas of improvement. This Year, more than 96% of the survey respondents^{Note} were satisfied with the overall performance of our property management services.

Customer privacy protection

The Manager is devoted to protecting the data privacy of our tenants and customers. We strictly comply with the privacy policy statement formulated and updated with reference to the Personal Data (Privacy) Ordinance (Chapter 486) in Hong Kong. As required by law, all personal data is handled by designated personnel with a high degree of confidentiality, including the collection, disclosure, retention and rights to access personal data. Our privacy policy statement is accessible on the website of Sunlight REIT at <http://www.sunlightreit.com/en-us/privacy-policy-statement>.

During the Year, we complied with relevant laws and regulations relating to customer health and safety, advertising, labelling and privacy matters relating to services provided as well as methods of redress.

Supply chain management

The impact of supply chain management is relatively low in view of our business nature. Yet, regular engagement with our key suppliers is conducted to ensure quality services are delivered to our tenants and shoppers. Whilst guidelines and regulations are in place, we also implement a mechanism to constantly review and evaluate approved suppliers in respect of their qualifications, experience and certifications.

Note : A total of 297 completed questionnaires from our tenants were received.

ESG reporting guide content index

Aspect	KPI	Description	Corresponding Section
A. Environmental			
A1 Emissions	A1	General disclosure	Our Environment – Introduction, Environmental compliance
	A1.1	The types of emissions and respective emissions data	Due to the business nature of Sunlight REIT, this KPI is considered not material.
	A1.2	Greenhouse gas emissions in total and intensity	Our Environment – Energy and emissions
	A1.3	Hazardous waste produced in total and intensity	Our Environment – Waste management
	A1.4	Non-hazardous waste produced in total and intensity	Our Environment – Waste management
	A1.5	Description of measures to mitigate emissions and results achieved	Our Environment – Energy and emissions
	A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved	Our Environment – Waste management
A2 Use of resources	A2	General disclosure	Our Environment – Introduction, Environmental compliance
	A2.1	Direct and/or indirect energy consumption by type and intensity	Our Environment – Energy and emissions
	A2.2	Water consumption in total and intensity	Our Environment – Water resources
	A2.3	Description of energy use efficiency initiatives and results achieved	Our Environment – Energy and emissions
	A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved	Our Environment – Water resources
	A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced	Due to the business nature of Sunlight REIT, this KPI is considered not material.
A3 The environment and natural resources	A3	General disclosure	Our Environment
	A3.1	Description of the significant impacts of activities on the environment and natural resources and actions taken to manage them	Our Environment – Cultivating environmental awareness
B. Social			
B1 Employment	B1	General disclosure	Our People
	B1.1	Total workforce by gender, employment type and age group	Our People – Caring company
	B1.2	Employee turnover rate by gender and age group	Our People – Caring company
B2 Health and safety	B2	General disclosure	Our People – Health and safety
	B2.1	Number and rate of work-related fatalities	Our People – Health and safety
	B2.2	Lost days due to work injury	Our People – Health and safety
	B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored	Our People – Health and safety
B3 Development and training	B3	General disclosure	Our People – Staff development
	B3.1	The percentage of employees trained by gender and employee category	Our People – Staff development
	B3.2	The average training hours completed per employee by gender and employee category	Our People – Staff development
B4 Labour standards	B4	General disclosure	Our People
B5 Supply chain management	B5	General disclosure	Our Customers and Suppliers – Supply chain management
B6 Product responsibility	B6	General disclosure	Our Customers and Suppliers
	B6.2	How products and service related complaints are dealt with	Our Customers and Suppliers – Customer service satisfaction
	B6.4	Description of quality assurance process and recall procedures	Our Customers and Suppliers – Quality assurance
	B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored	Our Customers and Suppliers – Customer privacy protection
B7 Anti-corruption	B7	General disclosure	Our People – Anti-corruption and whistle-blowing policy
	B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases	Our People – Anti-corruption and whistle-blowing policy
	B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored	Our People – Anti-corruption and whistle-blowing policy
B8 Community investment	B8	General disclosure	Our Community – Introduction
	B8.1	Focus areas of contribution	Our Community
	B8.2	Resources contributed to the focus areas	Our Community – Introduction