



新創建 NWS

NWS HOLDINGS LIMITED

(Incorporated in Bermuda with limited liability)

Stock code: 659

Sustainability Report 2022

Performance Highlights

NWS Holdings Limited, as the diversified industries flagship of New World Development Company Limited, invests and operates a wide range of businesses predominantly in Hong Kong and Mainland China. This Performance Highlights provides an overview of the Group's Environmental, Social and Governance performance during the reporting period of 1 July 2021 to 30 June 2022. The full version of the sustainability report is available on our [website](#).



Message from the Chief Executive Officer and Chairman of the Sustainability Committee

At NWS, sustainability is at the heart of our business. We are devoted to building a more sustainable future that enables our business and communities to thrive. The unwavering commitment of our sustainable, long term growth is to create shared value for our employees, customers, business partners, the environment and society.

Mr. MA Siu Cheung

Chief Executive Officer and Chairman of the Sustainability Committee



Major ESG Rating



Hang Seng Corporate Sustainability Index Series

"AA+" overall rating over "AAA"
Listed on HSSUSB for 12th consecutive year



Ranked "A" from "BBB"



Top 10% in sector ranking

Award and Recognition



Hong Kong Sustainability Award – Certificate of Excellence 2021



Corporate Social Responsibility Award 2021 & The Listed Enterprise Excellence Awards 2021



ESG Benchmark Awards 21/22 – Diamond



Green Building Award 2021 – Grand Award



Employer of Choice Award & Corporate Social Responsibility Award



Sustainable Business Award & Sustainable Leadership Award 2021

Our Sustainability Approach



Our Approach

Focused UNSDGs

NWS Sustainability Targets 2030



NEW WORLD SUSTAINABILITY VISION 2030



Green

Moving toward a greener future



Caring

Nurturing our communities and culture



Wellness

Promoting health in body and mind



Smart

Using innovation to unlock potential

SUSTAINABLE DEVELOPMENT GOALS



SDG 3

Good Health and Well Being



SDG 8

Decent Work and Economic Growth



SDG 11

Sustainable Cities and Communities



SDG 17

Partnerships for the Goals

Environmental Targets

(Baseline: FY2013)

FY2022 Progress

Carbon intensity
(tCO₂e/million HK\$ revenue)
(FY2030 target: ↓ 50%)

↓ 60%

Energy intensity
(GJ/million HK\$ revenue)
(FY2030 target: ↓ 50%)

↓ 52%

Water intensity
(m³/million HK\$ revenue)
(FY2030 target: ↓ 30%)

↓ 31%

Reuse of Construction and Demolition Material
(FY2030 target: >90%)

>90%

Social Targets

(Since FY2015)

FY2022 Progress

Maintain lost-time injury rate (LTIR)
(FY2030 target: <3.0 per 100 employees)

0.5 per 100 employees

Improve the well-being of beneficiaries
(FY2030 target: >4 million)

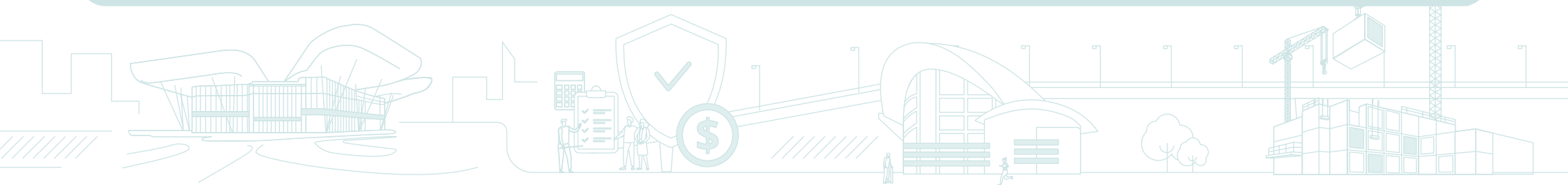
2.39 million

Enhance the quality of life of beneficiaries
(FY2030 target: >17 million)

10.9 million

Accumulate hours of voluntary service to the community
(FY2030 target: 175,000)

118,800 hours



Performance Highlights in SR2022

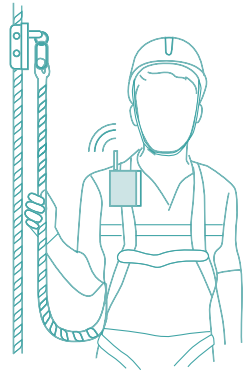


Thriving People



Health and Safety

- Embraced **innovation** for construction safety such as smart supervision and automatic status detection.



