



爪哇集團  
SEA Group

Stock Code 股份代號 : 251



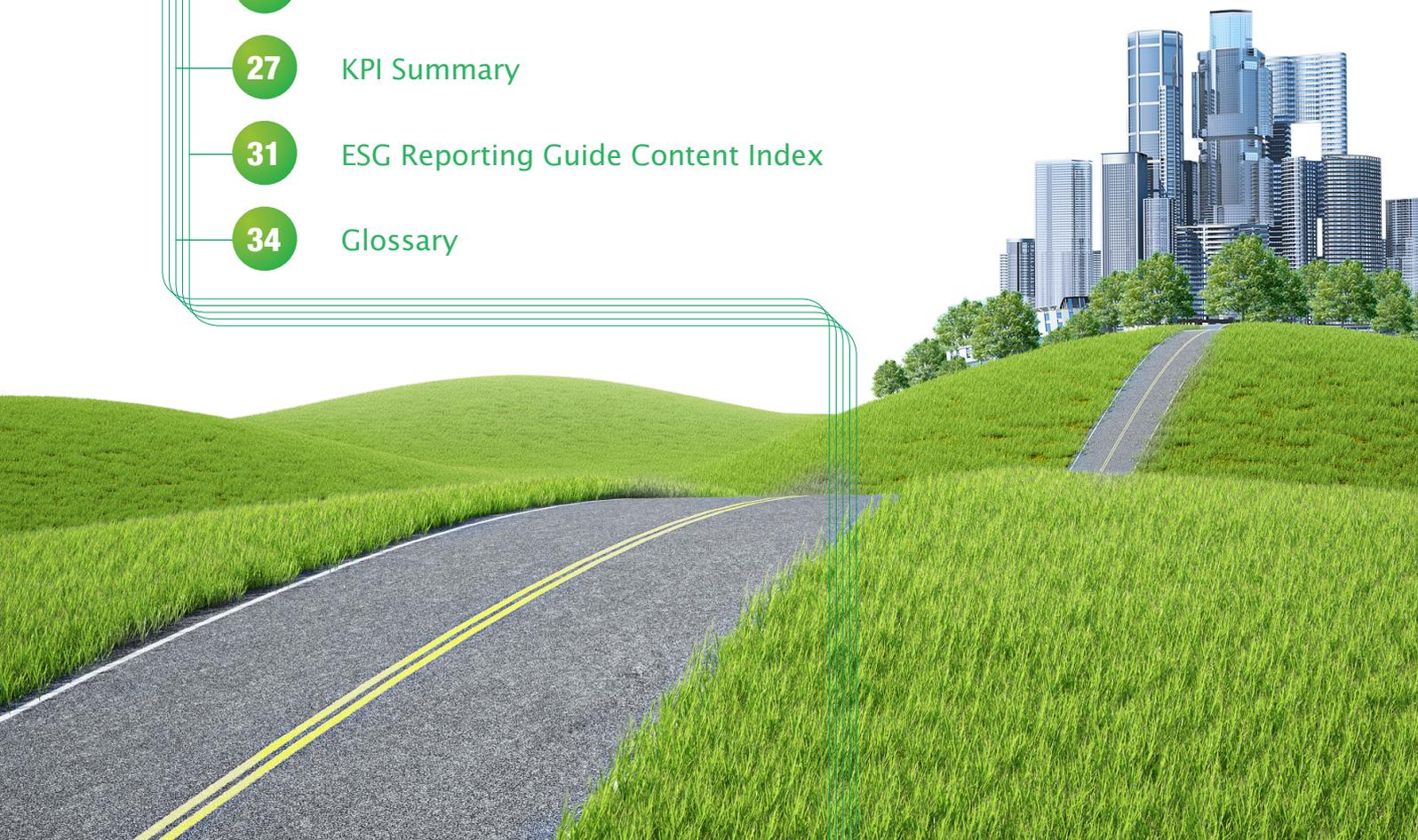
與時創建  
Building with the times

2019

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

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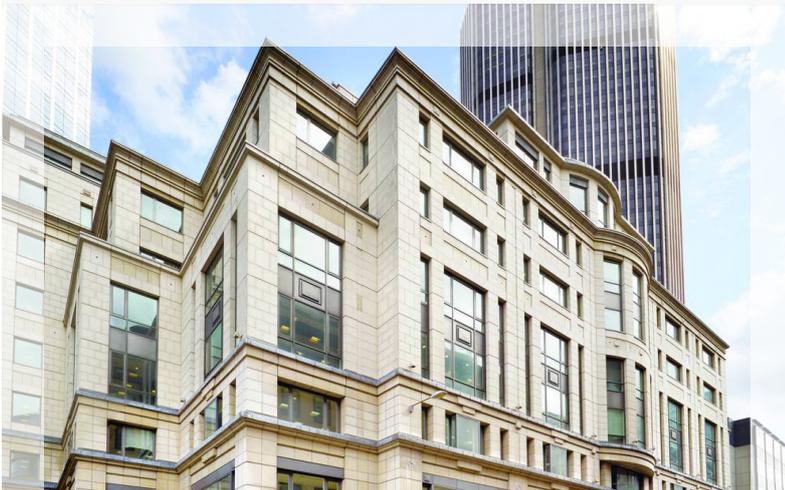


## About the Group

SEA Group is an international property conglomerate with diversified businesses. Over the years, the Group has more than 200 residential, commercial and industrial projects in Hong Kong, United Kingdom, Australia, New Zealand, Canada, Mainland China and other countries.



1 Shouson Hill Road East, Hong Kong



33 Old Broad Street, London



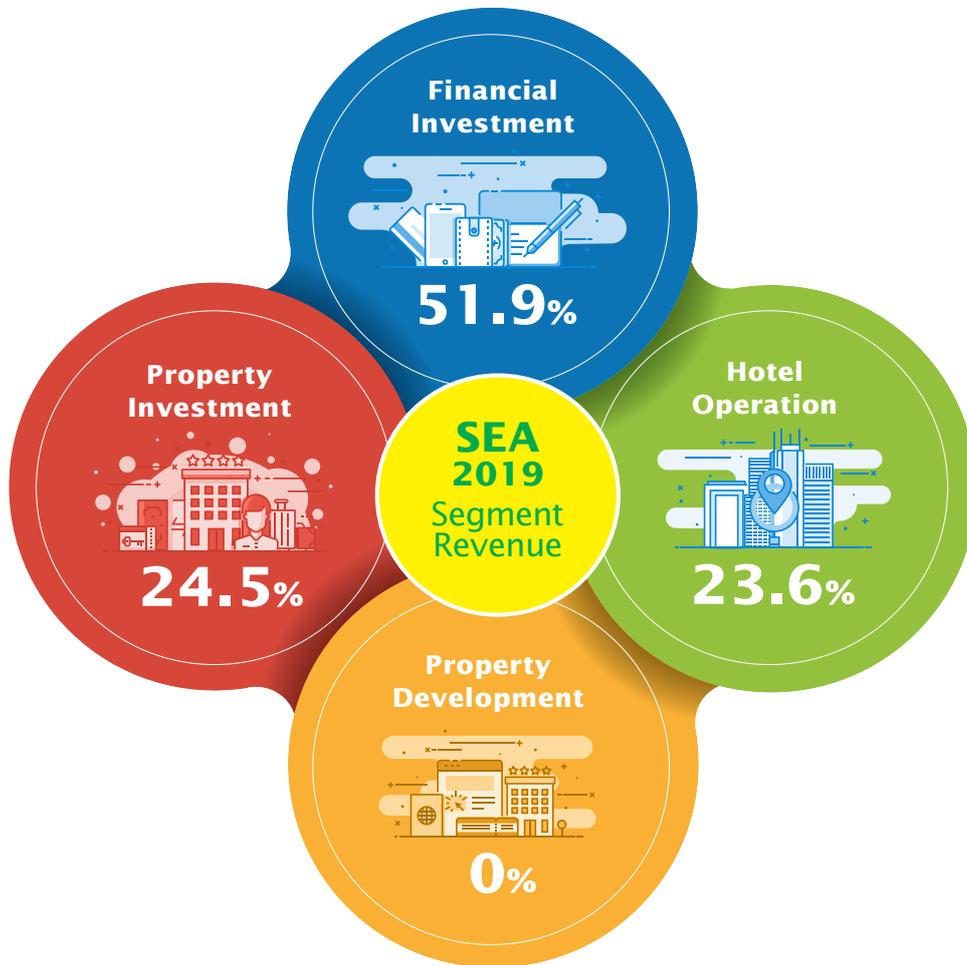
Crowne Plaza Hong Kong Causeway Bay, Hong Kong



Grand Victoria at West Kowloon, Hong Kong



The Group's principal activities involve financial investment, hotel operation, property investment and property development. During the reporting year, it acquired a portion of Winway Building located at No. 50 Wellington Street in Central, Hong Kong. Meanwhile, the Group, as part of the consortium comprised of well-known property developers, is developing an urban waterfront residential development "Grand Victoria" at West Kowloon scheduled to be completed by 2022.



