



OTHER CORPORATE INFORMATION



The Matilda Sedan Chair Race Round The Peak

EMPLOYEE RELATIONS

The company's commitment to the development of its staff at all levels ensures not only career progression but also the development of a pool of talent from which to draw for management and other areas of succession.

A variety of initiatives is being pursued including the newly launched Group Management Development Programme for accelerated management training; succession planning with appropriate training programmes; cross-exposure and training of staff between various properties which will encourage an international mindset and adherence to corporate standards; and placement of selected individuals in advanced training courses and scholarship programmes offered by external organisations. These are supplemented internally by the provision of constant training sessions within each operation.

Communication about the company's business is effected via an internal corporate newsletter, as well as through individual operations' staff newsletters. Use of the intranet as a means of information dissemination is being implemented. An open-door policy is



Camp Quality Party Hosted at The Repulse Bay

encouraged to ensure two-way communication. Part of this initiative is an employee satisfaction survey that monitors staff attitudes to the company and in the resolution of issues that create a better working environment. Health and safety provisions are also manifest in the company's approach to staff welfare and productivity.

Employees are also encouraged to participate in their wider communities. Each operation is able to identify worthwhile causes that they may support with monetary gifts, the supply of goods, and actual physical participation in fund-raising events or voluntary service. In 2002 in Hong Kong, for example, the Peak Tramways and The Peak Tower staff entered a sponsored team in the annual charity Sedan Chair Race round the Peak. Corporately, the company supports a number of organisations, principally those connected with education, medical services for children, and the elderly.

THE ENVIRONMENT

The company recognises the importance of contributing to social responsibility and sustainability by implementing environmental initiatives. It has established and implemented corporate design standards that are environmentally friendly. Among these are energy conservation, waste disposal, anti-pollution controls and practices, treatment of hazardous substances and landscaping.

Operationally, each business unit makes additional individual contributions through initiatives such as recycling, noise reduction practices, water filtration, use of "green" refrigerants, and a drive to increase staff awareness and participation in community events and charitable donations.

The company is a member of the World Wildlife Fund corporate programme to support environmental education.