- Provided over **10,000 hours** of occupational health and safety training.
- Achieved 0.5 LTIR and achieved a **30% reduction** in Lost-Day rate compared to last year.
- Provided all-round support to our frontline service staff through flexible work arrangements, vaccination leave and distributing care packages throughout COVID-19.



Employee's Wellbeing

- Conducted an employee satisfaction survey with **95%** response rate from the Group.
- Launched HK first "**Flexi Care Programme**" to promote work-life balance with a 4.5-day work week during summer.



- Over **1,100 colleagues** participated in "**Dialogue with CEO**", encouraging a "Voice out" culture.
- Launched an Employee Abundance Programme for over **840 colleagues** and their family members that cater both their mental and spiritual needs.



Talent Cultivation

- Enhanced **talent cultivation** by integration of innovative technologies, subsidy schemes and long term career planning.
- Established our first online training platform with provision of over **200** training sessions and recorded over **50,000** training hours.
- Established industry's **first AI driven training** to cultivate the force of next generation for the insurance industry.

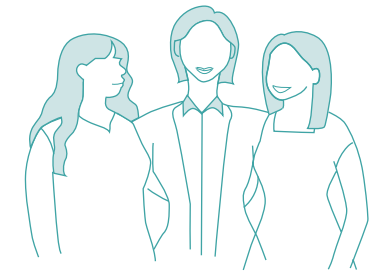


- Upheld "Talent Development Programme" in construction business, with scholarship, on-the-job training and clear promotional pathways.



Fostering a Diverse and Inclusive Workplace

- Signatory of the "**Racial Diversity and Inclusion Charter for Employers**".
- Collaborated with Equal Opportunities Commission to provide D&I trainings for over **500 colleagues**.
- Provided career opportunities and platforms to encourage woman empowerment.



- Michele Lui and Apple Chan from Hip Hing Group won the "**Young Achiever of the Year**" from RICS Awards and "**CIC Outstanding Apprentice Award**" respectively, demonstrating our persistent effort on promoting women empowerment.
- Hosted construction campaign themed "**Lap Dog Challenge**" to address gender stereotypes in the industry.

Performance Highlights in SR2022

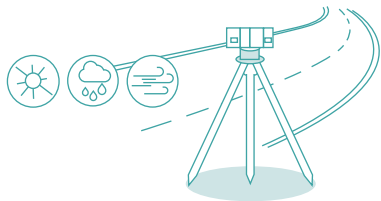


Greener Future



Accelerating Climate Resilience

- Over 800 participants across our internal business ecosystem joined **NWS Sustainability Forum 2022**. This year's theme was on climate resilience.
- Pioneered comprehensive **climate-related physical risks assessments** for road business as per the latest Intergovernmental Panel on Climate Change projections.

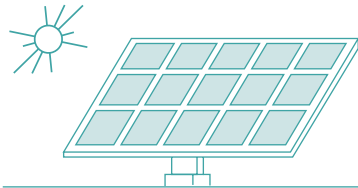


- Incorporated climate-related transition risks into enterprise risk management framework for regular review.
- Adopted green building standards in nearly **100%** of new building projects; the Zhiyi West Lake Service Area under HZRR aspires to be the **1st service centre** to be LEED Platinum certified in Mainland China.



Transitioning to Carbon Neutrality

- Accumulated **HK\$4.49 billion** sustainable financing to support business' low carbon transformation.
- Formed a **strategic alliance** with Guangdong Guodian Longyuan Wind Power Generation and China Power Construction Group Urban Planning and Design Institute to maximize renewable energy use in roads operation in support of the national carbon neutrality target.

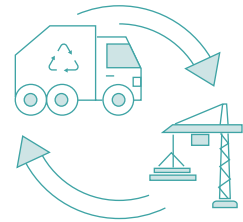


- HML pledged "**Net Zero Carbon Events**" calling on the event industry to support sustainable development in union.
- Maximized applications of **Battery Energy Storage System** (16 units) to accelerate early electrification in our construction sites.



Managing Waste towards Circularity

- Self-developed the **Material Management App** to save over 500 tonnes of local construction and demolition materials across construction sites.

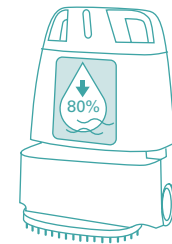


- Our insurance business unit launched a series of activities during "**Green Month**", which saved 45% of paper usage in FY2022 through introducing digitalization.
- Launched "**Go Green Go Digital**" online platform to encourage insurance customers to switch to e-services and led to the successful donation of 9,000 sim cards to 4,500 children to support online learning.
- Engaged the Group's employees to participate in "**Green in My City**" waste innovation competition and propose new ideas to reduce office waste.



