

SUSTAINABILITY DATA STATEMENTS

This section provides statistical information on the Group's sustainability performance. To facilitate stakeholders in understanding and benchmarking our corporate responsibility performance, our reporting follows the HKEX ESG Guide and GRI Standards.

Performance Highlights ⁽¹⁾

			2019	2018	2017	2016	2015	2006-08 baseline
Economic	Revenue (incl. interest income)	HK\$m	5,888	6,232	5,804	5,668	5,797	–
	Operating costs	HK\$m	2,049	2,241	2,102	2,134	2,142	–
	Employee wage and benefits	HK\$m	2,294	2,291	2,135	2,108	2,063	–
	Capital expenditure	HK\$m	1,590	1,490	1,827	2,479	1,379	–
	Payments to providers of capital	HK\$m	242	195	224	239	217	–
	Tax payments to governments ⁽²⁾	HK\$m	330	486	442	410	480	–
	Total floor area	'000 m ²	652	652	652	651	651	518
	Total number of guest nights ⁽³⁾	'000	1,277	1,333	1,240	1,190	1,256	1,119
People	Headcount ⁽⁴⁾		7,451	7,594	7,534	7,985	8,447	–
	Turnover	%	19.7%	21.9%	21.3%	22.0%	22.6%	–
	Headcount by Gender	% Female	41.6%	42.6%	41.9%	42.6%	42.8%	–
Health and Safety	Injury rate ⁽⁴⁾⁽⁵⁾	incidents per 100 employees	3.9	3.5	3.1	3.9	3.4	–
	Lost day rate ⁽⁴⁾⁽⁵⁾	days per 100 employees	74.4	57.7	43.9	45.2	57.0	–
Environment	Greenhouse gas emissions	'000 tCO ₂ e	98	101	102	103	107	117
	Group carbon intensity	kg CO ₂ e per m ²	150	154	156	158	164	226
	Total energy use ⁽⁶⁾	'000 GJ	834	864	864	866	892	858
	Energy intensity ⁽⁶⁾	MJ per m ²	1,278	1,325	1,326	1,329	1,369	1,658
	Direct water consumption	'000 m ³	1,559	1,705	1,662	1,651	1,765	1,807
	Water intensity							
	Hotels Division ⁽⁷⁾	litres per guest night	1,014	1,075	1,100	1,154	1,168	1,373
	Commercial Properties, Clubs & Services Division	litres per m ²	1,184	1,131	1,226	1,173	1,247	1,280
	Water recycled and other water sources	'000 m ³	566	448	489	613	137	–
Community	Waste diversion rate ⁽⁸⁾	%	50.7%	50.8%	47.5%	42.2%	42.1%	–
	Monetary Donations ⁽⁴⁾⁽⁹⁾	HK\$ '000	2,025	2,519	3,250	4,232	6,273	–
	In-kind Donations ⁽⁴⁾⁽⁹⁾	HK\$ '000	7,403	7,502	6,684	9,048	7,115	–
	Other contributions for community development ⁽¹⁰⁾	HK\$ '000	2,787	2,796	2,730	2,125	2,447	–

Footnotes:

- (1) Please refer to Reporting Scope on inside front cover of 2019 CRS Report for the scope of businesses covered in the reporting of employee, health and safety, community and environmental performance.
- (2) Inclusive of corporate income tax, property and real estate tax, payroll tax and other corporate taxes. The decrease in the 2019 figure was mainly due to a timing difference arising from the late issuance of corporate income tax demand notes by the Hong Kong government. Therefore, the majority of Hong Kong corporate income tax relating to 2019 was not due or paid until 2020.
- (3) Calculation based on actual number of guests that occupied each of the rooms and suites in the relevant year.
- (4) There have been changes on reporting scope and methodology for people, health and safety, and community, please refer to page 37 of 2019 CRS Report for details. (Footnote 1 for people; footnote 4 for health and safety; footnote 19 for community).
- (5) Due to revised methodology in 2019, minor incidents only requiring first aid have been excluded in the scope in line with accepted reporting methodologies. We have restated the numbers from 2015 onwards as these changes were significant. Injury rate increased significantly due to an overall increase of injuries and reporting of these incidents of which over 96% are those that did not require a hospital stay, and thus not considered severe injuries. The injury rate for severe cases is at 0.14 per 100 employees. Lost day rates increased due to several prolonged injury cases of staff ranging from strains, fractures, bruises and burns that were carried forward from 2018 and several new prolonged cases reported in 2019. There was no incident of occupational disease recorded.
- (6) Vehicle fuel consumption is not included in the total energy use and energy intensity reported.
- (7) Includes all water uses in the hotels, not just those used by guests directly.
- (8) Grease trap waste, hazardous waste and construction waste were not included in the waste data reported.
- (9) Decrease in donations is due to the social and civil unrest in Hong Kong that led to a drop in guest donations (with the new methodology, refer to page footnote 19 in page 37 of 2019 CRS Report) and cancellation of gala and charity events. In addition, cost saving measures have been implemented due to the challenging business environment in 2019. We have also restated previous years data from 2015 to 2018 to include additional in-kind donations that were not included in previous years.
- (10) Relates to contributions made to non-charitable organisations on projects supporting the wider community, for example, the Hong Kong Heritage Project, an archive project for preserving valuable historical records of the Kadoorie family and its businesses, mostly based in Hong Kong.