## About the Report

This report is dedicated to present the Group's sustainability performance for the reporting year from 1 January 2019 to 31 December 2019. It outlines the Group's strategy towards sustainability, practices and performances related to ESG aspects. The report is compiled in both Chinese and English, and both versions have been uploaded to the websites of the Company ([www.seagroup.com.hk](http://www.seagroup.com.hk)) and the Stock Exchange ([www.hkex.com.hk](http://www.hkex.com.hk)).

## Reporting Boundary

Consistent with the previous reports, this ESG report presents sustainability approach and performance of hotel operations at Crowne Plaza Hotel as well as business operations of the Head Office.



## Reporting Standard

This report is prepared in accordance with the provisions of the ESG Reporting Guide in Appendix 27 of the Rules Governing the Listing of Securities on the Stock Exchange. To ensure accuracy of environmental KPIs, the Group commissioned a professional consultancy to conduct carbon assessment. To enhance disclosures, applicable social KPIs that are categorised by the ESG Reporting Guide as “recommended disclosures” are also included in this report. The ESG Reporting Guide Content Index is inserted at the end of this report for easy reference.

In preparation for this report, the Group adheres to the reporting principles of “Materiality”, “Quantitative”, “Balance” and “Consistency”.



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## Confirmation and Approval

Information contained herein is prepared based on statistical data, information and documents prepared by SEA. The report was approved by the Board.

## Feedback

The Group values stakeholders’ feedback and considers it as an opportunity for continuous improvement. If you have any questions or comments, please contact SEA through the following channels:

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



2019 was a year marked by economic and political uncertainty. In Hong Kong, the rising trade tensions between the US and China and the social unrest that started over the summer rattled Hong Kong's economy. While this inevitably impacted the Group's performance, the Group continues to capture opportunities that lay foundations in balancing financial returns with long-term sustainable growth. Guided by our corporate philosophy of "Building with the times", we are confident to withstand the current market instability and grow as opportunity arise.



Caring Company Logo awarded to S E A Holdings Limited in 2019

In facing such volatility, creating shared values for stakeholders remains the bedrock of our strategy. We endeavour to manage ESG risks on all fronts to frame our business direction for future challenges.

Underpinned by our CSR Policy Statement, our sustainability approach focuses on adding value to four aspects: People, Community, Environment and Marketplace, which lays foundation for its journey in promoting sustainable practices across the Group.

It is undoubtedly true that global transformation is propelling corporates to progress on the sustainability agenda. We remain confident that our present effort and approach will lead us and our stakeholders to a secure position in the future. Last but not least, I wish to thank our dedicated team of employees and stakeholders for their support in incorporating sustainable practices into our business identity.

**Lu Wing Chi, Jesse**  
Chairman  
22 July 2020, Hong Kong



## Approaches to Sustainability

The Group operates its businesses responsibly to enrich people's living while reducing its environmental footprint. At the same time, the Group is committed to meeting stakeholders' needs by bringing sustainability values to the table.

The Board and the Group's management are committed to continually enhancing the Group's performance and stakeholders' value through maintaining high standards of business conduct and being open and transparent in dealing with stakeholders. The Board oversees the ESG issues. With the assistance of the management across the Group, the Board evaluates and determines the Group's ESG risks, and ensures that appropriate enterprise risk management and internal control system are in place.

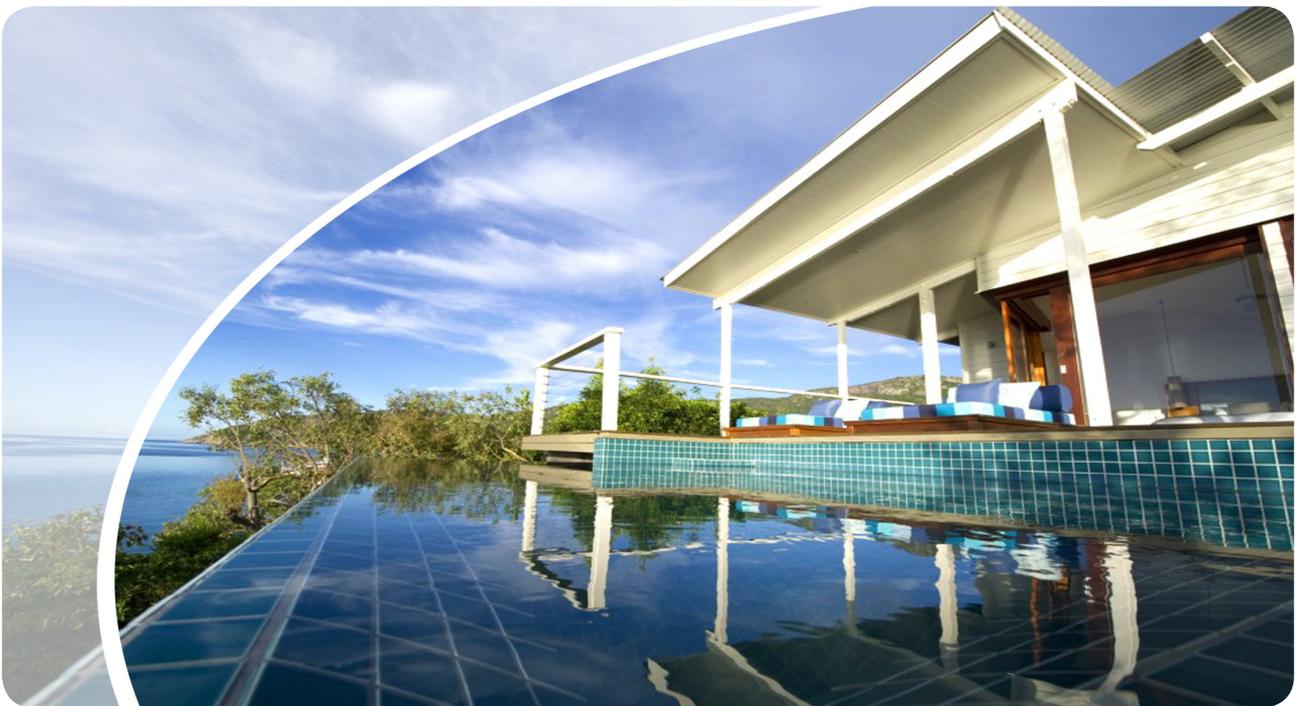


### Approach

- Being ethical in business conduct
- Being open and transparent in dealing with all stakeholders
- Minimising environmental impact and encouraging greater sustainability throughout operations

The Group understands that effective risk management and risk mitigation are vital in realising strategic business objectives. It is in the Group's plan to extend the scope of the risk management framework to cover broader sustainability-related aspects.

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Lizard Island Resort, Queensland, Australia



## Stakeholder Engagement

Regular engagement with stakeholders allows the Group to understand stakeholders' concerns and emerging priorities in order to facilitate potential solutions in a timely manner.

During the reporting year, the Group engaged stakeholders via various communication platforms, including meetings and workshops and communication events.



## Material Issues

Upon understanding the various ESG concerns raised by stakeholders, the management mapped the issues to the twelve environmental and social topics in the amended ESG Reporting Guide which takes effect for reports on financial year after 1 July 2020. A survey with the Board was then designed and conducted by an independent consultant, to gauge the relative importance of each issue and help the Board determine the material ESG issues for the reporting year.

The materiality of each relevant issue was assessed by taking into account its importance to the Board members and the Group's impact in relation to the issue. Based on the survey results, six were prioritised as material issues for disclosure in this report.



## Inclusive Workplace

The Group aspires to provide its employees with a workplace that is attractive, fulfilling and motivating, and promotes inclusive, sustainable employment and decent workplace for all of them.

## Health and Safety

SEA takes employee's health and safety to heart. The Group adopts a safety management system as part of its commitment to fostering a safe and healthy workplace.

### Approach

- Cultivating safety awareness and habits among employees
- Strengthening health and safety management system
- Periodical monitoring and reviewing on safety measures



Hotel Training

The Group takes references on the Guideline prepared by the Occupational Safety and Health Council and Labour Department, which documents relevant measures covering the use of equipment, hygiene, first aid and fire precaution.