Water Conservation by Intelligence and Biodiversity

- Reduced around **20%** of the Group's absolute municipal water consumption as compared with FY2021.
- Constructed the wastewater treatment system at Zhiyi West Lake Service Area with capacity of **2,000 m³** wastewater reuse per annum for landscape irrigation and cleaning applications.
- Used cleaning robots – Harry and Hana to save approximate **80%** of cleaning water in HKCEC.



- Implemented regular tree protection measures in construction sites.
- Launched the "**One Plan One Tree**" programme by insurance business to plant over 1,000 trees with effort from 3,000 colleagues.

Performance Highlights in SR2022



Optimizing Value Chain



Supply Chain Management

- Over **99%** of our suppliers were local suppliers, from Hong Kong and Mainland China.
- Updated NWS *Supply Chain Management Guide* with reference to latest industry trend.
- Launched “**Safety Review Forum**” to enhance safety awareness of workers in response to latest construction standard and standards.
- Engaged with stakeholders including suppliers to identify **5 megatrends** that need to be prioritized: responsible supply chain, talent attraction and retention, diversity and inclusion, cyber security, and climate change.
- Pioneered low embodied carbon concrete certified by CIC Green Product Certification at **platinum** level in building projects.



Continuous Innovation for Quality Customer Service

- Obtained International Organisation for Standardization Standards 9001, 14001, 5001, and 45001 certifications for **100%** of our construction sites.
- **300,000** customers benefited from free COVID-19 vaccination side effect coverage by our insurance business.



- The roads business adopted the use of Unmanned Aerial Vehicle, a smart solution **for road inspection** to enhance safe management and efficiency.



Data Protection and Customer Privacy

- Conducted a **cyber security assessment** across business units to identify key risks and mitigation actions.



- Established cyber security governance to oversee policies and process to improve data protection and privacy.
- Deployed multi-layer defense solutions for IT system.
- Conducted regular cyber security related trainings for knowledge and awareness building.



Customer Engagement

- Conducted customer satisfaction survey with over **350** customers with **98%** satisfaction achieved.
- Promoted “Voice of Customer” culture for continuous improvement of our services and products.



- Launched our first unmanned **AI convenience store** at Zhiyi West Lake Service Area to enhance the shopping experience for our customers.



Fostering an Inclusive Community



Standing with the Community during COVID-19

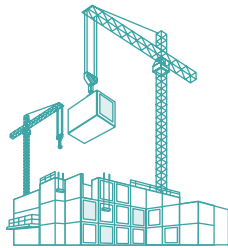
Provisions of Supplies and Financial Support



- Donation of **20,000** sets of rapid antigen test (RAT) kits and **10,000** medical-grade oximeters to the underprivileged.
- Donation of a total of **HK\$2.6 million** to NGOs in anti-pandemic campaigns.
- **400 volunteer** participations with over 2,700 service hours for the Hong Kong Community Anti-Coronavirus Link hotline centre from March to April.

Leveraged the Network and Resource of the NWS Ecosystem

- Constructed nearly **120** fully serviced quarantine units at Penny's Bay in fewer than 63 days by using BIM and MIC.

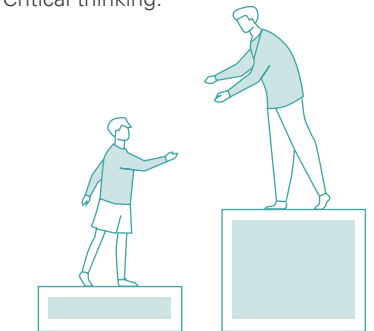


- FTLife Insurance offered free COVID-19 related insurance to **800** designated taxi and bus fleet drivers.
- Gleneagles Hospital Hong Kong provided free video medical consultations, RAT Kits and 3 days of medicines for **1,250** patients with COVID-19.
- HML supported the Hong Kong Government to set up a **storage and logistics center** for **anti-pandemic supplies** at the HKCEC.



Empowering the Next Generations

- EXP Journey participants participated in field-trip and sharing sessions to experience learning beyond the school environment.
- FTLife Insurance supported about **1,000** students from the 3-year Scholarship programme for underprivileged students through "Principal Chan Free Tutorial World".
- Participants from 10 secondary schools attended 10 sessions of "**Junior Achievement Future Skills Workshop**" to develop students' 3C skills – Collaboration, Creativity, and Critical thinking.



Fostering a Volunteering Culture

- Contributed an accumulated total of over **220,000 volunteering hours** and reaching over **110,000 beneficiaries** through the NWS Volunteer Alliance up to date.
- Organized an appreciation ceremony for colleagues and volunteers with active participation.



Promoting Environmental Sustainability

- Launched our first "**Habitat Heroes**" programme by partnering with The Nature Conservancy to engage young talents to restore the marine habitat zone with high ecological value.