





We often find people focusing on the negative features of Causeway Bay's environment — the congestion and the resulting pollution — but visitors are often surprised by how much greenery there is in Hysan's hub. Hidden secrets include roads and side streets lined with trees, the availability of open space, and courtyards and roof terraces offering an abundance of greenery and flowers.

Hysan's Causeway Bay **GREEN**

SOCIAL RESPONSIBILITY

HYSAN'S APPROACH

Hysan is committed to being a socially responsible company. This means that we go beyond fulfilling regulatory and compliance requirements, and invest in the environment, the community, and generally towards developing positive stakeholder relations.

During the year, we made further progress towards achieving our objectives in this regard.

COMMUNITY: A CARING COMPANY

Hysan considers it important to support the community in which we operate and from which we generate revenue. In recognition of our efforts, in 2003 we were accredited as a "Caring Company" by the Hong Kong Council of Social Services.

We fully appreciate the importance of providing a prime location for charitable organisations to hold fund-raising and other promotional activities. The "Hysan Charity Booth programme" was introduced during the year to provide charitable organisations with the free use of venues in our portfolio for their activities. The launch of the programme at the Hennessy Centre Shopping Centre was well-received and we were encouraged by the enthusiastic response of charitable organisations.

We are also keen to encourage our employees to become involved in activities outside their normal work experience in order to develop a culture of care in the community. Through a wide range of activities organised by the Hysan Corporate Volunteer Team, staff devoted their leisure time to helping the under-privileged and to sharing our experience with the community. Activities organised included participation in fund-raising projects and campaigns, visits to homes for the elderly and under-privileged, and the organisation of talks and seminars to share with local community groups our expertise in property management and technical services.

At the same time, we continued to support various charitable institutions in Hong Kong through donations and sponsorship. Members of our management also serve various government and industry organisations.

ENVIRONMENT

Hysan has in place a formal Safety, Health and Environment (SHE) policy. The Managing Director has overall responsibility for the SHE policy at the Board level. Procedures and monitoring systems of SHE initiatives and practices are developed to ensure effective operation of SHE management, particularly for our property management and technical services units. Relevant unit heads are responsible for ensuring optimal integration of SHE policy into our activities.

We are encouraged by the progress of the Energy Efficiency Campaign that was launched throughout our portfolio last year. Significant savings in energy consumption were achieved without compromising service standards.

During the current financial year, we will further refine our targets, including stepping up procedures for monitoring and benchmarking our energy efficiency performance. Communications with our stakeholders in this regard will also be strengthened to further raise awareness of environmental issues.

HEALTH AND SAFETY

As a property investment company, our health and safety risk profile is low. Our hazards and risks range from trips and falls within property management and technical services units, construction design and management risks within project unit, and a range of generally low risk office-based hazards.

We enjoy a good staff safety record, having experienced minimal accident rates. Health and safety audit activities covering our staff as well as contractors are undertaken by in-house staff. Training programmes on health and safety matters are in place.

During the current financial year, we will continue to strengthen such audit activities and also further enhance the training programmes we have established.