At the Crowne Plaza Hotel, safety-related policies covering Workshop Safety, Working at Height, Electrical Safety, Welding and Cutting and Pressure System have been adopted to promote a high level of safety awareness among employees. In addition, periodical preventive measures such as safety inspection and testing of electrical equipment have been put in place to minimise health and safety risks.

To facilitate the implementation of the above policies, the Group has rolled out various health and safety-related activities with its employees. Health insurance covering outpatient services and hospital expenses has been provided to the Group's employees.

The Group organised an in-house health talk by inviting professional speaker to give eye and health advice and arranged free on-site flu vaccinations for its employees during the reporting year.

Safety training activities such as Fire and Bomb General Orientation were conducted by the Crowne Plaza Hotel to ensure better preparation and response during case of emergencies. Legionella control has been put in place at the Crowne Plaza Hotel to minimise the proliferation of Legionella pneumophila and the associated risk of Legionnaires' disease.

The Crowne Plaza Hotel also has a staff welfare committee, where monthly meetings are held to review on staff's safety issues.



Seminar



There were no cases of work-related fatalities and nine cases of work-related injuries, all of which incurred at the Crowne Plaza Hotel during the reporting year. These were mainly minor injuries happened in regular manual work activities. To minimise the health and safety risks in future, the Group plans to organise and provide more health and safety training to employees.

Work related fatality and/or injury		
Locations	Head Office	Crowne Plaza Hotel
Number of work-related fatalities	0	0
Number of work-related injury	0	9
Work-related fatality/injury rate (per 100 workforce)	0%	5.81%
Number of lost days due to work injury	0	390 days

### Development and Training

The Group is committed to attracting and nurturing talents. The Group strives to guide employees in their professional growth through providing work-related training.

#### Approach

- Sponsoring employees in taking up courses relevant to their jobs
- Conducting performance evaluation and identifying skill gaps



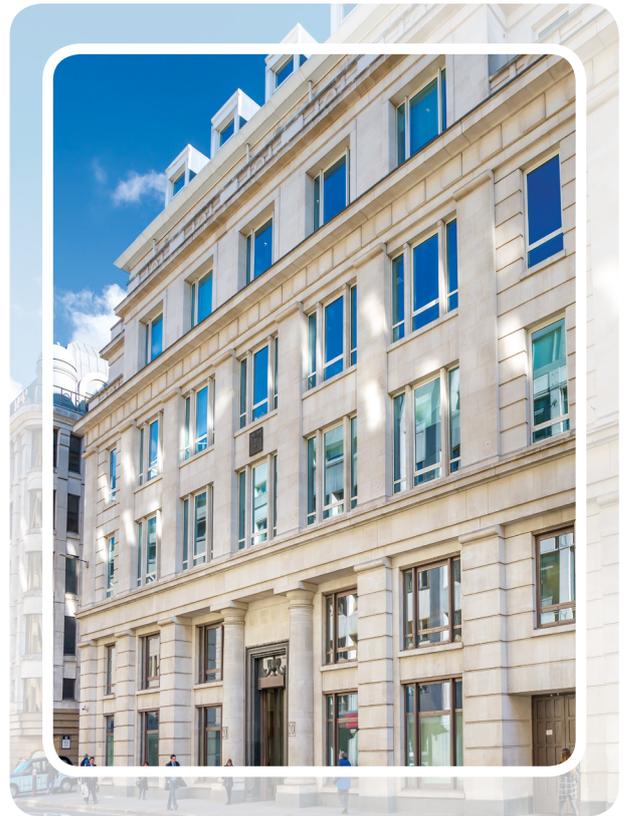
Team Building Activities

Owing to this belief, the Group provides employees with a series of learning opportunities, including in-house training, recreation and team building activities. To encourage and support employees in seeking professional enhancement, the Group provides employees who pursue further study for job-related courses with study fund, subsidising up to 80 percent of their course fees. Employees are also granted with full-pay leave of up to three calendar days per calendar year for their first sittings of examinations.





Winway Building, Hong Kong



20 Moorgate, London

On an annual basis, the Crowne Plaza Hotel assesses employees' performance as well as their needs for attaining training courses to equip employees with the necessary knowledge and skills for handling their daily tasks.

In the reporting year, the Crowne Plaza Hotel conducted trainings in different modes, such as instructor-led workshop, in-house training, hands-on training and e-learning. For the coming year, the Human Resource Department is planning different scopes of trainings covering professional skills, general management skills, and health and safety.

## Employment

The Group aims to maintain high employee satisfaction by going beyond monetary compensation. It strives to create decent jobs and promote a positive workplace that are fundamental to its business operations.

### Approach

- Fostering a fair and diverse workplace
- Adopting a zero-tolerance towards discrimination
- Developing a culture of mutual respect
- Offering an equal opportunity for growth

It is the Group's responsibility to inform its employees on the expectations, duties and rights of both parties. The Group has put in place Employee Handbooks with an overview of policies and expectations of behavior, preventing misunderstandings, complaints and dissatisfactions out of misinterpretation. It clarifies expectation and serves as a reference whenever disputes issues arise.





## Recruitment and promotion

The Group strives to acquire high-quality employees to join the Company. Employment is offered to the best-qualified applicants with reference to their merits and abilities to meet the requirements of the job. Selection for promotion will be based on merit such as competence and potential, performance and quality of work etc.



## Compensation and dismissal

The Group offers competitive remuneration package to attract, retain and motivate high performance employees. Our remuneration philosophy is based on total remuneration, which includes basic salary, discretionary bonus and a voluntary contribution to retirement fund.



## Diversity

SEA prides itself in delivering fair employment, based on a range of diverse perspectives including cultural and educational background, experience, skills, knowledge, age and gender.

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Lion Dance celebrating the Lunar New Year



Birthday parties for staff





### Benefits and Welfares

The Group strictly follows the relevant local laws and regulations and makes reasonable arrangements for employees' holidays, such as annual leave and sick leave.

We also offer other attractive benefits such as life and medical benefit for employees and their eligible dependents after probation, long service recognition award and study fund to employees.



### Equal opportunities and anti-discrimination

The Group ensures employees are treated fairly and equally, and free from discrimination on gender, marital status, colour, religion, race, nationality, ethnic origins, disability and age in all aspects of employment.



### Working hours and rest periods

The Group embraces a work-life balance working culture. Employees are encouraged to complete their tasks within office/ working hours instead of working overtime.



Luncheon and Service Award



## Labour Standards

The Group operates in a manner that demonstrates strong ethical foundations and fully supports human rights in the Group's operation and value chain.



### Prevention of child labour

The Group is committed to prevent child labour in its workplace. A comprehensive inspection of the job applicant's identity is conducted before recruitment to prevent child labour.



### Prohibition of forced labour

The Company encourages employees to complete work within working hours. In cases that employees are requested to work outside normal working hours, overtime compensation and meal allowance should be provided as special arrangement on overwork.

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Staff outing



## Fair Marketplace

As a responsible corporate citizen, the Group commits to operating its businesses at a high level of accountability. It strives to deliver profitable business growth through effective market compliance, risk management, and responsible product stewardship.

## Product Responsibility

SEA's commitment to its customers is deeply ingrained in its corporate culture. It pays extreme precaution on product and service responsibility given that these are the essential factors influencing mutual trust between the Group and its customers.

### Approach

- Protecting customers' information and privacy
- Maintaining high standards of hygiene and providing a safe and healthy environment
- Preserving high standards of food processing to ensure the best quality of food is delivered
- Upholding a high commitment to responsible marketing



Crowne Plaza Hong Kong Causeway Bay, Hong Kong

## Customer's Data Protection

Guided by the Group's Privacy Policy, the Crowne Plaza Hotel is aware that its business must be well-equipped in order to protect sensitive customer's information. It implements proper security controls to ensure customers' information is handled with the greatest care. Trainings focusing on handling personal data and credit cards securely are made compulsory for frontline employees to attend to understand importance and practices of data protection. A privacy policy statement or personal information collection disclaimer is presented to customers upon collection of personal data, informing customers that information will be collected, with their acknowledgement.

## Customer Health and Safety

The CSR Policy Statement stipulates that the Group adheres to standards of product safety in accordance with the relevant rules and regulations to secure user's safety. At the Crowne Plaza Hotel, it attaches great importance in ensuring every stay at the Hotel is safe and comfortable. It monitors ventilation system regularly to ensure that air circulation and humidity are controlled at a comfortable level, free of harmful concentration and pollutants. Likewise, it places a strong focus on maintaining water quality to create a hygienic condition for customers' health.



The Crowne Plaza Hotel adheres to standards of product safety under the relevant rules and regulations to secure customers' health and safety. It puts in place a set of standards and guidelines — Food Safety Management System to keep food safe for consumption. The system covers materials purchasing, food processing, handling and packaging. This practice is also extended from its own premises to include vendors and suppliers, aiming to maintain a high standard of food hygiene and safety.



Crowne Plaza Hong Kong Causeway Bay, Hong Kong

A responsive mechanism is in place to respond to customer complaints and food alerts. Every year, the Crowne Plaza Hotel conducts a mass foodborne illness (FBI) and food recall exercise involving food handling and inspection procedures. This exercise aims to ensure employees are familiarised with emergency scenarios concerning food contaminations, reducing negative consequences promptly.

### Advertising

Campaign and marketing content can influence public perception and opinions. Therefore, measures are in place to ensure that the Crowne Plaza Hotel's campaigns are managed in accordance with overseas, regional and local media guidelines.

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The Group's operation does not involve labelling matters. Depending on the business development in future, the Group will continue to review the need of formulating organisational policies, standards, guidelines or contracts related to product labelling and terms of service.



### Anti-corruption

The Group does not tolerate any acts of corruption, bribery, extortion, fraud and money laundering activities in the course of business. To ensure employees demonstrate a high standard of conduct in relation to suppliers or customers, the Group prohibits directors or employees from soliciting advantages as well as discouraging them from accepting benefits. Employees should seek approval in advance in the event that unsolicited gift is accepted or offered.

SEA is aware that providing proper education to employees is essential to instilling the culture of business integrity and anti-corruption in its workplace. In the coming year, the Group plans to organise and provide anti-corruption training to employees.

#### Approach

- Cultivating compliance culture in workplace
- Establishing internal control measures
- Putting in place effective and transparent communication channels with regards to anti-corruption or financial crime



The Crowne Plaza Hotel has put in place a mix of internal control measures throughout its operation to prevent corruption and bribery. A Code of Conduct containing terms on anti-corruption has been circulated to employees about appropriate handling procedures when circumstances fit. The Crowne Plaza Hotel's staff are required to sign the form of Code of Conduct and anti-corruption policy.

The Crowne Plaza Hotel has established a confidential hotline as part of the internal control measures in combating corruption and handling of grievance procedures-related complaints. It is a platform for stakeholders to raise concerns over any possible malpractices within the workplace. Cases reported will be handled by a third party to ensure reporter stays anonymous thus protecting reporters from reprisals.

## Supply Chain Management

The Group is actively managing its supply chain through the ongoing expansion of its sustainability policies to include vendors, suppliers or business partners. The Group will continuously minimise ESG-related risks while promoting corporate values by selecting suppliers with established social and environmental measures.

### Approach

- Promoting ethical and responsible business conducts among suppliers and vendors
- Supporting green and sustainable development through sustainable purchasing practices
- Embracing open and transparent procurement by adopting a standardised procurement process

At the Head Office, the Company procures printing service for corporate communication, and requires that the service suppliers use Forest Stewardship Council-certified (FSC) papers. The Crowne Plaza Hotel promotes sustainable purchasing practices through the establishment of green procurement criteria for ongoing consumables and durable goods. Additionally, it established a standardised process flow for procurement involving food and beverage. On top of performing inspection and auditing at suppliers' premises, it also regularly monitors and reviews suppliers' performances to ensure they meet the Crowne Plaza Hotel's specifications. Vendors who underperform would be disqualified and removed from its suppliers' list.



Crowne Plaza Hong Kong Causeway Bay, Hong Kong



## Balanced Environment

Managing environmental impacts and reducing consumption on natural resources are the Group's ultimate commitment towards protecting the ecosystem. Guided by the CSR Policy Statement, the Group is exploring ways in limiting its environmental impacts throughout its operations and supply chain.

### Reducing Carbon Footprint

The Group addresses climate change and aims to reduce carbon emissions and advocates through different approaches.



#### Approach

- Monitoring GHG emissions to improve on energy management
- Optimising energy efficiency by deploying Energy Management Best Practice
- Benchmarking and taking references from Code of Practice set out by the Building Energy Code on energy management

The Group has engaged an independent consultant, Carbon Care Asia, to gain a better understanding and evaluate its GHG emissions on an annual basis. This assessment was conducted following the Guideline<sup>1</sup> established by the Environmental Protection Department and EMSD of Hong Kong. It also referenced international standards such as the ISO 14064 standard and the GHG Protocol. Based on the result, the total GHG emissions from the Head Office and the Crowne Plaza Hotel was 5,309.1 tonnes of CO<sub>2</sub>-e. Purchased electricity in the Crowne Plaza Hotel was the primary source of GHG emissions of the reporting year, comprising close to 93% of the total GHG emissions.



1 Shouson Hill Road East, Hong Kong

<sup>1</sup> Guidelines to Account for and Report on Greenhouse Gas Emissions and Removals for Buildings (Commercial, Residential or Institutional Purposes) in Hong Kong.



<b>GHG Emissions</b>				
<b>Scope</b>	<b>Emissions (tonnes CO<sub>2</sub>-e)</b>			
	<b>2019</b>		<b>2018</b>	
	<b>Head Office</b>	<b>Crowne Plaza Hotel</b>	<b>Head Office</b>	<b>Crowne Plaza Hotel</b>
Scope 1: Direct GHG Emissions <sup>2</sup>	51.9	141.0	51.5	149.0 <sup>3</sup>
	192.9		200.5 <sup>4</sup>	
Scope 2: Energy Indirect GHG Emissions <sup>5</sup>	91.9	4,947.1	97.2	5,829.8
	5,039.0		5,927.0	
Scope 3: Other Indirect GHG Emissions <sup>6</sup>	23.5	53.7	38.2	44.5 <sup>7</sup>
	77.2		82.7 <sup>8</sup>	
Subtotal GHG emissions by entities	167.3	5,141.8	186.9	6,023.3 <sup>9</sup>
<b>Total GHG Emissions</b>	<b>5,309.1</b>		<b>6,210.2</b>	
<b>GHG Emissions Intensity</b> (by number of employees and revenue respectively)	<b>3.3</b> (per employee)	<b>26.5</b> (per million HKD)	<b>3.7</b> (per employee)	<b>23.9</b> (per million HKD)

Overall emissions of the reporting year were approximately 15% lower than the previous year owing to various factors:

- 4% decrease in Scope 1 emissions, mainly from reduced stationary combustion of LPG for heating.
- 15% decrease in Scope 2 emissions, mainly from reduced electricity consumption due to stricter control of chiller operation hours and temperature setting.
- 7% decrease in Scope 3 emissions, mainly from reduced paper consumption due to increased use of electronic copies and adjusted printer setting to double-sided printing.

To further improve the Group's performance, it shall continuously monitor, assess and report the carbon emission every year.

### Other Air Emissions

NO<sub>x</sub>, SO<sub>x</sub> and RSP were the key air pollutants in the Group mainly generated from gaseous fuel consumption and vehicle use.

<b>Air Emissions</b>				
<b>Air Pollutants</b>	<b>2019 Emissions (in kg)</b>		<b>2018 Emissions (in kg)</b>	
	<b>Head Office</b>	<b>Crowne Plaza Hotel</b>	<b>Head Office</b>	<b>Crowne Plaza Hotel<sup>10</sup></b>
NO <sub>x</sub>	10.99	10.84	9.88	11.77
	21.83		21.65	
SO <sub>x</sub>	0.29	0.08	0.29	0.09
	0.37		0.38	
RSP <sup>11</sup>	0.81	0.05	0.73	0.07
	0.86		0.80	

<sup>2</sup> Scope 1 includes direct emissions from combustion of fossil fuels in stationary sources and mobile sources.

<sup>3</sup> This figure was restated as the amount of LPG used by the Crowne Plaza Hotel in 2018 was subsequently updated/clarified.

<sup>4</sup> This figure was restated as the amount of LPG used by the Crowne Plaza Hotel in 2018 was subsequently updated/clarified.

<sup>5</sup> Scope 2 includes energy indirect emissions by electricity purchased from power companies and gas purchased from Towngas.

<sup>6</sup> Scope 3 includes other indirect emissions by methane gas generation at landfill in Hong Kong due to disposal of paper waste, fresh water processing, sewage processing and business travel by employees.

<sup>7</sup> This figure was restated as the amount of water consumed by the Crowne Plaza Hotel in 2018 was subsequently updated/clarified.

<sup>8</sup> This figure was restated as the amount of water consumed by the Crowne Plaza Hotel in 2018 was subsequently updated/clarified.

<sup>9</sup> This figure was restated as the amount of LPG used and water consumed by the Crowne Plaza Hotel in 2018 was subsequently updated/clarified.

<sup>10</sup> Figures of NO<sub>x</sub> and SO<sub>x</sub> emissions of the Crowne Plaza Hotel in 2018 were restated as the amount of LPG used by the Crowne Plaza Hotel in 2018 was subsequently updated/clarified.

<sup>11</sup> Since gaseous fuel consumption is not a significant source of RSP emissions, the figures of RSP do not include Towngas and LPG combustion in hotel operations.



## Waste Management

Proper waste handling is the key to waste management. The Head Office encourages material savings to reduce waste generated from its daily operations. Waste Electrical and Electronic Equipment (WEEE) such as computers, printers and photocopiers were sent to recyclers for processing, while hazardous waste, such as used ink and toner cartridges, were returned to the service providers to minimise adverse impacts on the environment. The recycling of materials in our operations, including papers, plastic bottles, stationery and office equipment, are highly encouraged.



The Crowne Plaza Hotel deploys the concept of waste recycling in its operation to properly handle non-hazardous waste. Underpinned by this commitment, drop off points of recyclable items such as cardboards, newspapers, office papers, glasses, metals, plastic and cooking oil and grease are identified and plotted accordingly.

### Approach

- Deploying the concept of waste management through prevention, substitution and recycling
- Developing a tracking system to effectively monitor waste handling

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Christmas tree made with used soft drink cans



BIO-POT Straws

Guided by measures intended for proper handling of hazardous materials, the Crowne Plaza Hotel conducts audit of hazardous materials annually and performs regular checks of the storage area, and appoints professional companies or the original suppliers to collect or prepare waste for shipment to an approved hazardous waste disposal facility. Besides, it also conducts waste stream audits and creates a waste tracking system to ensure all waste is managed correctly and the process is transparent and visible to customers.

The Crowne Plaza Hotel is aware that single-use plastic straws are not bio-degradable and mostly end up in wildlife habitats where they posit a serious threat to animals and the ecosystem. As such, it has replaced plastic drinking straws with BIO-POT straws since December 2018, which are entirely bio-degradable in landfills, aiming to leave no trace in the environment and reducing negative environmental impact.

In the reporting year, an additional recycling area was set up in the Crowne Plaza Hotel's staff canteen for staff to classify and distribute the waste papers, plastic bottles and aluminum cans. In order to raise staff's awareness in environmental protection, a Christmas tree was made with approximately 100 used soft drink cans in staff canteen in December 2019.



During the reporting year, the Group's operations produced 0.03 tonnes and 46.3 tonnes of hazardous waste and non-hazardous waste respectively. The generation of non-hazardous waste at the Head Office was increased in both absolute value and intensity by 18.6% and 21.0% respectively. In the coming year, the Group considers introducing a wider range of waste reduction initiatives at the Head Office and enhances environmental awareness of the office staff.

Looking ahead, it is in the Crowne Plaza Hotel's agenda to record and report hazardous waste in future reports.

Waste				
Amount (in tonnes)	2019		2018	
Hazardous waste	Head Office	Crowne Plaza Hotel	Head Office	Crowne Plaza Hotel
Total hazardous waste produced	0.03	Not recorded <sup>12</sup>	Not recorded	Not recorded
	0.03		Not recorded	
Hazardous waste intensity (by number of employees)	0.0006 (per employee)	—	—	—
Non-hazardous waste	Head Office	Crowne Plaza Hotel	Head Office	Crowne Plaza Hotel
Total non-hazardous waste produced	13.0	33.3	11.0	32.0
	46.3		43.0	
Non-hazardous waste intensity (by number of employees and revenue respectively)	0.26 (per employee)	0.17 (per million HKD)	0.22 (per employee)	0.13 (per million HKD)

### Use of Resources

SEA understands the importance of preserving resources for the next generation. It makes business sense for the Group to increase resources efficiency while protecting our ecosystem through resource conservation. The CSR Policy Statement specifies that the Group should strive to minimise the use of resources including water, energy and other materials, and reduce the Group's impacts on the environment as much as it can through recycling and efficient use of equipment.



**Approach**

- Implementing and monitoring measures in reducing water consumption
- Raising customers' attention and garnering their support in its environmental commitment

<sup>12</sup> Data for hazardous waste was not available for the Crowne Plaza Hotel in the reporting year. It is in the Group's plan to enhance the data collection system and disclosures in the coming year.



## Energy Management

Considering energy consumption is the most significant source of GHG emissions of the Group. The Group makes an effort in raising staff's energy saving awareness and regularly reminds them to switch off lighting and electronic devices when not in use. At the Head Office, power-saving mode in office equipments, LED lighting and indoor temperature control are set to default in order to minimise energy consumption.

The Crowne Plaza Hotel has rolled out a series of measures to guide strategies in increasing the energy efficiency of its facilities. An energy monitoring system is in place, which enables the assessment and monitoring of energy consumption behaviour within its operation and allows the Crowne Plaza Hotel to conduct periodical review for improvement. Energy management best practices in the administration area were communicated to staff to deploy and promote green practices.



Along with this, the Crowne Plaza Hotel implements energy management practices and procedures in different areas such as lighting, cooling, and heating, ventilation and air conditioning distribution, domestic water, refrigeration and power distribution to meet requirements and standard set out by the Building Energy Code issued by the EMSD.

The table below details energy consumption of the reporting year in the Head Office and the Crowne Plaza Hotel.

Energy Use				
Energy Type	2019		2018	
	Head Office	Crowne Plaza Hotel	Head Office	Crowne Plaza Hotel
<b>Direct energy use</b> (in MWh equivalent)				
Direct energy use	907.1		943.9 <sup>13</sup>	
Towngas	N/A	695.1	N/A	732.6
	695.1		732.6	
LPG	N/A	7.5	N/A	11.3 <sup>13</sup>
	7.5		11.3 <sup>13</sup>	
Petrol	147.2	21.1	143.1	20.7
	168.3		163.8	
Diesel	36.2	N/A	36.2	N/A
	36.2		36.2	
<b>Indirect energy use</b> (in MWh)				
Indirect energy use	6,184.8		7,461.4	
Electricity	113.5	6,071.3	123.0	7,338.4 <sup>13</sup>
	6,184.8		7,461.4	
<b>Total energy use</b> (in MWh equivalent)	<b>7,091.9</b>		<b>8,405.3<sup>13</sup></b>	
<b>Energy intensity</b> (by number of employees and revenue respectively)	5.9 (per employee)	35.0 (per million HKD)	5.9 (per employee)	32.2 (per million HKD) <sup>13</sup>

Resulted from the energy management initiatives carried out at the Crowne Plaza Hotel, the total energy consumption had been reduced by 16.1%, while the energy intensity had been increased by 8.8%. The total energy use at the Head Office was also reduced by 1.8% in the reporting year.

<sup>13</sup> This figure was restated as the amount of LPG used by the Crowne Plaza Hotel in 2018 was subsequently updated/clarified.



## Water and Paper

Water stress is recognised as a global issue. Water conservation message is also communicated to customers staying at the Crowne Plaza Hotel and employees at the Head Office through posting water-saving notices at the guest rooms and pantry respectively. Even though the Crowne Plaza Hotel does not operate in areas of high-water stress, it still strives to play its roles in implementing water-saving measures. The Crowne Plaza Hotel implements water consumption monitoring system which is designed for real-time data collection on the amount of water used. Besides, the Crowne Plaza Hotel has installed water-saving taps in kitchens and washrooms since 2018 to reduce water consumption.



During the reporting year, the water consumption of the Crowne Plaza Hotel was 64,164 cubic meters, which is quite close to the consumption of previous year in terms of absolute value, only 0.13% lower.

Resource Use				
Water use	Consumption (in cubic metres)			
	2019		2018	
	Head Office <sup>14</sup>	Crowne Plaza Hotel	Head Office	Crowne Plaza Hotel <sup>15</sup>
Water consumption	209	64,164	—	64,249
	64,373		64,249	
Water intensity (by number of employees and revenue respectively)	4.2 (per employee)	330.3 (per million HKD)	—	255.0 (per million HKD)
Paper Use	Consumption (in cubic tonnes)			
	2019		2018	
	Head Office	Crowne Plaza Hotel	Head Office	Crowne Plaza Hotel
Paper consumption <sup>16</sup>	1.6	4.9	4.3	5.5
	6.5		9.8	

The Group fosters the use of e-system and sets the printers from single-sided printing to double-sided printer to reduce the amount of papers used. Instead of recycling old magazines and journals, the Crowne Plaza Hotel donates them to hospitals, clinics or libraries to extend the life cycle of the items.

The Head Office had cut down the amount of used paper by 62% as a result of these paper saving initiatives.

After continued monitoring of environmental performance, the Group considers setting up quantitative targets in the coming year to measure future progress in emissions and waste reduction, as well as in energy use and water efficiency.

<sup>14</sup> There are no individual meters in the Head Office for recording water consumption. In 2018, SEA was not able to obtain the records of water consumption from the property management. In the reporting year, the amount of water consumed by the Head Office was estimated from total water use of the entire floor in the commercial building using floor area ratio.

<sup>15</sup> This figure was restated as the amount of water consumed by the Crowne Plaza Hotel in 2018 was subsequently updated/clarified.

<sup>16</sup> Paper here mainly involves office paper.



## Environment and Natural Resources

SEA recognises the importance of natural resource preservation. The Crowne Plaza Hotel acknowledges its role in responsible sourcing as well as the environmental impacts on the ozone layer. It is actively exploring environmentally friendly measures.

### Approach:

- Sourcing sustainable seafood to support the conservation of marine ecosystem
- Phasing out products and use of ozone-depletion substances in order to protect the ozone layer



Since overfishing and poor marine culture practices damage marine habitat and ecosystem, the Crowne Plaza Hotel is committed to responsible seafood sourcing. Sustainable consumption of seafood can prevent the collapse of fish stock and the marine ecosystem. Against this backdrop, it sets priority in purchasing seafood products that are listed as “Recommended-Green” by World Wide Fund Hong Kong.

In the reporting year, the Crowne Plaza Hotel announced its decision on phasing out refrigeration equipment that contain ozone-depletion substances, particularly Chlorofluorocarbons and Hydro chlorofluorocarbons.

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## Supportive Community

SEA believes that supporting the development of local communities will lead to long-term success of the business. By maintaining a good relationship with the communities, the Group will be able to better identify the needs of the communities, in order to propel social development where it operates.

### Community Investment

The Group is supportive of donation, sponsoring social activities as well as encouraging staff to take part in voluntary services.

The Group has been awarded the Caring Company Logo by the Hong Kong Council of Social Service (HKCSS) in 2019 in recognition of our commitment in caring for our community, employees and environment over the past year.



The Community Chest Dress Casual Day 2019

### Approach

- Propelling community development by leveraging its resources
- Supporting employee's participation in volunteering



During the reporting year, the Group has participated in the “Dress Casual Day” which is the annual charity event organised by the Community Chest. Besides, the Group donated HK\$4,000 and partnered with Christian Family Service Centre in holding a volunteering activity. Prior to the mid-autumn festival, 12 employees participated in the volunteering activity to visit and to donate mooncakes and gifts to the vulnerable communities. A total of 48 hours were devoted to help the less fortunate and spread love and care during the festival.



Donating mooncakes and gifts organised by Christian Family Service Centre



## Compliance Performance

Aspect	Relevant laws and regulations	Compliance performance during the reporting Year
<b>Emissions</b>	Air Pollution Control Ordinance (Hong Kong Law, Cap. 311); Waste Disposal Ordinance (Hong Kong Law, Cap. 354); and Water Pollution Control Ordinance (Hong Kong Law, Cap. 358)	There were no non-compliance cases concerning air and GHG emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.
<b>Employment</b>	Employment Ordinance (Hong Kong Law, Cap. 57)	There were no non-compliance cases related to compensation and dismissal, recruitment and promotion, working hours, equal opportunity, diversity, anti-discrimination, and benefits and welfare-related matters.
<b>Health and Safety</b>	Occupational Safety and Health Ordinance (Hong Kong Law, Cap. 509)	There were no non-compliance cases related to providing a safe working environment and protecting employees from occupational hazards.
<b>Labour Standards</b>	Employment Ordinance (Hong Kong Law, Cap. 57)	There were no non-compliance cases regarding child and forced labour.
<b>Product Responsibility</b>	Personal Data (Privacy) Ordinance (Hong Kong Law, Cap. 486)	There were no non-compliance cases concerning health and safety, advertising, labelling and privacy matters.
<b>Anti-corruption</b>	Prevention of Bribery Ordinance (Hong Kong Law, Cap. 201)	There were no non-compliance cases concerning bribery, extortion, fraud and money laundering.



## KPI Summary

### Environmental Performance

Air Emissions	2019 Emissions	2018 Emissions <sup>17</sup>
NOx (kg)	21.83	21.65
SOx (kg)	0.37	0.38
RSP <sup>18</sup> (kg)	0.86	0.80

GHG Emissions	2019 Emissions	2018 Emissions
Scope 1: Direct emissions <sup>19</sup> (tonnes of CO <sub>2</sub> -e)	192.9	200.5 <sup>20</sup>
Scope 2: Energy indirect emissions <sup>21</sup> (tonnes of CO <sub>2</sub> -e)	5,039.0	5,927.0
Scope 3: Other indirect emissions <sup>22</sup> (tonnes of CO <sub>2</sub> -e)	77.2	82.7 <sup>23</sup>
GHG Emissions in total (tonnes of CO <sub>2</sub> -e)	5,309.1	6,210.2
GHG Intensity, at the Head Office, by number of employees (tonnes of CO <sub>2</sub> -e/per employee)	3.3	3.7
GHG Intensity, at the Crowne Plaza Hotel, by revenue (tonnes of CO <sub>2</sub> -e/per million HKD)	26.5	23.9

Hazardous and Non-hazardous Waste	2019 Amount	2018 Amount
<b>Total Hazardous Waste Produced</b>		
Total Hazardous waste (tonnes) <sup>24</sup>	0.030	0
Hazardous waste intensity, at the Head Office, by number of employees (tonnes of CO <sub>2</sub> -e/per employee)	0.0006	Not Recorded
<b>Total Non-hazardous Waste Produced</b>		
Total Non-hazardous waste (tonnes)	46.3	43.0
Non-hazardous waste intensity, at the Head Office, by number of employees (tonne/per employee)	0.26	0.22
Non-hazardous waste intensity, at the Crowne Plaza Hotel, by revenue (tonnes of CO <sub>2</sub> -e/per million HKD)	0.17	0.13

<sup>17</sup> Figures of NOx and SOx emissions in 2018 were restated as the amount of LPG used by the Crowne Plaza Hotel in 2018 was subsequently updated/clarified.

<sup>18</sup> Since gaseous fuel consumption is not a significant source of RSP emissions, the figures of RSP do not include Towngas and LPG combustion in the Crowne Plaza Hotel's operations.

<sup>19</sup> Scope 1 includes direct emissions from combustion of fossil fuels in stationary sources and mobile sources.

<sup>20</sup> This figure was restated as the amount of LPG used by the Crowne Plaza Hotel in 2018 was subsequently updated/clarified.

<sup>21</sup> Scope 2 includes energy indirect emissions by electricity purchased from power companies and gas purchased from Towngas.

<sup>22</sup> Scope 3 includes other indirect emissions by methane gas generation at landfill in Hong Kong due to disposal of paper waste, fresh water processing (Crowne Plaza Hotel only), sewage processing (Crowne Plaza Hotel only) and business travel by employees.

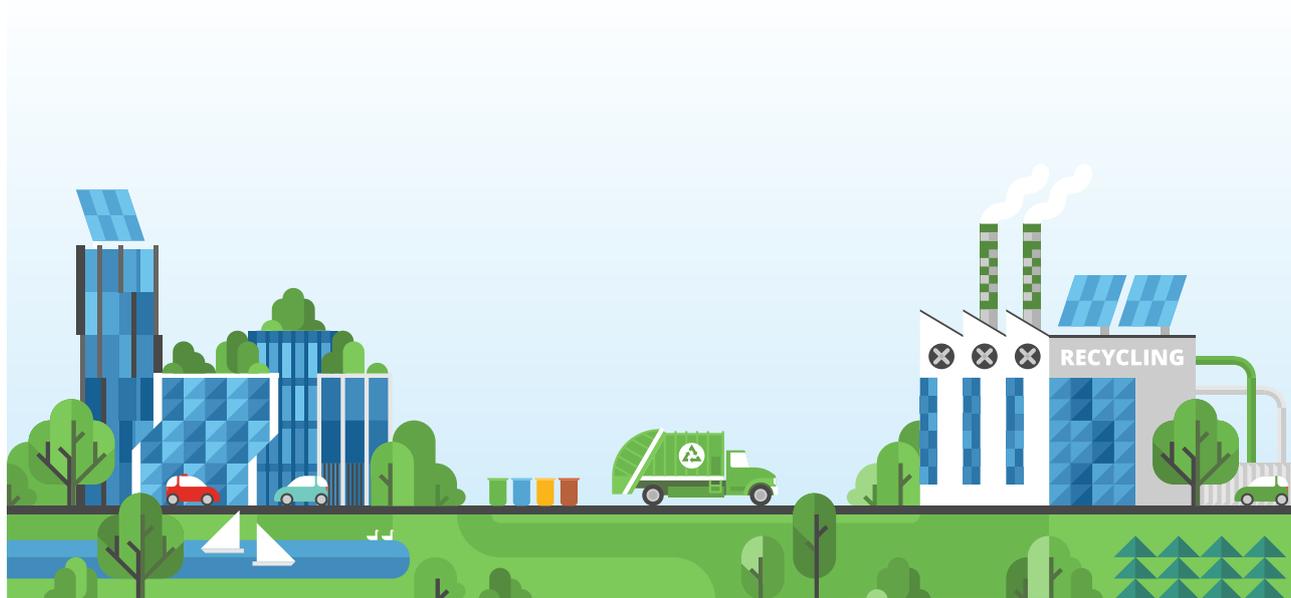
<sup>23</sup> This figure was restated as the amount of water consumed by the Crowne Plaza Hotel in 2018 was subsequently updated/clarified.

<sup>24</sup> This figure only covers hazardous waste generated by the Head Office. Data was not available for the Crowne Plaza Hotel. The Group plans to enhance the data collection system and disclosures in the coming year.



Energy Consumption	2019 Amount	2018 Amount
Direct Energy Consumption (MWh-equivalent)	907.1	943.9 <sup>25</sup>
Towngas (MWh-equivalent)	695.1	732.6
LPG (MWh-equivalent)	7.5	11.3 <sup>26</sup>
Petrol (MWh-equivalent)	168.3	163.8
Diesel (MWh-equivalent)	36.2	36.2
Indirect energy consumption (MWh)	6,184.8	7,461.4
Electricity (MWh)	6,184.8	7,461.4
Energy intensity, at the Head Office, by number of employees (MWh/per employee)	5.9	5.9
Energy intensity, at the Crowne Plaza Hotel, by revenue (MWh/per million HKD)	35.0	32.2 <sup>27</sup>

Water Consumption	2019 Amount	2018 Amount <sup>28</sup>
Water Consumption, at the Crowne Plaza Hotel (cubic metres)	64,373	64,294
Water intensity, at the Head Office, by number of employees (cubic metres/per employee)	4.2	Not Recorded
Water intensity, at the Crowne Plaza Hotel, by revenue (cubic metres/per million HKD)	330.3	255.0



<sup>25</sup> This figure was restated as the amount of LPG used by the Crowne Plaza Hotel in 2018 was subsequently updated/clarified.

<sup>26</sup> This figure was restated as the amount of LPG used by the Crowne Plaza Hotel in 2018 was subsequently updated/clarified.

<sup>27</sup> This figure was restated as the amount of LPG used by the Crowne Plaza Hotel in 2018 was subsequently updated/clarified.

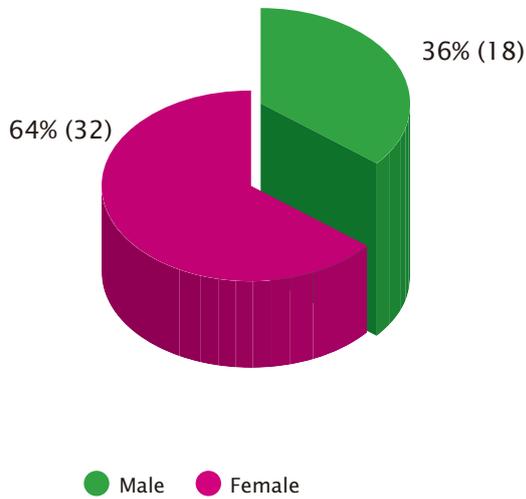
<sup>28</sup> Figures related to water consumption in 2018 at the Crowne Plaza Hotel were restated as the data was subsequently updated/clarified.



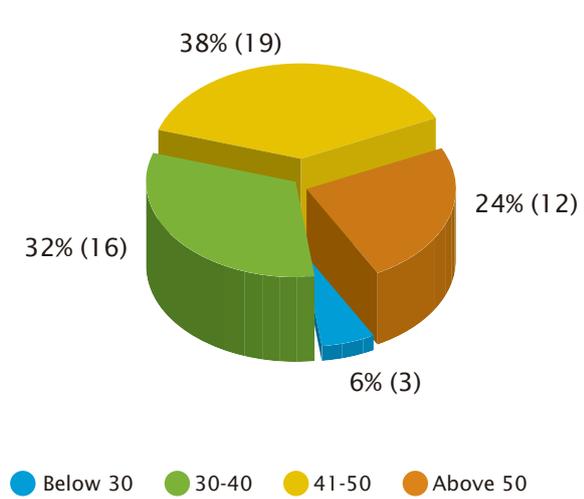
## Social Performance

Percentage and number of employees at Head Office (by gender and age group)

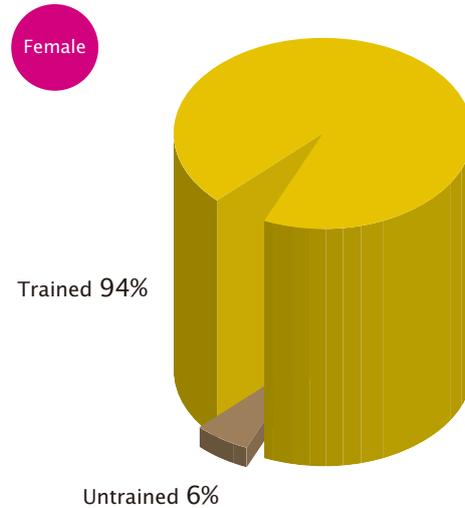
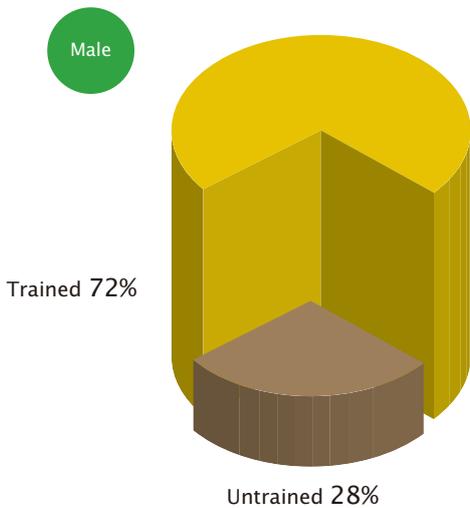
Percentage and number of employees at Head Office (by Gender)<sup>29</sup>



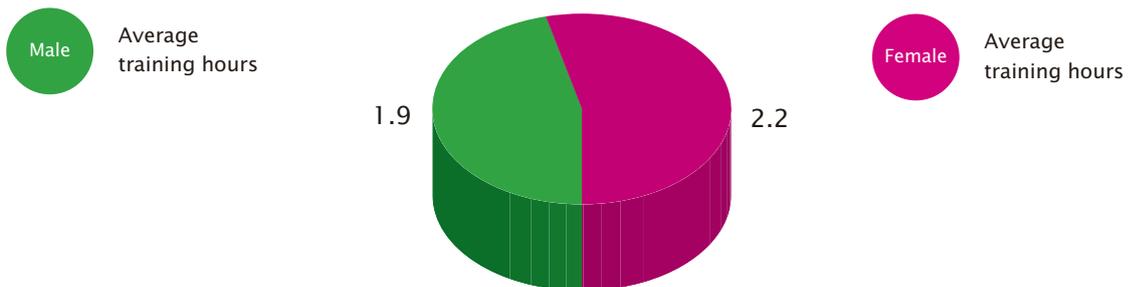
Percentage and number of employees at Head Office (by Age Group)<sup>29</sup>



### Percentage of employees trained at Head Office



### Average training hours per employee at Head Office

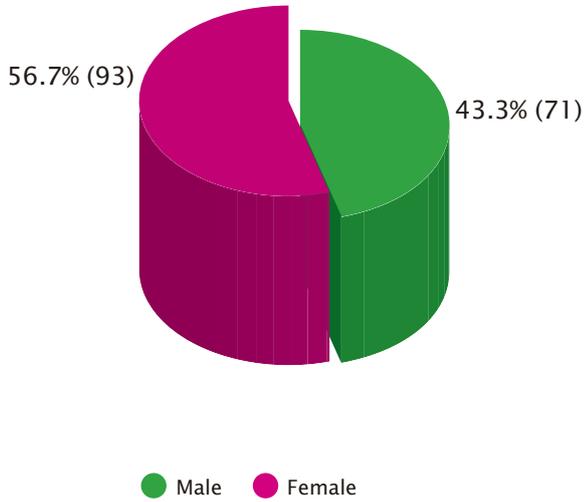


<sup>29</sup> There is no part-time employee at the Head Office.

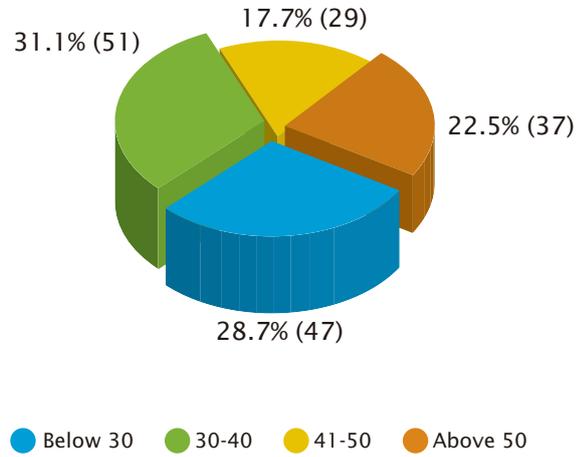


Percentage and number of employees at Crowne Plaza Hotel (by gender and age group)

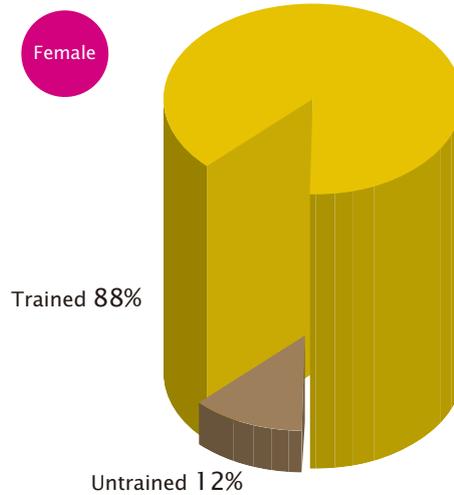
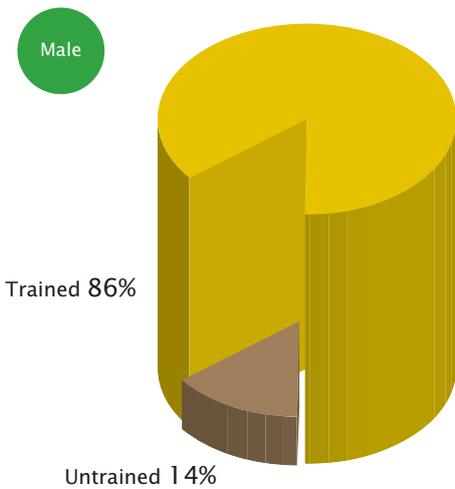
Percentage and number of employees at Crowne Plaza Hotel (by Gender)<sup>30</sup>



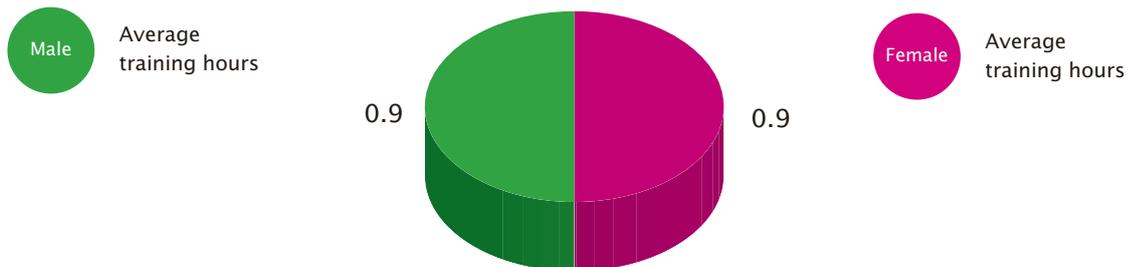
Percentage and number of employees at Crowne Plaza Hotel (by Age Group)<sup>30</sup>



Percentage of employees trained at Crowne Plaza Hotel



Average training hours per employee at Crowne Plaza Hotel



<sup>30</sup> Including 153 full-time and 11 part-time employees.



## ESG Reporting Guide Content Index

Aspects	Content	Page Index/ Remarks
<b>A. Environmental</b>		
<b>A1. Emissions</b>		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	18-21, 26
A1.1	The types of emissions and respective emissions data.	19, 27
A1.2	Greenhouse gas emissions in total (in tonnes) and, where appropriate, intensity.	18-19, 27
A1.3	Total hazardous waste produced (in tonnes) and, when appropriate, intensity.	21, 27
A1.4	Total non-hazardous waste produced (in tonnes) and, when appropriate, intensity.	21, 27
A1.5	Description of measures to mitigate emissions and results achieved.	18-19
A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved.	20-21
<b>A2. Use of Resources</b>		
General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials.	21-23, 26
A2.1	Direct and/or indirect energy consumption by type, in total and intensity.	22, 26-28
A2.2	Water consumption in total and intensity.	23, 28
A2.3	Description of energy use efficiency initiatives and results achieved.	22
A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved.	23
A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	Not applicable
<b>A3. The Environment and Natural Resources</b>		
General Disclosure	Policies on minimizing the issuer's significant impact on the environment and natural resources.	24
A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	24
<b>B. Social</b>		
<b>Employment and Labour Practices</b>		
<b>B1. Employment</b>		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	11-14, 26



Aspects	Content	Page Index/ Remarks
B1.1	Total workforce by gender, age group and geographic region.	29-30
B1.2	Employee turnover rate by gender, age group and geographic region.	Not specified
<b>B2. Health and Safety</b>		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	9, 26
B2.1	Number and rate of work-related fatalities.	10
B2.2	Lost days due to work injury.	10
B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored.	9
<b>B3. Development and Training</b>		
General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	10-11
B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	29-30
B3.2	The average training hours completed per employee by gender and employee category.	29-30
<b>B4. Labour Standards</b>		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.	14, 26
B4.1	Description of measures to review employment practices to avoid child and forced labour.	14
B4.2	Description of steps taken to eliminate such practices when discovered.	Not specified
<b>Operating Practices</b>		
<b>B5. Supply Chain Management</b>		
General Disclosure	Policies on managing environmental and social risks of the supply chain.	17
B5.1	Number of suppliers by geographical region.	Not specified
B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored.	Not specified
<b>B6. Product Responsibility</b>		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	15-16, 26
B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Not specified
B6.2	Number of products and service related complaints received and how they are dealt with.	15-16
B6.3	Description of practices relating to observing and protecting intellectual property rights.	Not applicable
B6.4	Description of quality assurance process and recall procedures.	15-16
B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored.	15



Aspects	Content	Page Index/ Remarks
<b>B7. Anti-corruption</b>		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	16-17, 26
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.	26
B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.	16-17
<b>Community</b>		
<b>B8. Community Investment</b>		
General Disclosure	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	Not specified
B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	Not specified
B8.2	Resources contributed to the focus area.	24-25



## GLOSSARY

In this environmental, social and governance report, unless the context otherwise requires, the following expression shall have the following meanings:

“Board”	the board of Directors;
“Company” or “SEA”	S E A Holdings Limited is an exempted company incorporated in Bermuda with limited liability, the shares of which are listed and traded on the Main Board of the Stock Exchange (Stock code: 251);
“CO <sub>2</sub> ”	carbon dioxide;
“CO <sub>2</sub> -e”	CO <sub>2</sub> equivalent;
“Crowne Plaza Hotel”	Crowne Plaza Hong Kong Causeway Bay, Hong Kong;
“CSR Policy Statement”	Corporate Social Responsibility Policy Statement adopted by the Company;
“Director(s)”	the director(s) of the Company;
“EMSD”	Electrical and Mechanical Services Department of Hong Kong;
“ESG”	environmental, social and governance;
“ESG Reporting Guide”	Environmental, Social and Governance Reporting Guide in Appendix 27 of the Rules Governing the Listing of Securities on the Stock Exchange;
“GHG”	Greenhouse gas;
“Group or SEA Group”	the Company and its subsidiaries;
“Head Office”	main office of the Company in Hong Kong;
“Hong Kong”	the Hong Kong Special Administrative Region of the PRC;
“KPIs”	key performance indicators;
“LPG”	liquefied petroleum gas;
“NO <sub>x</sub> ”	nitrogen oxides;
“PRC/China”	The People’s Republic of China;
“RSP”	respiratory suspended particles;
“reporting year”	the reporting year from 1 January 2019 to 31 December 2019;
“SO <sub>x</sub> ”	sulphur oxides;
“Stock Exchange”	The Stock Exchange of Hong Kong Limited;
“tonnes CO <sub>2</sub> -e”	tonnes of CO <sub>2</sub> equivalent; and
“US”	The United States of America.



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**爪哇控股有限公司**

**S E A Holdings Limited**

(Incorporated in Bermuda with limited liability)

(於百慕達註冊成立之有限公司)